A total of 144 respondents took this year’s survey, with cancer program administrators representing more than half (53%) and an additional quarter (23%) identifying themselves as cancer program leadership.

In the Past 2 Years, to Ensure Financial Sustainability...

- 1 in 4 (27%) programs acquired private practice physicians
- Nearly 1 in 4 (23%) partnered to help fund and drive research
- 1 in 5 (19%) aligned with private practice physicians (e.g., PSAs, MSAs)

Top 3 Reasons for Participating in an Affiliation, Agreement, and/or Partnership...

- 67% To maintain and/or grow market share
- 52% To improve financial performance
- 52% To improve patient access

In a follow-up question, almost \( \frac{3}{4} \) said the affiliation, agreement, and/or partnership caused concern and/or a loss of staff. Respondents cited specific frustrations such as, time it takes to get things done, provider engagement, lack of integration, and difficulties aligning culture.

Top 5 Threats to Future Cancer Program Growth

- Reimbursement requirements from payers
- Shifting reimbursement away from fee-for-service to value-based care
- Uncertainties in drug pricing reform policies
- Cost of new treatment processes and equipment
- Cost of drugs

Top 5 Opportunities for Cost Savings

- Improving care coordination
- Improving symptom management
- Use of lower cost drugs
- Reducing unwarranted care variation
- Consolidating vendor contracts

(Percentages represent the percentage of respondents who ranked the threat in their Top 5.)

(Percentages represent the percentage of respondents who ranked the cost-savings opportunity in their Top 5.)
Nearly 1 in 3 respondents (29%) said that their organization is seeing an increase in AYA (adolescent and young adult) patients.

Of those who reported an increase in AYA patients, 94% shared that they are providing these services to ensure that they are meeting the unique needs of AYAs:

- Psychosocial services
- Genetic counseling services
- Fertility services
- Access to pertinent oncology clinical trials

3 out of 4 (75%) of those polled reported that their cancer program uses quality measures to evaluate physician performance. Patient satisfaction (86%) and participation in tumor boards and/or multidisciplinary cancer care conferences (76%) are the most common metrics used in these evaluations. Other quality measures collected include involvement in clinical trials (52%), documentation metrics (52%), and end-of-life care (31%).
**Top 4 Services CURRENTLY PROVIDED via Telehealth**

- Tumor boards
- Genetic counseling
- Molecular tumor boards
- Second opinions

**Most Popular Services Cancer Programs PLAN TO PROVIDE via Telehealth in Next 2 Years**

- Genetic counseling
- Symptom management consults
- Oral chemotherapy adherence and support
- Symptom monitoring (e.g., through use of an app)
- Psychosocial counseling
- Nutrition counseling
- Financial navigation
- Survivorship visits
- Tumor boards

**LIVE POLLING AT THE 2019 ACCC NATIONAL ONCOLOGY CONFERENCE**

Meeting attendees shared these data about their infusion programs:

- The majority conduct data analysis on infusion center performance (60%) and report on staff productivity (63%).
- Most collected metric is patient satisfaction scores (93%) followed by nurse satisfaction scores (52%).
- Inefficient infusion chair utilization is the number one pain point (70%).
- 80% of respondents have conducted a QI or PI initiative in their infusion center.

**Thinking about your typical workday, which of the following issues have been concerns for you?**

- Workflow inefficiencies
- Heavy workload
- Staff complaints about workload and burnout
- Lack of work-life balance
- Decreasing focus on patient care

In the 2018 *Trending Now in Cancer Care* survey, nearly 70% of respondents said that “EHRs have lengthened the workdays of physicians and staff.”

**LIVE POLLING AT THE 2019 ACCC NATIONAL ONCOLOGY CONFERENCE**

Nearly half (44%) of those polled said that their program did not currently use telehealth. Top barriers: reimbursement (74%), regulatory requirements (58%), and operational changes required, e.g., staffing or technology (58%).
1 in 3 (36%) of those polled said that almost every patient they meet with is experiencing a financial hardship related to their cancer care, with 78% reporting that their cancer program is not adequately staffed with financial advocates.

**Top 5 Concerns Related to Workforce Planning**

<table>
<thead>
<tr>
<th>Concern</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Clinician burnout</td>
<td>58%</td>
</tr>
<tr>
<td>Staff and clinician engagement</td>
<td>54%</td>
</tr>
<tr>
<td>Siloed communication between departments</td>
<td>47%</td>
</tr>
<tr>
<td>Top-of-license practice</td>
<td>47%</td>
</tr>
<tr>
<td>Clinician workforce shortages</td>
<td>42%</td>
</tr>
</tbody>
</table>

**Top 5 Positions Respondents Are Most Concerned About When It Comes to Bandwidth and/or Ensuring Patient Access**

<table>
<thead>
<tr>
<th>Position</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Medical oncologists</td>
<td>59%</td>
</tr>
<tr>
<td>Oncology nurses</td>
<td>53%</td>
</tr>
<tr>
<td>Financial advocacy staff</td>
<td>49%</td>
</tr>
<tr>
<td>Navigators</td>
<td>44%</td>
</tr>
<tr>
<td>Palliative care specialists</td>
<td>43%</td>
</tr>
</tbody>
</table>

**Top 3 Challenges to Offering Cancer Patients Clinical Trials**

<table>
<thead>
<tr>
<th>Challenge</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Staff resources and training</td>
<td>53%</td>
</tr>
<tr>
<td>Program infrastructure</td>
<td>50%</td>
</tr>
<tr>
<td>Lack of patient understanding of clinical trial process</td>
<td>46%</td>
</tr>
</tbody>
</table>

**LIVE POLLING AT THE 2019 ACCC NATIONAL ONCOLOGY CONFERENCE**

The Association of Community Cancer Centers (ACCC) is the leading education and advocacy organization for the cancer care community. Founded in 1974, ACCC is a powerful network of 25,000 multidisciplinary practitioners from 2,100 hospitals and practices nationwide. As advances in cancer screening and diagnosis, treatment options, and care delivery models continue to evolve—so has ACCC—adapting its resources to meet the changing needs of the entire oncology care team. For more information, visit accc-cancer.org or call 301.984.9496. Follow us on Facebook, Twitter, and LinkedIn; read our blog, ACCCBuzz; and tune in to our podcast, CANCER BUZZ.

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