Incr easing the number of sub-specialists (for example 56% 37%)

Screening services
Diagnostic consults with other specialists (e.g., pathology, molecular tumor boards

Nearly EHRs have had a negative impact

Yes

Extr acted data from

•

In the past 12 months, has a cancer patient

•

Which of the following provider-to-provider

Most Popular Strategies to Address Healthcare

Of fer education and resources to patients and caregivers
Use nurse navigators to help underserved patients
Use translators or translation software to ensure patients
can get to their treatment visits

patients
can participate in shared decision-making

T umor boards
Clinical Trials
Survivorship clinic
Program infrastructure (e.g., technology to identify eligible

49% 10% 19% 32%

2. Lack of patient understanding of the clinical trial process
1. Patient concerns surrounding historical stigma related to

2. Lack of patient understanding of the clinical trial process
1. Patient concerns surrounding historical stigma related to clinical trials

Symptom management consults
Palliative care services
Palliative care physician
Genetic counseling
Genetic counseling
Financial advocate
Financial advocate

•

Survey respondents report that supportive care sessions-most of which are NOT REMUNERATED by

61% of programs have dedicated financial

access to patients understand costs, optimize insurance, and find external financial

services-most of which are

66%

58%

14%

15%

88% 95% 86%

81%

81%

81%

81%

80% 71% 70%

71%

81%

81%

81%

38%

38%

36%

48%

34%

39%

13%

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23%

29%

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In the past 12 months, has a cancer patient you currently use telehealth for?

Survey respondents report supportive care services most of which are NOT REMUNERATED by PAYERS are paid for out of the organization’s operating budget. Followed second by funds raised by the organization (e.g., grants, corporate gifts, individual donors).

Most Popular Supportive Services (CURRENTLY PROVIDED)

- Pain management & medications
- Symptom monitoring & medication management (35%)
- Genetic counseling (27%)
- Survivorship visits (24%)
- Symptom management consults (23%)
- Operational changes required (e.g., staffing, workflow) (22%)
- Genetic counselor (21%)
- Nutrition counseling, palliative care consults (20%)
- Provider reluctance (19%)
- Symptom management in primary care setting (19%)
- Care coordination (19%)

- unwind and deposited it in the EHR module
- Patient navigation
- EHR module
- Developed custom oncology module
- Replaced existing EHR module
- Gained access to payer, pharmacy and benefit information
- Developed and implemented a data repository
- Addressed interoperability challenges
- More than 26% say that EHRs have had a negative impact on physician and staff well-being — up from 22% in 2017.

Most Popular Supportive Care Staff (RECENTLY ADDED)

- Palliative care physician
- Nutrition services
- Navigation services
- Genetic counselor
- Palliative care

Most 5 Biggest Barriers to Telehealth

- Provider reluctance
- Reimbursement
- Operational changes required (e.g., staffing, workflow)
- Symptom management in primary care setting
- Care coordination

Physician engagement & awareness

Lack of patient awareness of clinical trial options

Patient navigation

Most Popular Support Services BEING ADDED

- Supportive care consults
- Care coordination
- Patient navigation
- Pain management & medications
- Oncology sub-specialists
- High-risk child & adolescent patients
- Adult & body systems
- Other/multiple staff
- Palliative care
- Multidisciplinary care
- Survivorship visits
- Emotional support

Top Threats to Future Cancer Program Growth (Percentage of respondents that ranked these threats in top 5)

- Cuts to fee-for-service reimbursement (19%)
- Cost of new treatment processes and equipment (17%)
- Reimbursement requirements from payers (16%)
- Physician alignment around services and program goals (13%)
- Workforce planning (e.g., recruiting and retaining staff) (10%)

Highlights from the 2018 Trending Now in Cancer Care Survey

- Pain management & medications
- Education & awareness
- Symptom monitoring & medication management
- Genetic counseling
- Symptom management

Most 5 Investments Most Likely to Yield ROI (Percentage of respondents that ranked these investments in top 3)

- Implement a transportation program to ensure patients can get to their treatment visits
- Open satellite locations so patients can receive care in their own communities
- Use nurse navigators to help underserved patients participate in shared decision-making
d- Implement a transportation program to ensure patients can get to their treatment visits
- Open satellite locations so patients can receive care in their own communities

Most Popular Strategies to Address Healthcare Disparities and/or Access to Care Issues

- Provider reluctance
- Reimbursement
- Operational changes required (e.g., staffing, workflow)
- Symptom management in primary care setting
- Care coordination

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- Operational changes required (e.g., staffing, workflow)
- Symptom management in primary care setting
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- Strategic planning
- Physician engagement & awareness
- Staff resources & training
- Market segmentation
- Financial advocacy

- Strategic planning
- Physician engagement & awareness
- Staff resources & training
- Market segmentation
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IT Challenges & Barriers to Care

- Implementation of risk-based contracting
- Developing cost-effective, evidence-based care
- Quality of patient care
- Development of care coordination protocols
- Surveys of patients to identify needs

- Implementation of risk-based contracting
- Developing cost-effective, evidence-based care
- Quality of patient care
- Development of care coordination protocols
- Surveys of patients to identify needs

- System maturity
- Data quality & integrity
- Provider reluctance
- Reimbursement
- Operational changes required (e.g., staffing, workflow)

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Disparities and/or Access-to-Care Issues

Most Popular Strategies to Address Healthcare Disparities and/or Access-to-Care Issues

- Diagnostic consults with other specialists (e.g., pathology, Tumor boards)
- Implement a transportation program to ensure patients can get to their treatment visits
- Open satellite locations so patients can receive care in their own communities
- Offer education and resources to patients and caregivers
- Use nurse navigators to help underserved patients
- Partner with community organizations in outreach efforts

Lack of patient understanding of the clinical trial process

- Staff resources & training
- Lack of patient understanding of the clinical trial process
- Physician engagement & awareness
- Patient concerns surrounding historical stigma related to participation in clinical trials
- Uncertainties in drug pricing reform policies
- Operational changes required (e.g., staffing or technology changes)

Top Threats to Future Cancer Program Growth

- Affiliating with a cancer program—down from 18% in 2017 to 14%
- Merging with or acquiring an independent physician practice—down from 16% in 2017 to 14%
- Workforce planning (e.g., recruiting and retaining staff)
- Payers shifting additional costs to patients (e.g., deductibles, co-pays)
- Staffing shortages across the board, including nurses and technologists (34%)
- Operational changes required (e.g., staffing or technology changes)

Most Popular Supportive Care Staff

- Palliative care physician
- Dietitian
- Oncology nurse
- Psychosocial counselor
- Symptom management
- Nutrition counselor

Symptom management

- Most Popular Supportive Care Staff
- Palliative care physician
- Dietitian
- Oncology nurse
- Psychosocial counselor
- Symptom management
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Nutrition services

- Most Popular Supportive Care Services
- Nutritional counseling
- Symptom management
- Symptom monitoring & medication management
- Pain assessment
- Physical therapy
- Nutrition services

Most Popular Supportive Care Services

- Symptom management
- Nutritional counseling
- Symptom monitoring & medication management
- Pain assessment
- Physical therapy
- Nutrition services

The Association of Community Cancer Centers (ACCC) is a provider of resources for the entire oncology care team. For more information visit accc-cancer.org or email info@accc-cancer.org. ©2019. Association of Community Cancer Centers. All rights reserved. No part of this publication may be reproduced or transmitted in any form or by any means without written permission.
In a typical workday, members of my cancer care team have expressed concerns about these issues:

- 67% Loss of control or flexibility at work
- 75% Workflow inefficiencies
- 70% Lack of work-life balance
- 54% Decreasing focus on patient care
- 61% Social isolation at work
- 29% 24/7 work expectations
- 20% 11% No flexibility in scheduling

87% say the pharmacist is a problem at their program. 79% say the pharmacy technician is dedicated to cancer program.

Inadequate work-life balance is the main driver of burnout among cancer program staff. This highlights the importance of addressing work-life balance issues to reduce turnover and improve staff well-being.

Most Popular Strategies to Combat Burnout:
- Establishing staff-navigator program
- Giving staff opportunity to learn professional skills
- Providing ongoing education
- Evaluating, “on-boarding” as we raise the bar to the high standards of cancer programs
- Staffing professional ancillary as strategy employee priority

In a survey of respondents (61%), 29% reported a turnover of advanced practitioners in their program.

5 Most Popular Reasons Why Physicians Left:
- Lack of support from executives or physicians: 36% of those polled said staff turnover is a problem at their outpatient clinic—84% in 2017 vs. 71% in 2018.
- Personal reasons: 19% of respondents (60%) reported no turnover of advanced practitioners in your program.
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My program has a process in place to refer patients to pre-rehabilitation: 22%. My program has a process in place to refer patients to pre-rehabilitation: 22%. My program has a process in place to refer patients to pre-rehabilitation: 22%. My program has a process in place to refer patients to pre-rehabilitation: 22%.
Which statement best describes your organization’s relationship with physicians?

- Surgeons
- Radiation oncologists
- Medical oncologists

In a typical workday, members of my cancer care team have expressed concerns about these issues:

- Heavy workload
- Workflow inefficiencies
- Lack of work-life balance
- Loss of control or flexibility at work
- Unfair responsibilities

¹

Most Popular Reasons Why Physicians Left their programs:

- 46% - Surpassing patient needs and issues
- 67% - Workflow inefficiencies
- 46% - Heavy workload
- 67% - Workflow inefficiencies
- 46% - Heavy workload

²

Most Popular Reasons Why Advanced Practitioners Left their programs:

- 46% - Surpassing patient needs and issues
- 67% - Workflow inefficiencies
- 46% - Heavy workload
- 67% - Workflow inefficiencies
- 46% - Heavy workload

³

Top 3 Benefits of a Specialty Pharmacy

- 41% - Life-saving products
- 41% - Easier for patients
- 41% - Decreased medication costs

My program offers the following services:

- Pharmacy
- Medical management
- Adherence management
- EHR integration
- 41% - Life-saving products
- 41% - Easier for patients
- 41% - Decreased medication costs

Top 5 Goals of a Specialty Pharmacy

- 38% - Improve patient outcomes
- 38% - Decrease medication costs
- 38% - Improve patient adherence
- 38% - Improve patient outcomes
- 38% - Decrease medication costs

Live Polling of Attendees at the 2018 ACCC National Oncology Conference

- 38% - Improve patient outcomes
- 38% - Decrease medication costs
- 38% - Improve patient adherence
- 38% - Improve patient outcomes
- 38% - Decrease medication costs
### Staffing & Services

**Which statement best describes your organization’s relationship with physicians?**

- [ ] 46% Radiation oncologists
- [ ] 67% Interventional radiologists
- [ ] 4% Hematologists/oncologists
- [ ] 50% Out of the business
- [ ] 27% Loss of economic viability
- [ ] 15% Decreasing focus on patient care
- [ ] 29% Social isolation at work
- [ ] 48% Decreasing focus on patient care
- [ ] 22% Increasing cost of providing care
- [ ] 29% Loss of financial viability

**Which statement best describes your organization’s relationship with advanced practitioners?**

- [ ] 46% Radiation oncologists
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**Most Popular Strategies to Combat Burnout**

- [ ] Establishing a stress management program
- [ ] Ensuring staff consistently manage professional and work-related stress
- [ ] Providing support and counseling to employees in distress
- [ ] Creating an environment that promotes work-life balance
- [ ] Encouraging staff to seek help from colleagues or professionals
- [ ] Providing resources to employees to manage stress
- [ ] Creating a supportive work environment
- [ ] Providing access to mental health professionals

**Top 3 Benefits of a Specialty Pharmacy**

- [ ] Improved medication management
- [ ] Increased patient satisfaction
- [ ] Reduced medication errors
- [ ] Enhanced patient care
- [ ] Increased medication adherence
- [ ] Reduced medication costs
- [ ] Increased medication effectiveness
- [ ] Improved patient outcomes

**Medical oncologists order most biomarker tests, followed a distant second by pathologists.**

**of respondents (72%) say that cost and reimbursement are the biggest barriers to biomarker use and therapy treatments.**

### Medical Staffing and Role Distribution

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<thead>
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<td>18%</td>
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</tr>
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<td>Physicians</td>
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### Cancer Program Survey Results

**Average Annual Nurse-to-Patient Ratio:**

- [ ] 1:7
- [ ] 1:10
- [ ] 1:15
- [ ] 1:20
- [ ] 1:25
- [ ] 1:30
- [ ] 1:35
- [ ] 1:40
- [ ] 1:45
- [ ] 1:50

**What types of advanced practitioners does your organization offer?**

- [ ] Radiation oncologists
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- [ ] Out of the business
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**Most Popular Reasons Why Physicians Left**

- [ ] Patient issues
- [ ] Too many bureaucratic tasks
- [ ] Disagreement with leadership
- [ ] Difficulty with patient care
- [ ] Lack of support from administrators or physicians
- [ ] Financial issues
- [ ] Personal reasons
- [ ] Retirement
- [ ] Personal reasons
- [ ] Financial issues

**Average Daily Nurse-to-Patient Ratio:**

- [ ] 1:7
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- [ ] 1:15
- [ ] 1:20
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**Most Popular Reasons Why Practitioners Left**

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- [ ] Financial issues
- [ ] Personal reasons
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**Top 5 Tasks Regularly Performed by Pharmacy Staff**

- [ ] Check to see if medications are in stock
- [ ] Report these clinics in place
- [ ] Cross-specialty clinics can act as a form of a specialty pharmacy
- [ ] Report these clinics in place
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**What is the most common type of cancer program you offer?**

- [ ] Breast cancer
- [ ] Lung cancer
- [ ] Prostate cancer
- [ ] Colorectal cancer
- [ ] Gastrointestinal cancer
- [ ] Head and neck cancer
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- [ ] Head and neck cancer
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**How our navigators are involved in your cancer program:**

- [ ] It is provider-specific
- [ ] It is disease-specific
- [ ] It is acuity-based
- [ ] It is functional-based
- [ ] It is practice-based
- [ ] It is patient-specific
- [ ] It is based on the needs of the patient
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**Top 5 Tasks Regularly Performed by Physicians**

- [ ] Prescribe medications
- [ ] Administer treatments
- [ ] Order imaging studies
- [ ] Write orders
- [ ] Perform physical examinations
- [ ] Conduct follow-up visits
- [ ] Manage on-site specialty services
- [ ] Reporting referrals
- [ ] Dispense medications
- [ ] Mix medications

**Top 3 Benefits of a Specialty Pharmacy**

- [ ] Improved medication management
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**Live Polling of Attendees at the 2018 ACCC National Oncology Conference**

What is the patient load of your navigators?

<table>
<thead>
<tr>
<th>How our navigators say the pharmacist is perceived in their program.</th>
<th>How our navigators say the pharmacy technician is perceived in their program.</th>
<th>2017</th>
<th>2016</th>
</tr>
</thead>
<tbody>
<tr>
<td>too much work</td>
<td>too much work</td>
<td>21%</td>
<td>18%</td>
</tr>
<tr>
<td>not enough work</td>
<td>not enough work</td>
<td>20%</td>
<td>22%</td>
</tr>
<tr>
<td>share work with others</td>
<td>share work with others</td>
<td>21%</td>
<td>20%</td>
</tr>
<tr>
<td>both</td>
<td>both</td>
<td>17%</td>
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</tr>
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**Top 5 Most Popular Reasons Why Physicians Left**

<table>
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**Inadequate work-life balance**

<table>
<thead>
<tr>
<th></th>
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<th>2017</th>
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<tbody>
<tr>
<td></td>
<td></td>
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<td>2016</td>
</tr>
<tr>
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<td>22%</td>
<td>25%</td>
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**Top 5 Reasons Why Advanced Practitioners Left**

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<th>2017</th>
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**Most Popular Strategies to Combat Burnout**

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<tbody>
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**Top 5 Most Popular Programs or Practices**

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<td>30%</td>
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<td>ASCO Gastrointestinal Cancers Symposium</td>
<td>20%</td>
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**Top 3 Benefits of a Specialty Pharmacy**

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<th></th>
<th>2017</th>
<th>2016</th>
</tr>
</thead>
<tbody>
<tr>
<td>My program offers patient satisfaction services</td>
<td></td>
<td>56%</td>
<td>58%</td>
</tr>
<tr>
<td>My program offers reimbursement services</td>
<td></td>
<td>45%</td>
<td>47%</td>
</tr>
<tr>
<td>My program offers patient support services</td>
<td></td>
<td>19%</td>
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**Top 5 Most Popular Reasons Why Physicians Leave**

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**Top 5 Tools Regularly Performed by Pharmacists**

<table>
<thead>
<tr>
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<th>%</th>
</tr>
</thead>
<tbody>
<tr>
<td>Database management</td>
<td>38%</td>
</tr>
<tr>
<td>Formulary management</td>
<td>36%</td>
</tr>
<tr>
<td>Payment management</td>
<td>33%</td>
</tr>
<tr>
<td>Inventory management</td>
<td>33%</td>
</tr>
<tr>
<td>Drug utilization management</td>
<td>33%</td>
</tr>
</tbody>
</table>

**Medical oncologists order most oncology drugs, followed by a distinct second by pathologists.**

<table>
<thead>
<tr>
<th>Medical oncologists</th>
<th>72%</th>
</tr>
</thead>
<tbody>
<tr>
<td>Pathologists</td>
<td>9%</td>
</tr>
<tr>
<td>Other</td>
<td>19%</td>
</tr>
</tbody>
</table>

**Average Daily Nurse-to-Patient Ratio:**

<table>
<thead>
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<tbody>
<tr>
<td>1:1</td>
<td>7%</td>
</tr>
<tr>
<td>1:2</td>
<td>15%</td>
</tr>
<tr>
<td>1:3</td>
<td>22%</td>
</tr>
<tr>
<td>1:4</td>
<td>15%</td>
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<tr>
<td>1:5</td>
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**Top 5 Most Popular Positions in 2017:**

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<tbody>
<tr>
<td>Clinical nurse</td>
<td>45%</td>
</tr>
<tr>
<td>Nurse practitioners—an ortho-oncology field</td>
<td>34%</td>
</tr>
<tr>
<td>Clinical pharmacist</td>
<td>19%</td>
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<td>Medical oncologist</td>
<td>11%</td>
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<tr>
<td>Oncology nurse</td>
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**Top 3 Highest-Value Nurse Activities:**

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<tr>
<td>Document patient education</td>
<td>88%</td>
</tr>
<tr>
<td>Infusion services</td>
<td>84%</td>
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<tr>
<td>Educate patient on disease and treatment plan</td>
<td>82%</td>
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**Average Nursing Staff to Patient Ratio:**

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**In a typical week, which of the following issues are concerns for you?**

- Workload inflation
- Lack of work-life balance
- Lack of support from executives or physicians
- Emotional stress from patients
- Too many bureaucratic tasks
- Personal reasons
- Unfair responsibilities
- Loss of control or flexibility at work
- Workflow inefficiencies
- Loss of meaning in work

**In a typical week, what percentage of your nurse navigators:”**

- ...complete the right task...
Applications do you currently use telehealth for?

- 35% Specimen management
- 37% Oral chemotherapy adherence education & support
- 61% of programs have dedicated financial advisors to help patients understand costs, optimize insurance, and find external financial assistance as well

Supportive Care

Most Popular Support Services Most Popular Support Services

1. Financial advocate 1. Financial advocate
2. Genetic counselor 2. Genetic counselor
3. Palliative care physician 3. Palliative care physician
4. Oral Oncology 4. Oral Oncology

Symptom monitoring & medication management

Most Popular Support Services

1. Financial advocate
2. Genetic counselor
3. Palliative care physician
4. Oral Oncology
5. Nutrition counseling & financial navigation

1. Most of programs have dedicated financial advisors to help patients understand costs, optimize insurance, and find external financial assistance as well.
2. Financial advocate is the leading education and advocacy organization for the multidisciplinary cancer team. ACCC is a powerful network of 25,000 cancer care professionals serving more than 11 million patients each year.

6 Biggest Programs Challenges

1. Most Popular Services

1. Responding to a patient request 1. Responding to a patient request
2. Portal set-up 2. Portal set-up
3. Conducting a tumor board 3. Conducting a tumor board
4. Training providers 4. Training providers

Survey respondents report that supportive care services—most of which are NOT REMUNERATED by PATIENTS—are paid for out of the organization’s operating budget. Followed second by funds raised by the organization (e.g., grants, corporate gifts, individual donations).

Highlights from the 2018 Trending Now in Cancer Care Survey

1. 4 investments Most Likely to Yield ROI (Percentage of respondents that ranked these investment in top 3)

2. 109% report that their cancer program has not yet addressed accessibility challenges, only 3% listed accessibility challenges.

3. Most Popular Services CURRENTLY PROVIDED via Telehealth

4. 54% report that their cancer program has not yet addressed accessibility challenges, only 3% listed accessibility challenges.

5. Most Popular Services Responding to THE PROVIDER COMPLIANCE & CARE

6. 54% report that their cancer program has not yet addressed accessibility challenges, only 3% listed accessibility challenges.

IT Challenges & Barriers to Care

1. 19% report that their cancer program has not yet addressed accessibility challenges, only 3% listed accessibility challenges.

2. 55% report that their cancer program has not yet addressed accessibility challenges, only 3% listed accessibility challenges.

3. 19% report that their cancer program has not yet addressed accessibility challenges, only 3% listed accessibility challenges.

4. 55% report that their cancer program has not yet addressed accessibility challenges, only 3% listed accessibility challenges.

5. 19% report that their cancer program has not yet addressed accessibility challenges, only 3% listed accessibility challenges.