

National Coalition for Cancer Survivorship

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NATIONAL COALITION
FOR CANCER SURVIVORSHIP



Telehealth Project



The NCCS Telehealth Project aims to gain insights from cancer patients and survivors regarding their telehealth experiences.

NCCS recruited a diverse group of 29 cancer patients and survivors to participate in six focus groups, conducted in May and June 2020. A total of 31 providers also participated by providing feedback in August 2020 regarding areas of agreement or disagreement with patient responses.

Deliverables:

- Patient Tip Sheet – how to prepare for telehealth visits
- Provider Resource – how to address patient barriers and increase the effectiveness of telehealth visits
- Policy recommendations

Telehealth Project

Focus group participants reported a variety of pros and cons to telehealth visits, some of which are contradictory and reflect divergence of viewpoints. These pros and cons can help plan for post-pandemic telehealth services.



PROS

- Safety during the pandemic, especially for immunocompromised individuals
- Convenience and lower costs associated with travel and time away from work and family
- Reduced barriers for patients with mobility limitations or cognitive deficits
- Ability to record visits and include family/caregivers
- Patients may be more comfortable and less anxious at home
- Providers seem to have more time, fewer distractions



CONS

- Technology barriers and anxiety using technology
- Both patient and provider learning curves
- Privacy concerns
- Reduced feelings of connection and emotional support and increased isolation
- Limited access to the cancer care team
- Providers seem to have less time, more distractions



Annual State of Survivorship Study

Findings from In-depth Interviews and National
Surveys of Cancer Patients and Survivors

June 2021

Methodology

Phase 1

In-depth Interviews with Cancer Patients and Survivors

- Sixteen (16) virtual interviews, approximately 60 minutes-each, March 2021
- Mix of Stage IV/Metastatic patients and low income/socio-economic status
- Nationwide recruit: mix of race/ethnicity, years living with cancer, cancer types, and where they live (urban, suburban, or rural)

Phase 2

Nationwide Survey of Adult Cancer Patients and Survivors

- Nationwide sample of n=1104, fielded May 5-May 24, 2021
- Set quotas to make sure the sample was representative by age, gender, race/ethnicity, and region (using ACS and NCI data)
- Oversamples of Stage IV/Metastatic patients to analyze this group with more statistical reliability
- Surveys were recruited through an online non-probability sample with quotas set to ensure demographically representative audiences, following AAPOR best practices

Phase 3

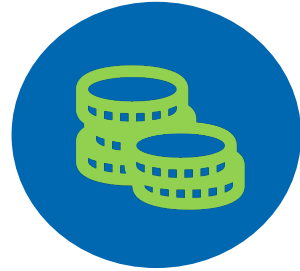
Nationwide Survey of “NCCS Connected” Patients and Survivors

- Nationwide sample of n=500, same field period as above
- Emailed invitation to all NCCS email contacts, inviting them to take the survey + 2 reminders

Overview of Findings



Mindset



The Costs of Cancer



Treatment During COVID



Disparities in Care



**Support Systems
Are Key**

- Over the last year, most say that the pandemic did not have an impact on their care.
- About 4-in-10 had a telehealth appointment for a range of reasons, and most rated them as excellent or very good.
- That said, more prefer in-person appointments in the future.
- Patients are most open to having telehealth visits for counseling/ education, medication management, and the sharing of test results.

The COVID-19 pandemic did not have a huge impact on quality of care



53% had a cancer care appointment during the COVID-19 pandemic

92% among those still in-treatment



8% say their care was better than before the pandemic



82% say their care stayed the same



4% say their care was worse than before the pandemic

In-treatment: **14%** better, **74%** same, **7%** worse



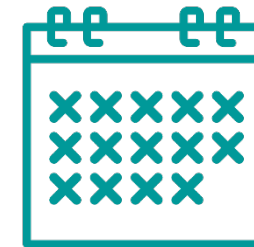
22% had an appointment cancelled or postponed

In-treatment: **27%**

12% were kept waiting for 30+ minutes at an appointment



In-treatment: **19%**



Only 9% had difficulty getting a medical appointment

In-treatment: **17%**

Four-in-10 of those who attended appointments used telehealth services

- The most common telehealth appointments were follow-ups, regular well-visits, and sharing test results.
- Physical therapy/rehab, getting a second opinion, and first visits with an HCP were rated lower.



41% of those with appointments had them via telehealth

More likely to have a telehealth appointment:

- NCCS Connected (**51%**)
- Stage IV/Metastatic (**59%**)
- Palliative Care (**54%**)
- Private Cancer Center (**54%**)
- In-treatment (**49%**)

	Had Telehealth Appointments	Rate the Appt. Excellent/Very Good
Follow-up appointment(s)	61%	73%
Regular well-visits	34%	77%
Sharing test results	34%	78%
Medication management	24%	75%
Treatment planning and decision-making	20%	77%
First visit with a health care provider	18%	58%
Mental health services	16%	67%
Counseling and education	11%	80%
Surgical consult	9%	78%
Getting a second opinion	4%	58%
Survivorship appointment	4%	89%
Physical therapy/rehabilitation	3%	61%

Post-COVID, in-person appointments are preferred for most situations, except counseling, medication management, and getting test results

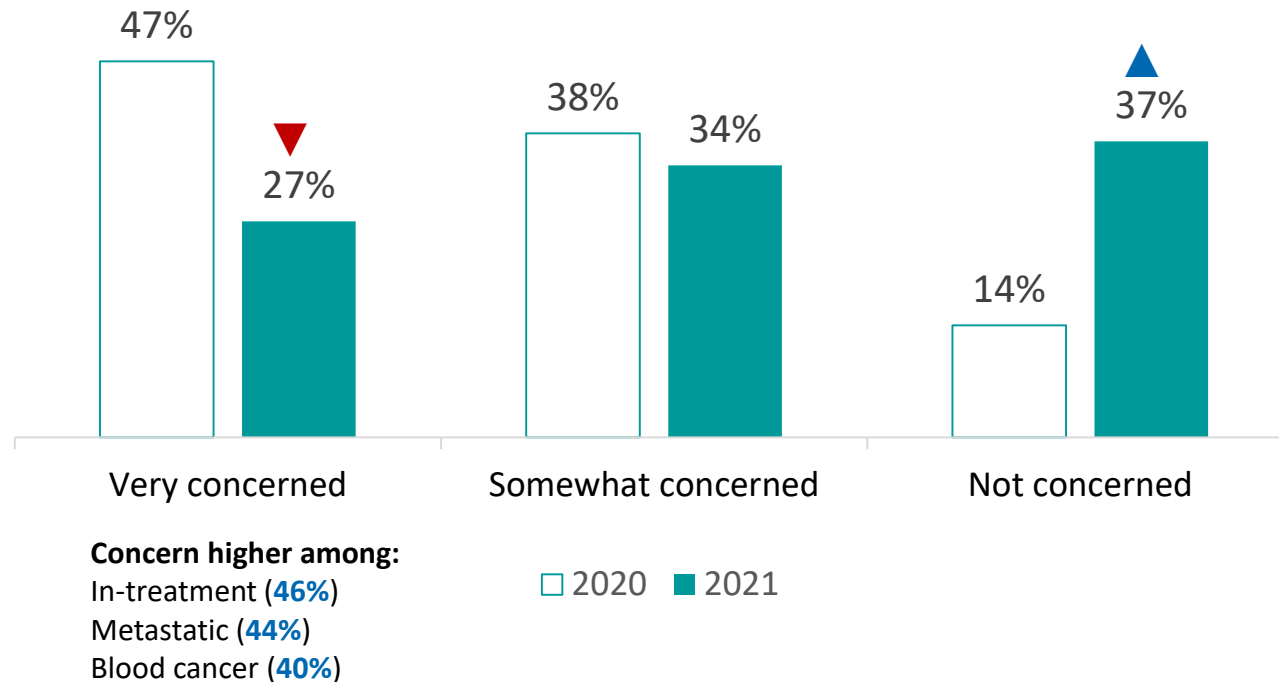
With the physical therapy, difficult. They're saying its so much better because if you come in, you'll be exposed to COVID, but it's not the same. Let me at least come in one time so I can see what you're doing in-person and then I'll try to do it at home.
 – Female, 62, Metastatic

	Prefer in-person	Prefer telehealth/ No Preference
First visit with a health care provider	87%	12%
Physical therapy/rehabilitation	81%	14%
Surgical consult	80%	17%
Getting a second opinion	75%	21%
Regular well-visits	75%	24%
Follow-up appointment(s)	69%	30%
Treatment planning and decision-making	65%	32%
Mental health services	54%	37%
Counseling and education	47%	48%
Medication management	45%	51%
Survivorship appointment	45%	39%
Sharing test results	45%	53%

It makes it convenient. My refills, and things like that. But there are some things you can't do telehealth, like mammograms.
 – Female, 51, Stage 4

Concern about COVID-19 risk has decreased significantly since 2020, most respondents who took the 2021 survey are vaccinated

As a cancer patient/survivor, how concerned are you about your risk of getting Coronavirus (COVID-19)?



78% have received one or both doses of the COVID-19 vaccine

35% of those that haven't are likely to get vaccinated
20% are neutral
46% are unlikely

Trust is the biggest issue among those unlikely to get the vaccine