

***Barriers to Affordable
Quality Cancer Care***

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Top 5 Case Management Issues in 2015

- ▶ The top five financial issues patients asked PAF case managers for help with were:
 - Co-pay assistance associated with hospital and doctor visits (10.5%)
 - Transportation expenses (9%),
 - Co-pay assistance for pharmaceutical products (7.5%),
 - Inability to afford rent or mortgage payments (6.3%),
 - Inability to afford utilities for (4.8%).

Note: The issues reported by patients by case managers are so diverse that the top 5 only reflect about 39% of all the issue resolutions.

Costs as Part of Value Equation

- ▶ The following health care costs were identified by roughly 40% to 60% of respondents as a health care cost that impacted their financial hardship:
 - Prescriptions
 - Office visits to physicians
 - Visits to other medical providers
 - Laboratory services
 - Radiology
 - Surgery

Impact on Medical Care

What impact did the financial hardship have on your medical care?

- Had to stop or postpone treatment 26%
- Did not follow medical advice as prescribed (spread out medications, delayed follow up visits, etc.) 26%
- Forced me to change the way I pay for care (insurance to charity care) 25%
- No impact on medical care 24%
- Shifted care to a different treatment location 13%

Impact on Financial Situation

What impact did the financial hardship have on your financial situation?

- ▶ I cut or reduced other non-critical household expenses 62%
- ▶ My utility bills were paid late 40%
- ▶ I was unable to afford groceries 37%
- ▶ I missed rent or mortgage payments 25%
- ▶ I missed car payment(s) 13%
- ▶ I filed or am in the process of filing for bankruptcy 8%

Transportation - Critical Barrier to Health Care

- ▶ One of top issues for 15% of PAF case management patients
- ▶ Results
 - Missed appointments
 - Delayed treatment
 - Treatment abandonment
- ▶ Impact
 - Poor management of health conditions
 - Worsened health outcomes

Transportation Barriers – a Key Health Equity Issue

- ▶ In addition to seeking affordable quality care, many patients struggle to find transportation to go to their care site
- ▶ Increased travel time to providers increased out of pocket expenses
- ▶ While insurance and payment related problems have been a focal point of patient advocacy efforts, transportation issues have become an emerging obstacle to health care access and health disparities