Adoption and Expansion of Telehealth Solutions: Survey Highlights
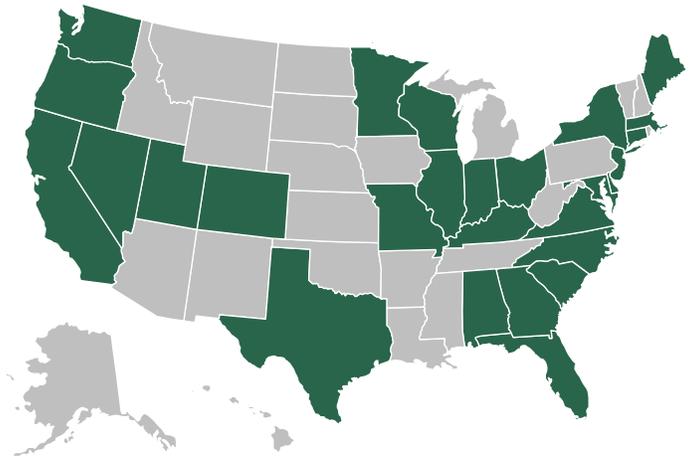
The Association of Community Cancer Centers (ACCC) conducted a survey between February and March 2021 to gain an understanding of how cancer programs have incorporated or planned to incorporate telehealth services to care for patients during the COVID-19 public health emergency and beyond. This infographic summarizes findings from 71 ACCC members who voluntarily responded to the survey.

Respondent Demographics

Respondents from 27 cancer programs across the country represented a variety of roles and care delivery settings.

MULTIDISCIPLINARY ROLES IN CANCER CARE

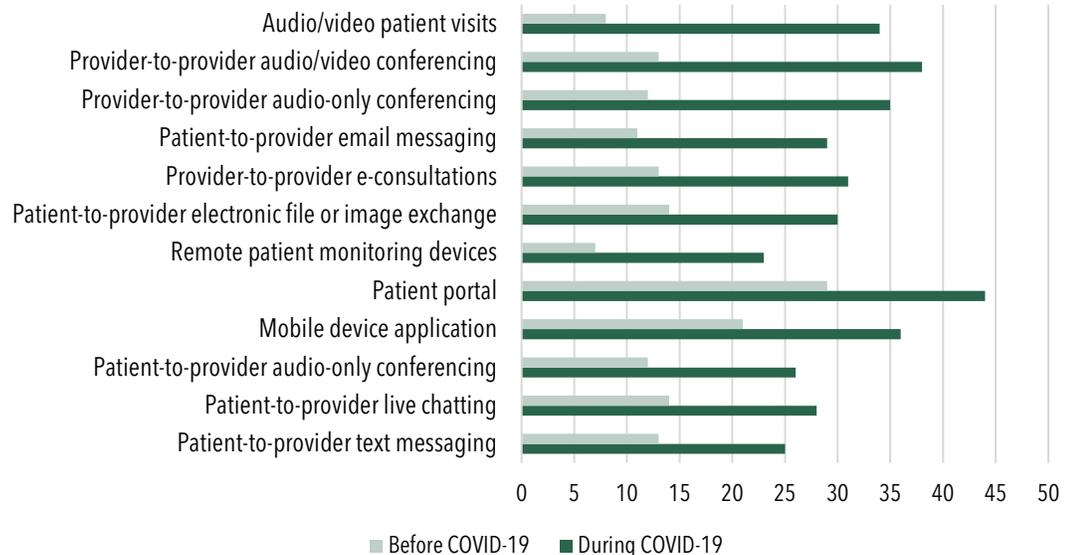|	
Physician	15
Advanced practice provider (e.g., pharmacist, nurse practitioner, physician assistant)	13
Nurse or nurse navigator	13
Administrator or manager	8
Financial advocate	7
Social worker or mental health counselor	6
Genetic counselor	3
Other	5

CARE DELIVERY SETTINGS

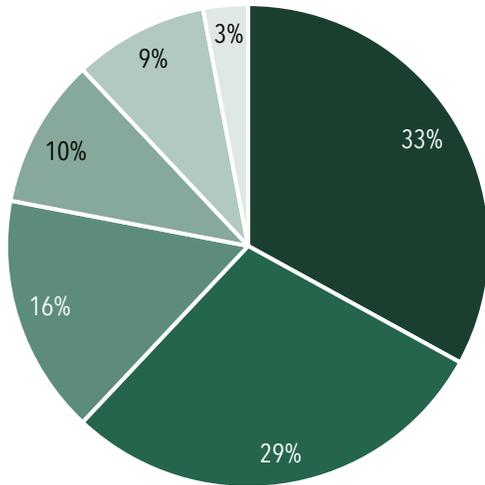|	
Community cancer program	40
Hospital or hospital system	28
Academic or NCI-designated cancer program	7
Private physician practice	6
Other	4

Remote Communication Changes Due to COVID-19

Cancer programs reported changes in their use of the following remote communication methods from before to during the pandemic.

Chart categories (top to bottom):
- Audio/video patient visits
- Provider-to-provider audio/video conferencing
- Provider-to-provider audio-only conferencing
- Patient-to-provider email messaging
- Provider-to-provider e-consultations
- Patient-to-provider electronic file or image exchange
- Remote patient monitoring devices
- Patient portal
- Mobile device application
- Patient-to-provider audio-only conferencing
- Patient-to-provider live chatting
- Patient-to-provider text messaging

Legend: ▉ Before COVID-19   ▉ During COVID-19

Cancer Programs Reported Telehealth Personnel Changes During COVID-19

Pie chart values: 33%, 29%, 16%, 10%, 9%, 3%

Legend:
- ■ Trained providers to conduct audio/video patient visits on their own
- ■ Trained staff on remote communication without significantly changing duties
- ■ Reassigned specific staff to the role of telehealth coordinator
- ■ Did not make telehealth-related personnel changes during COVID-19
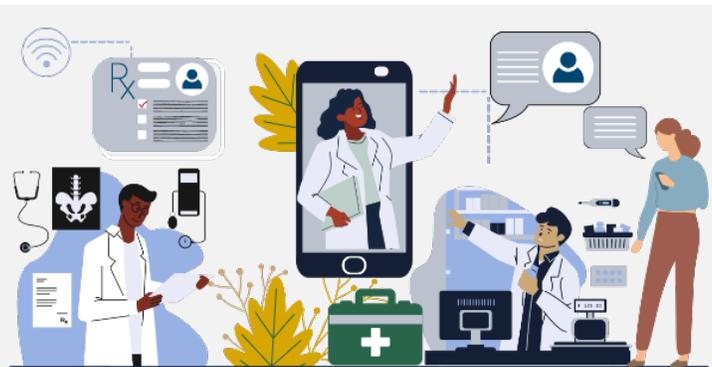- ■ Hired a new telehealth coordinator
- ■ Unsure

73% of programs bill for telehealth services

68% of programs plan to maintain remote patient communications after the pandemic

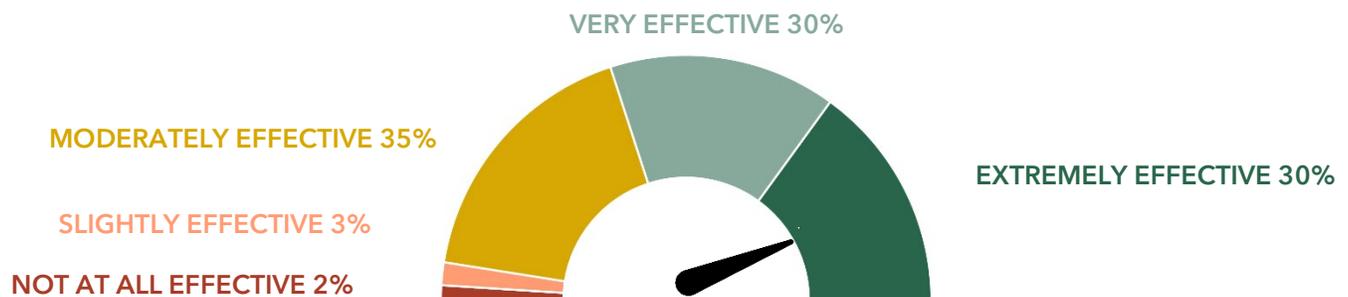**70%** of respondents hope to maintain remote patient communications after the pandemic

Top Needs for Training or Assistance

- ❖ Technical support for patients
- ❖ Information technology
- ❖ Technical support for providers
- ❖ Billing
- ❖ Policy and regulations
- ❖ Virtual patient management
- ❖ Quality management

Cancer Program Telehealth Outcomes

Cancer programs rated the effectiveness of remote patient management through telehealth.

VERY EFFECTIVE 30%

MODERATELY EFFECTIVE 35%

SLIGHTLY EFFECTIVE 3%

NOT AT ALL EFFECTIVE 2%

EXTREMELY EFFECTIVE 30%