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.

<table>
<thead>
<tr>
<th>MULTIDISCIPLINARY ROLES IN CANCER CARE</th>
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</thead>
<tbody>
<tr>
<td>Physician</td>
<td>15</td>
</tr>
<tr>
<td>Advanced practice provider (e.g., pharmacist, nurse practitioner, physician assistant)</td>
<td>13</td>
</tr>
<tr>
<td>Nurse or nurse navigator</td>
<td>13</td>
</tr>
<tr>
<td>Administrator or manager</td>
<td>8</td>
</tr>
<tr>
<td>Financial advocate</td>
<td>7</td>
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<tr>
<td>Social worker or mental health counselor</td>
<td>6</td>
</tr>
<tr>
<td>Genetic counselor</td>
<td>3</td>
</tr>
<tr>
<td>Other</td>
<td>5</td>
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</tbody>
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**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.
Cancer Programs Reported Telehealth Personnel Changes During COVID-19

- 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%

A publication from the ACCC project, “Adoption & Expansion of Telehealth Solutions.” Learn more at accc-cancer.org/telehealth-solutions. In partnership with the GO2 Foundation for Lung Cancer. This project is supported by Lilly and Amgen.

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