

# Empowering Healthcare Professionals to Proactively Address Cancer-Related Financial Toxicity

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## Patient Financial Burden in Oncology

Over the past decade there have been tremendous clinical advances in the diagnosis and treatment of cancer. With early detection, new and emerging therapeutic regimens, and an array of treatment modalities, the number of cancer survivors in the U.S. continues to grow. However, care costs have also increased. The total cost of cancer care has made financial toxicity prevalent for patients treated around the world. The patient level impact of the cost of care has significant impact on overall patient health. Financial Advocates play a key role in shared decision-making and supporting patients in developing a care plan to achieve the best outcomes, including prevention of financial distress or toxicity. While Financial Advocates have become a vital member of the multidisciplinary team (MDT) in the hospital setting, few studies have examined their role in mitigating financial toxicity across disciplines, particularly in oncology. Financial Advocacy in Oncology is becoming increasingly important to ensure that patients do not find themselves experiencing financial toxicity as a symptom of the care. Financial Advocates play a significant role in proactively addressing these issues across the care continuum.

The Financial Advocacy Boot Camp, launched by ACCC in 2017, is a self-paced e-Learning program dedicated to preparing advocates, providers, and patients to collaboratively address the growing issue of treatment-related financial toxicity. The program has over 700 healthcare professional graduates from more than 370 cancer care programs and practices in 50 states in the United States, and three international countries. Evaluation of learner's experience and educational attainment is ongoing, with the current number of enrollees close to 1,300.

## Practice-Oriented Financial Advocacy Curriculum

To support continuous learning for health care professionals working in the field of oncology, ACCC has created multiple opportunities for gaining skills to proactively assist patients in managing costs related to their care and effectively reduce financial burden, prevent financial toxicity, and improve overall care outcomes. The Financial Advocacy Boot Camp curriculum is an educational intervention that is suited for all members of the patient-facing care team as well as those who work in administrative roles. By providing a multi-pronged financial advocacy education toolkit, cancer programs are able to quickly adapt to respond to the growing issue of financial burden among patients. The Financial Advocacy Network's toolkit provides resources that support process improvements.

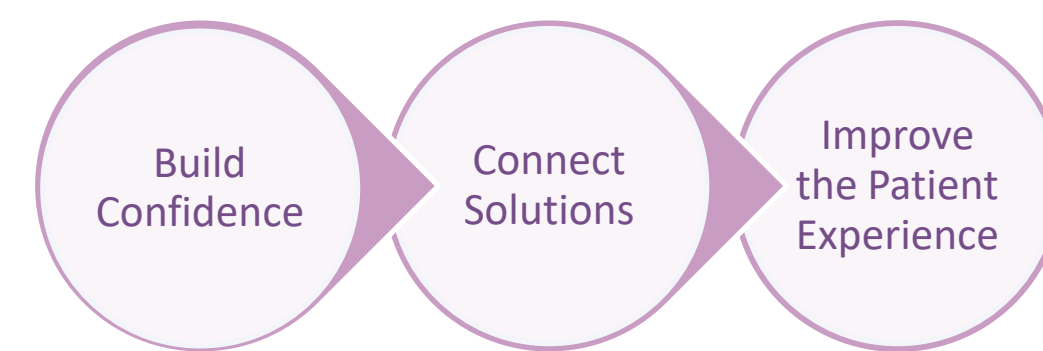
### Financial Advocacy Network Toolkit

Live	Web-Based	Print Resource
<ul style="list-style-type: none"> <li>Process Improvement Learning Labs</li> <li>Shared Decision Making Summit</li> <li>Case Based Workshops</li> </ul>	<ul style="list-style-type: none"> <li>ACCC MyExchange Financial Advocacy Forum</li> <li>Financial Advocacy Services Guidelines Town Hall Webinar</li> <li>Financial Advocacy Boot Camp Course</li> <li>Mini Video Modules</li> </ul>	<ul style="list-style-type: none"> <li>Financial Advocacy Services Guidelines</li> <li>Printable Templates</li> <li>Guidelines Town Hall Q&amp;A Summary</li> <li>Annual Patient Assistance &amp; Reimbursement Guide</li> </ul>

## Financial Advocacy Census

ACCC conducted a web-based survey to explore responsibilities of financial advocates and identify challenges related to the implementation of financial advocacy services and evolving training needs for oncology care professionals.

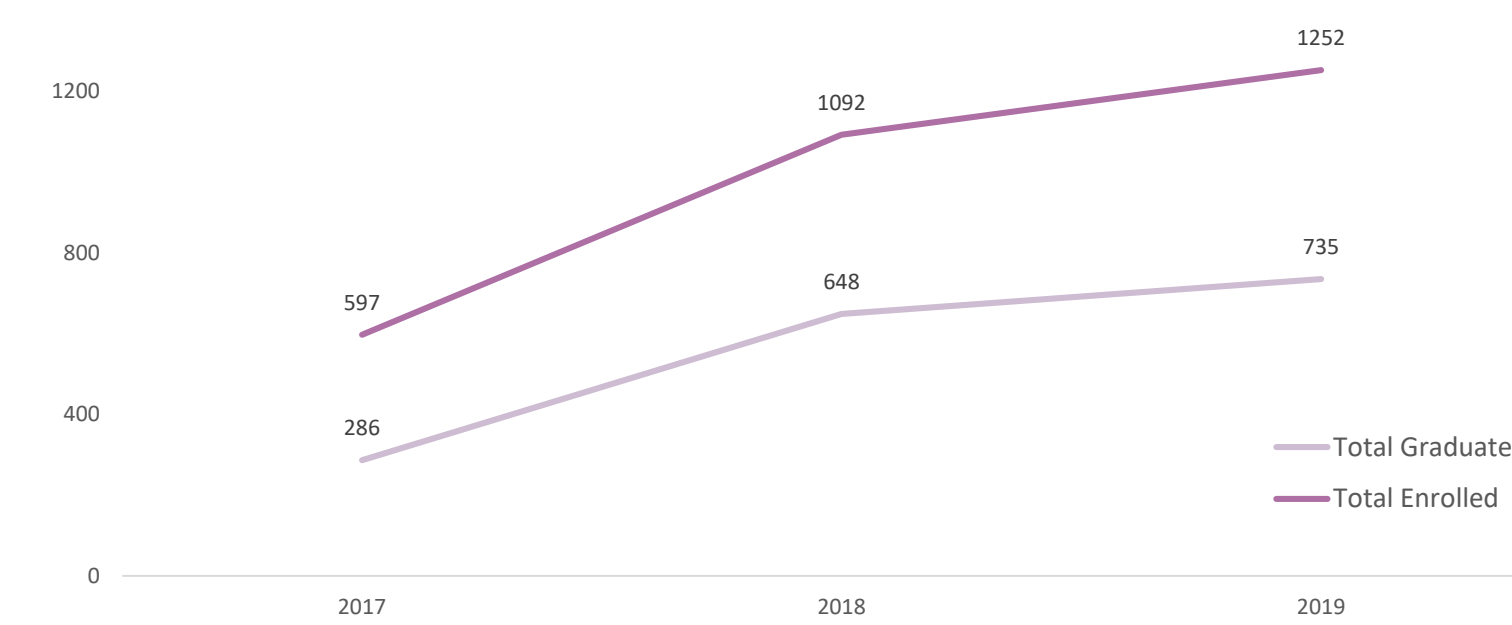
The 2017 ACCC Trending Now in Cancer Care survey of oncology program administrators and providers (n=293) highlighted key trends that necessitate tools to support financial assistance services to ensure equitable access to quality care. More than half indicated recent investments in financial support programs, and the demand on financial advocates is increasing. While experience in oncology varies, majority of respondents have less than 10 years experience in providing financial navigation services. Insights pointed towards a need for improved educational tools and training to empower providers to integrate financial health into the oncology care continuum, and help patients gain access to high quality care.



## Financial Advocacy Boot Camp

### OVERVIEW OF PROGRAM

Cumulative Number of Financial Advocacy Boot Camp Graduates 2017 - 2019



### OVERVIEW OF LEARNERS

- Since 2017, 735 total graduates from more than 370 unique hospital programs & cancer centers
- Graduates represent 360 unique job titles, & 25 distinct professional roles
- Of 1,252 total who have enrolled, 59% have graduated the course
- Learners represent all 50 United States



## Financial Advocacy Boot Camp

### OVERVIEW OF UNMET LEARNING NEEDS

#### Program Needs: Measuring and Reporting Financial Advocacy Services –

- 33% of respondents' institutions are not actively tracking metrics around their financial navigation services
- 34% of respondents stated that their institution is currently developing a tracking system

#### Training Needs: Cost Related Health Literacy –

- 89% of financial advocates indicated that they need education on the basics of cost-related health literacy along with tools and resources to educate their patients

#### Training Needs: Financial Distress Screening –

- 79% of respondents indicated that financial distress is a critical issue patients should know about
- 80% stated that financial distress is an important topic that their peers in a similar role and education background should understand

## Financial Advocates are Integral to the Care Team

Patients benefit significantly when there is a skilled and dedicated Financial Advocate who is supporting their goals and financial well-being. Financial Advocates play a key role in identifying and proactively assisting patients at risk for financial toxicity, facilitating better coordination across the oncology care team, and advancing cost-related literacy for patients. The combination of web-based, print, and live educational interventions are necessary to strengthen professional peer networks, exchange best practices, and share knowledge. Most importantly these interventions empower advocates with the knowledge, training and skills needed to be a champion for all patients.

There is a current need for expanding accessible Financial Advocacy training for health care professionals and the multidisciplinary cancer care team. Financial Advocates play an integral role in reducing economic barriers to patient care. Proactively addressing these issues in health care delivery may result in a better overall treatment plan for cancer patients and their caregivers. ACCC continues to create and enhance opportunities to address training needs for Financial Advocates in Oncology to support patient-centered care and patient well-being.

### References

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### Acknowledgements

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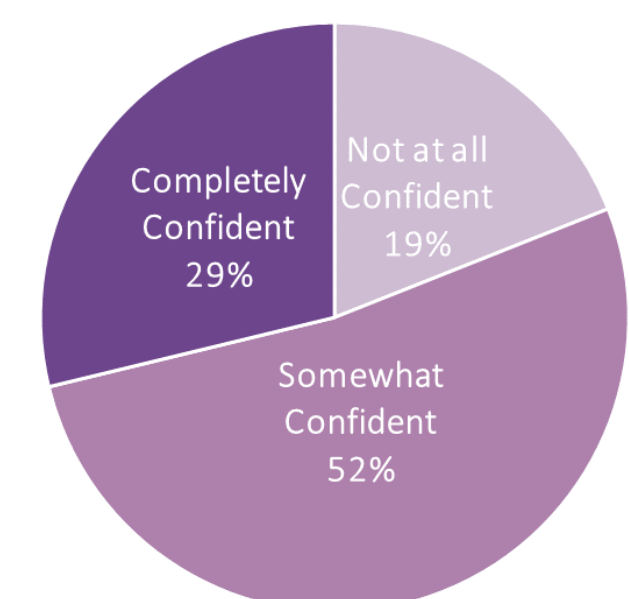
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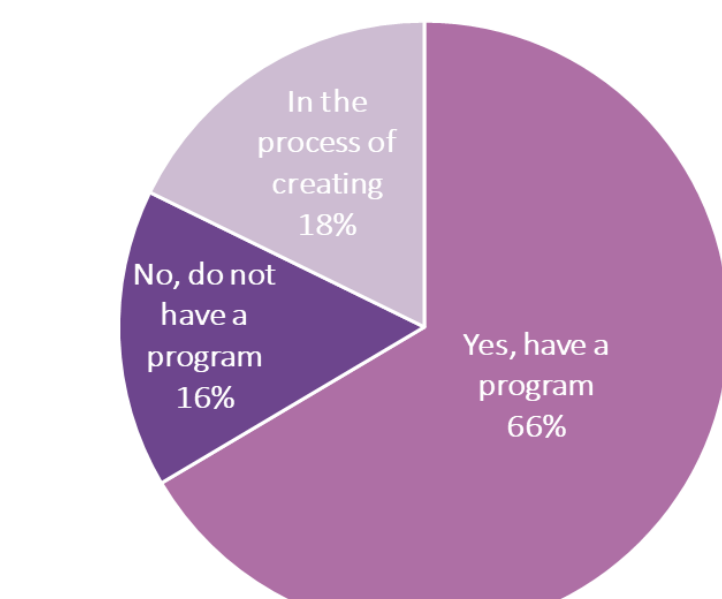
## Financial Advocacy Services Guidelines

### THE NEED FOR GUIDELINES TO SUPPORT ADVOCACY SERVICE IMPLEMENTATION

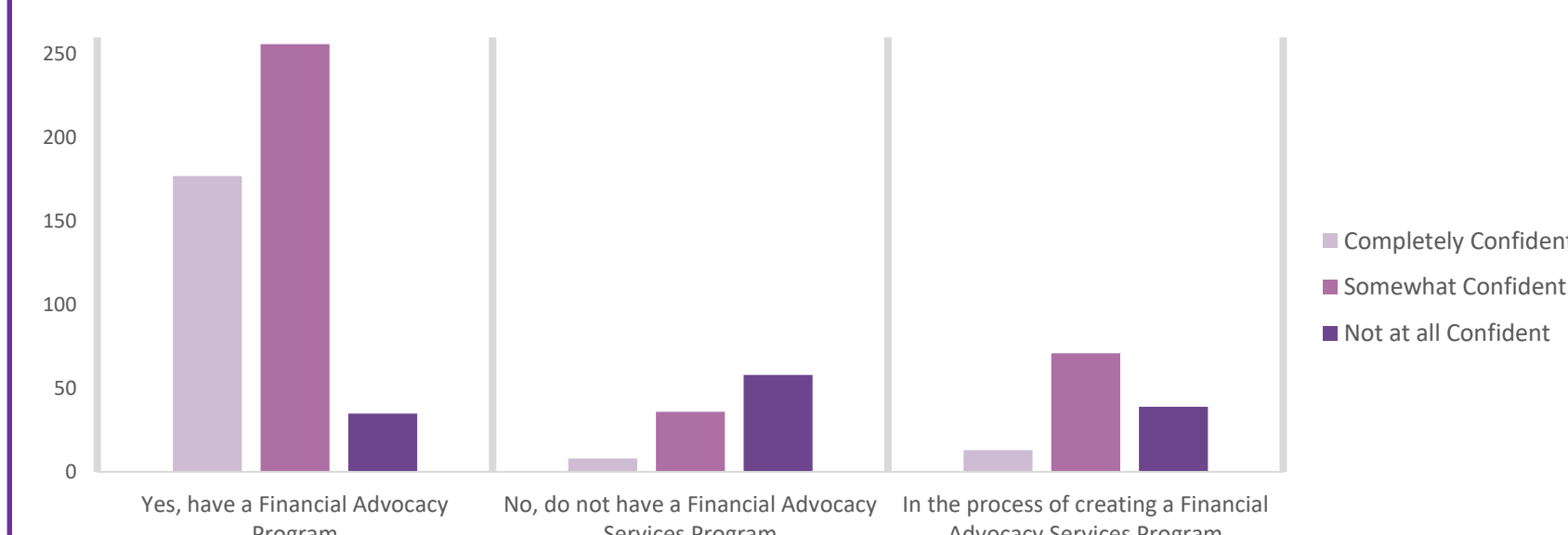
Confidence in Understanding the Roles and Responsibilities of a Financial Advocate



Status of Financial Advocacy Services Program at Cancer Clinic/Center or Hospital



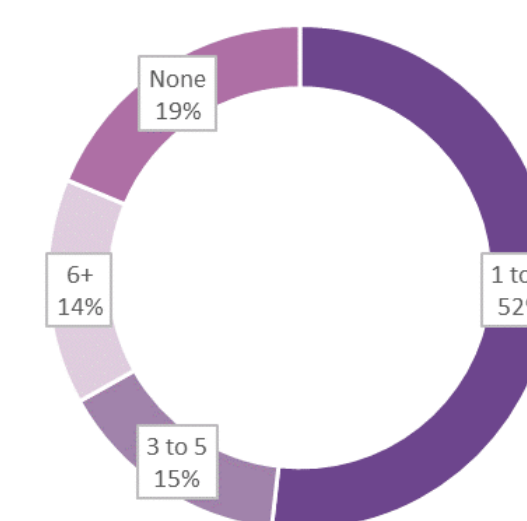
Status of Financial Advocacy Services Program and Self-Rated Confidence in Roles and Responsibilities of Financial Advocates



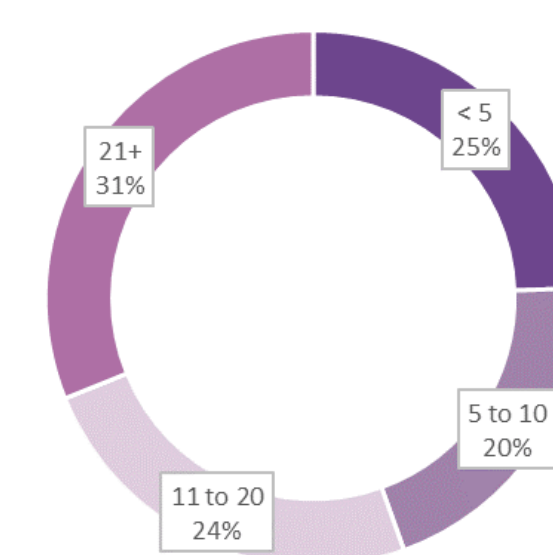
## Financial Advocacy Boot Camp

### OVERVIEW OF PROGRAM

Number of Full Time Advocates at Program



Number of Years Work Experience



## Financial Advocacy Boot Camp

### ADDRESSING EVOLVING & UNMET TRAINING NEEDS

Based on the evaluations and real-time feedback from cancer program staff, new modules are being developed to address unmet learning needs. The following topics will be addressed in the upcoming *Advanced Course in Financial Advocacy*.

#### Financial Advocacy Boot Camp: New Modules

- Health Policy Landscape
- Cost-Related Health Literacy
- Financial Distress Screening
- Oncology 101 for Financial Advocates
- Measuring and Reporting Financial Advocacy Services

