

# Financial Advocacy Network: 2023 Census Survey Results

## WHAT IS FINANCIAL ADVOCACY?

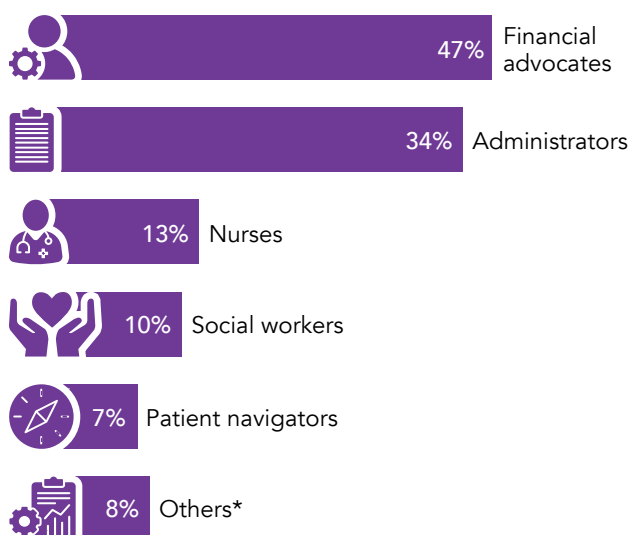
More than half of individuals with cancer experience financial distress, hardship, or toxicity. Financial advocacy services—including counseling and navigation—help patients access affordable, high-quality cancer care by identifying and mitigating financial distress for patients with cancer, their caregivers, and their families. ACCC's Financial Advocacy Network establishes guidelines and develops resources to support adoption of these services in cancer programs and practices nationwide.<sup>1</sup>

## WHO RESPONDED?

**95** respondents from

**70** unique organizations across

**31** states representing the following roles:



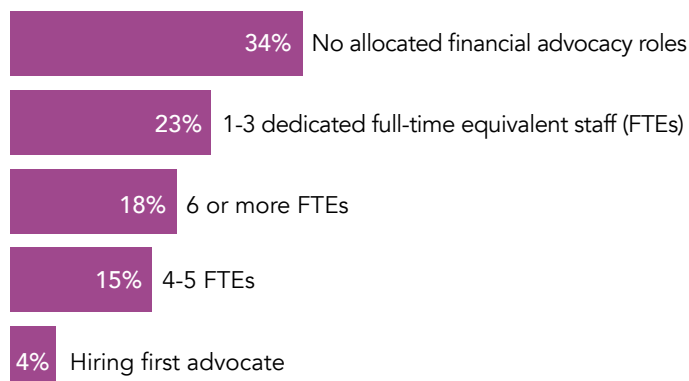
\*Others included prior authorization specialists, physicians, pharmacists, and researchers. Respondents could select more than one role. See more information about who responded at the end of this publication.

ACCC's Financial Advocacy Network regularly conducts a census of its members to examine trends in oncology financial advocacy programs and assess member needs. The 2023 census explored:

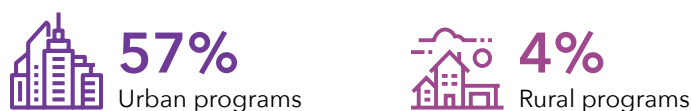
- Workforce and technology trends
- Practices in financial distress screening and metrics on program impact
- Common challenges and educational needs to develop knowledge and skills of financial advocates

## WORKFORCE

Allocated Staff for Financial Advocacy (n = 91)



Urban programs were 14 times more likely to have higher dedicated financial advocate staff FTEs (4+) compared to rural programs.

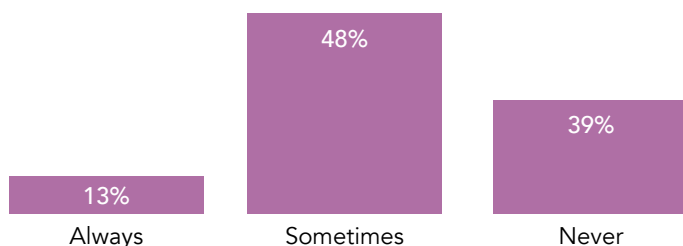


Rural programs were twice as likely to leverage general staff to deliver financial advocacy services rather than specifically-allocated staff.



1. <https://www.accc-cancer.org/home/learn/financial-advocacy/guidelines>

## Staffing Not Sufficient To Meet Patient Demand (n = 91)



## TECHNOLOGY

Integrated electronic health records (EHRs) allow for coordination of the following key financial advocacy functions: (n = 95)



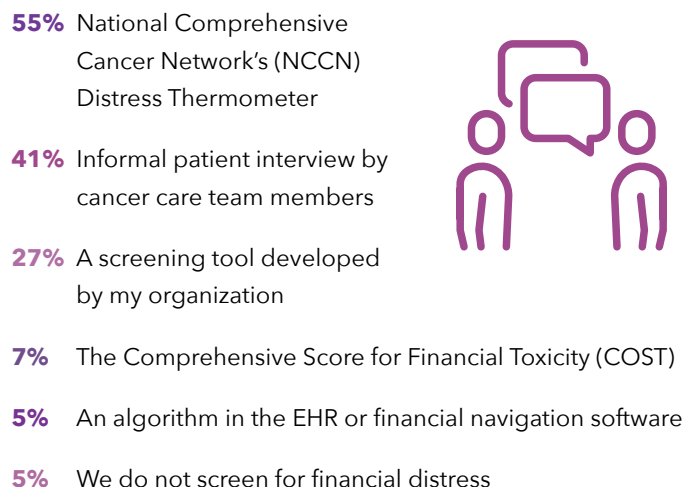
Most organizations (57%) do not use specialized software or technology to support the delivery of financial advocacy services. (n=93)

## FINANCIAL DISTRESS SCREENING

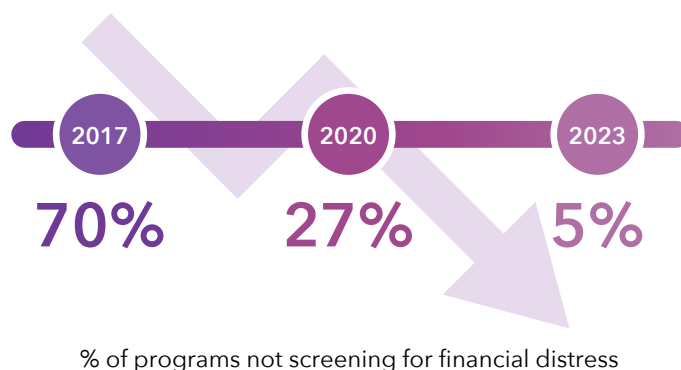
Financial distress screening identifies patients who are at risk of or are experiencing financial distress and warrant further assessment.

Opportunities exist to increase the use of validated tools for financial distress screening.

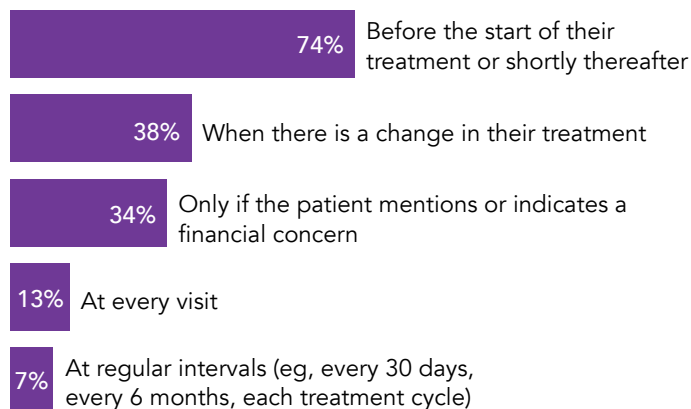
When asked **what methods cancer programs use to screen** patients for financial distress, respondents reported a variety of approaches.



## Improvement Over Time: Census Flashback



When asked **how often patients are screened** for financial distress, timing and frequency varied. (n = 95)



\*Respondents could select more than one.

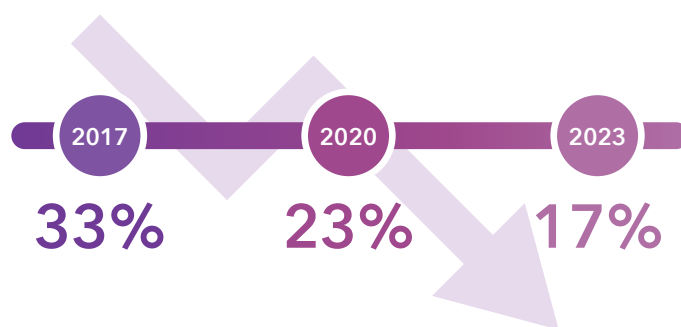
## MEASURING IMPACT

Most organizations have established at least one metric to measure the impact of financial advocacy services, with metrics that measure processes more commonly reported than those that measure outcomes.

**One in six programs (17%) do not measure the impact of their financial advocacy services and one in four (25%) are in the process of developing metrics.**

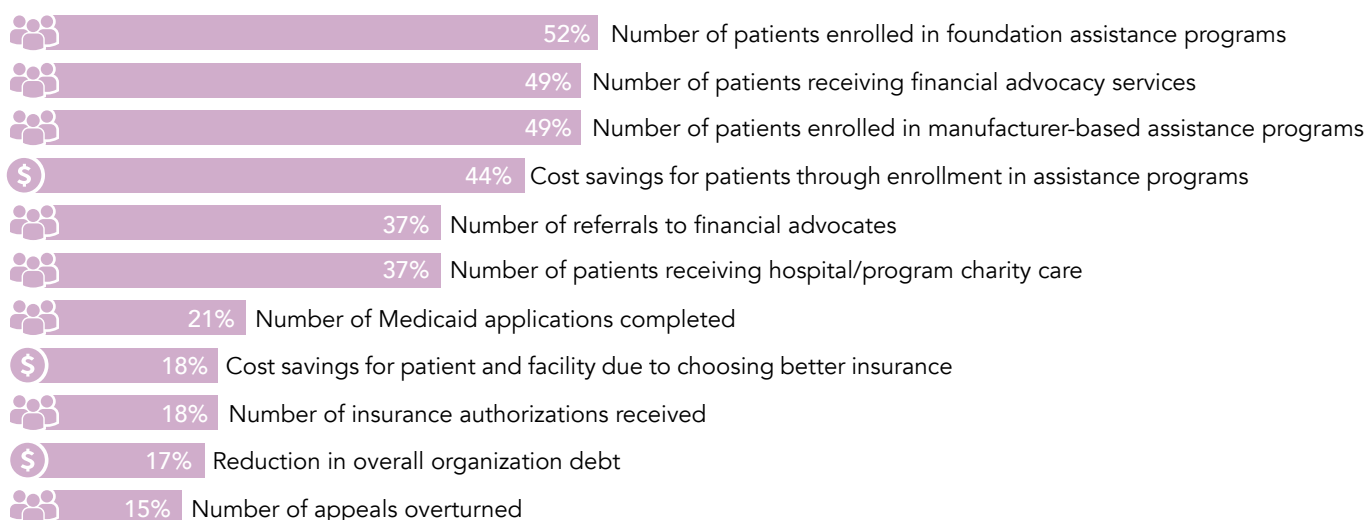


## Improvement Over Time: Census Flashback



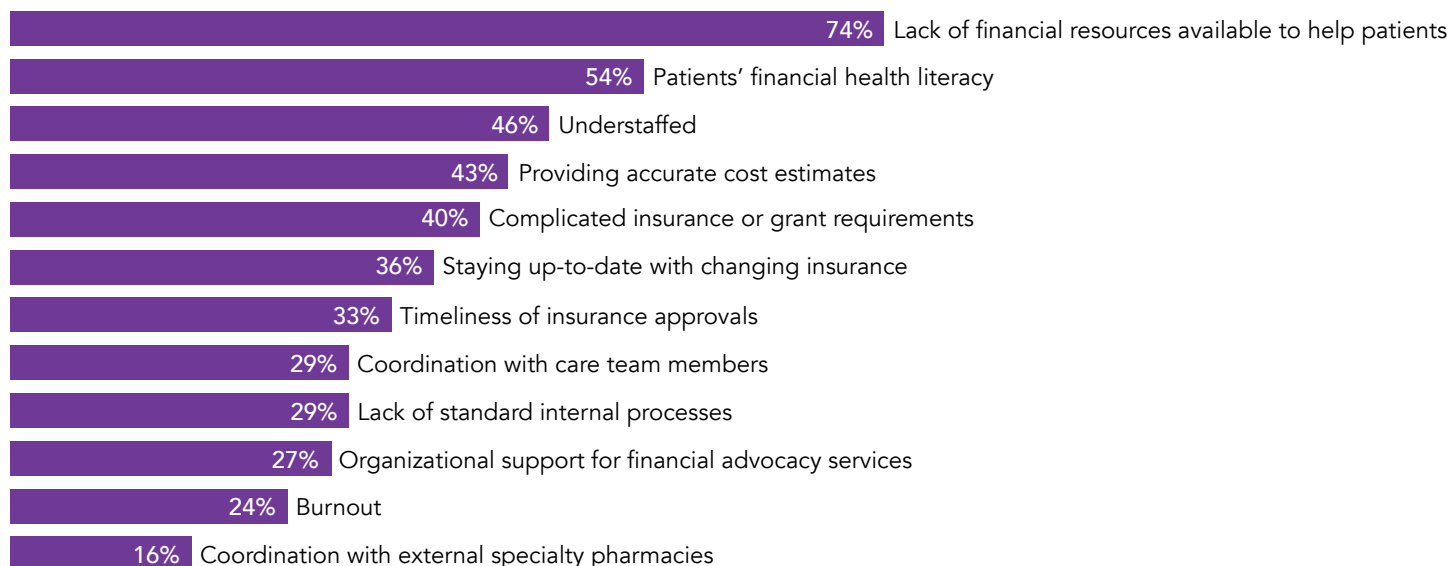
% of programs do not measure the impact of their financial advocacy services

## How Organizations Measure Impact of Financial Advocacy Services



## CHALLENGES & EDUCATION NEEDS

### Common Challenges When Providing Financial Advocacy Services



## Formal Financial Advocacy Training Completed

(n = 95)

Formal training can help prepare financial advocates to overcome some work-related challenges.



**64%**

ACCC Financial Advocacy Boot Camp



**24%**

Conferences/summits



**40%**

Online modules



**23%**

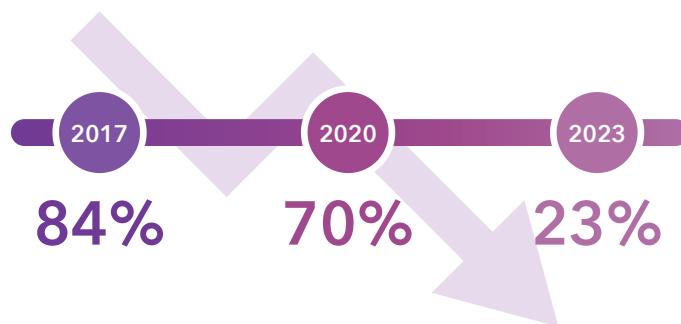
I have not received any financial advocacy training



**38%**

Training at place of employment

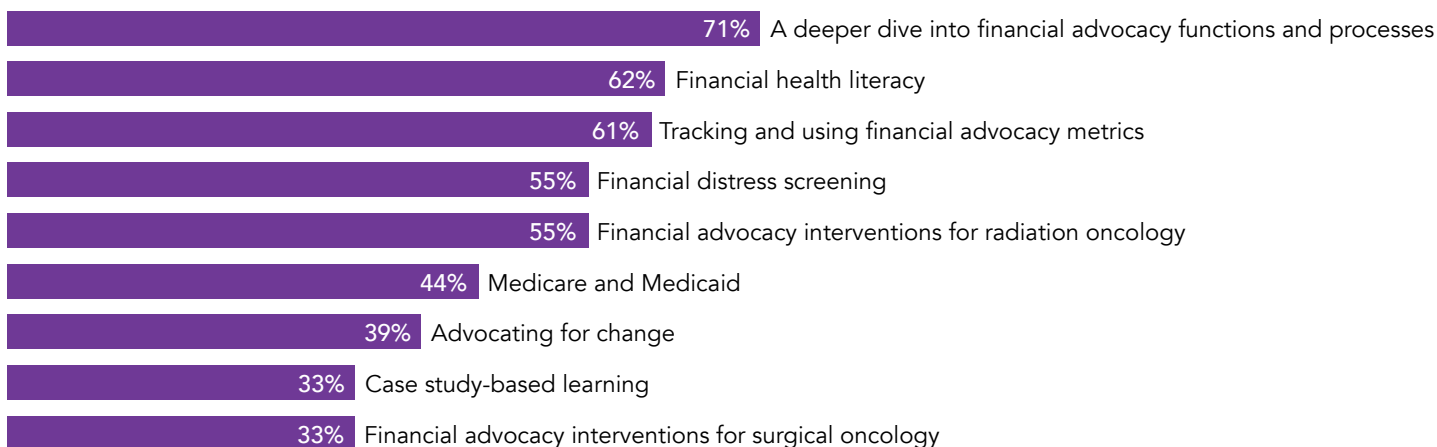
## Improvement Over Time: Census Flashback



% of respondents have not received financial advocacy training

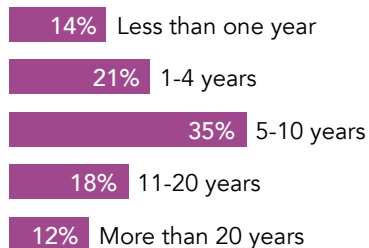
**With nearly 1 in 4 (23%) respondents reporting no financial advocacy training, opportunities remain to reach more people and offer training and resources through the Financial Advocacy Network.**

## Top Financial Advocacy Education Needs (n = 95)

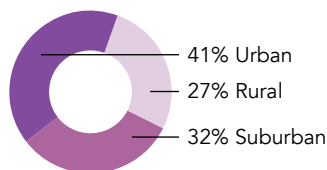


## RESPONDENT DEMOGRAPHICS

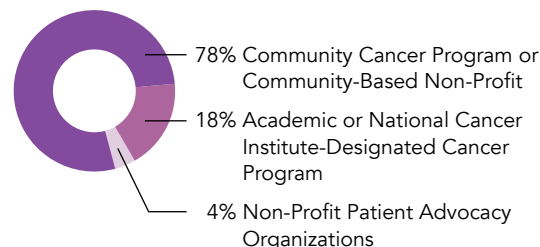
### Years of Experience



### Location



### Practice Type



In partnership with:



Learn more about ACCC's Financial Advocacy Network at [accancer.org/FAN](https://accancer.org/FAN).

The Association of Cancer Care Centers (ACCC) provides education and advocacy for the cancer care community. For more information, visit [accancer.org](https://accancer.org).

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