

Oncology Learning Collaborative Session #2

Tuesday, October 17, 2023



Please respond to our post-webinar surveys!

We are dropping the link into the chat now for the survey from our first session.



Midwest Business Group on Health

*Catalysts for **Change** in Health Care & Benefits*



Thank you
to our
generous
sponsors!



Genentech
A Member of the Roche Group

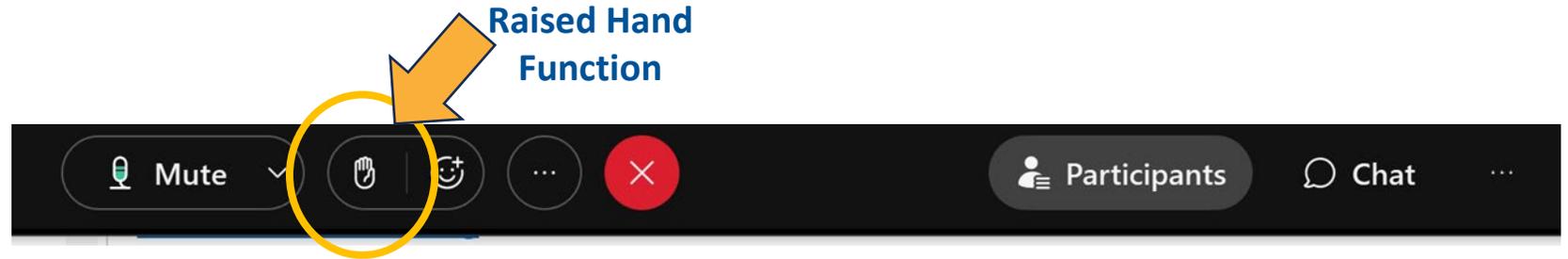




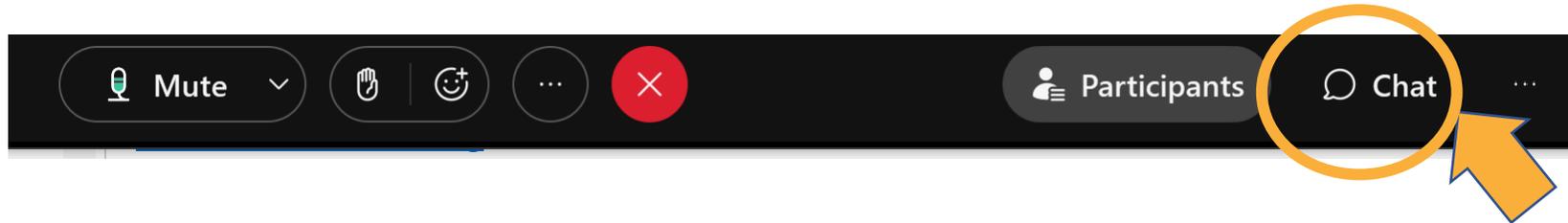
Feedback and Questions

- We are going to utilize the following:
 - Chat
 - Technical or logistical issues
 - Content related questions
 - Open ended answer to questions ask via chat – you can also answer “live”
 - Polling
 - Raise Hand
- For participants who have called in, to unmute/mute use *6
- For this webinar, we are not going to be using the Q&A function

RAISED HAND and CHAT FUNCTION



We will use the **Chat function** for technical or logistical issues, content questions, or open-ended questions that are chatted to everyone.



- With the Chat window open, type in your question or comment and send it to **Ashley Tait-Dinger (Host)**, if you only want her to see it, or to everyone.
 - If the response is for everyone but you only want to send to Ashley, she will relay privately.
- There is a 512-character limit for questions.
- We will address your issue as quickly as possible.

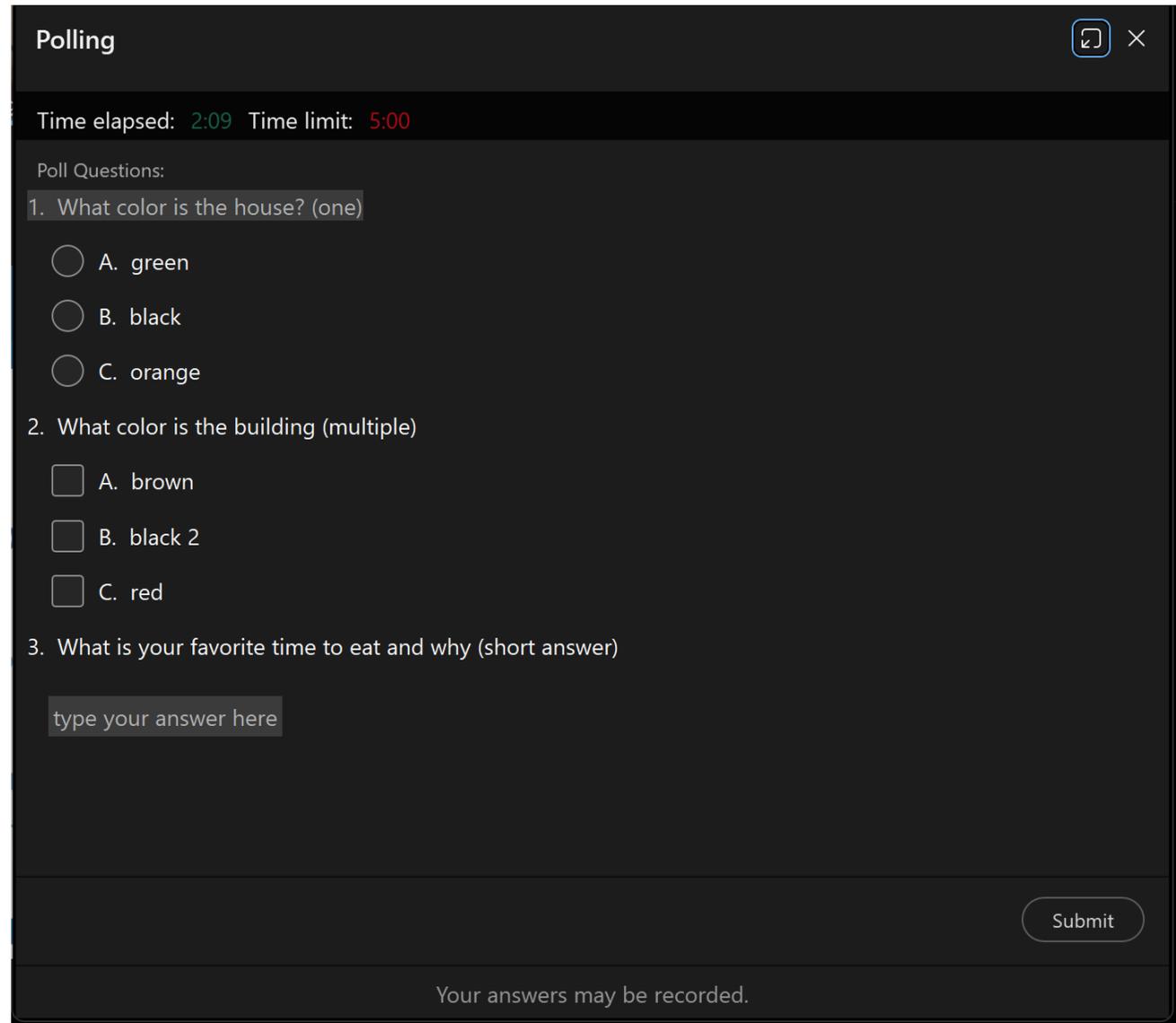
POLLING

This webinar will include polling of participants. The poll should automatically appear on the right-hand side of your screen when responses to polling questions are requested.

As seen in the example, there are 3 types of polling questions:

- Single response allowed
- Multiple responses allowed
- Short answer, open ended responses allowed

You might have to scroll down to see all the polling questions.



Polling [Close] [Refresh]

Time elapsed: 2:09 Time limit: 5:00

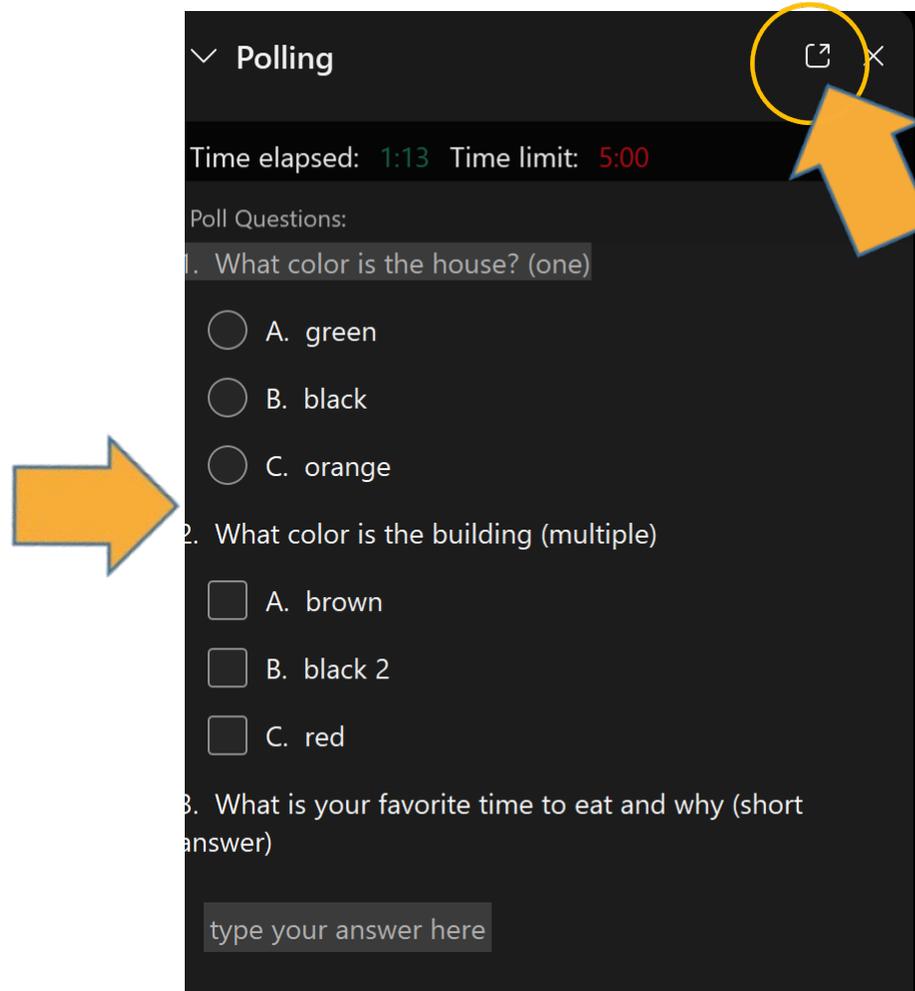
Poll Questions:

1. What color is the house? (one)
 - A. green
 - B. black
 - C. orange
2. What color is the building (multiple)
 - A. brown
 - B. black 2
 - C. red
3. What is your favorite time to eat and why (short answer)

[Submit]

Your answers may be recorded.

POLLING



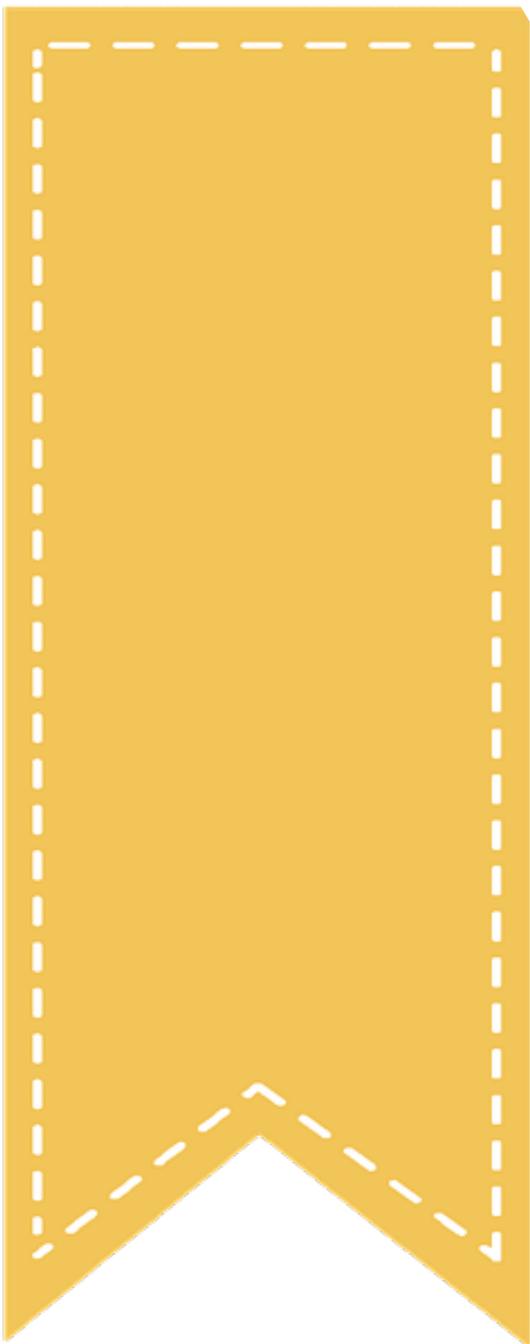
Initially you may not be able to view the full question and answers in the poll.

To get a better view of the poll:

- You can “**pop out**” the window by clicking on the box with the small arrow in the top right-hand side of the polling window.

OR

- You can “grab” the left-hand side of the window and drag it further to the left.



Please Bookmark this webpage to view all the resources from the Oncology Learning Collaborative (recordings, slides, etc.):

<https://flhealthvalue.org/our-work/oncology-learning-collaborative/>

Oncology Learning Collaborative Timetable

Employer-Driven Collaborative

- Four educational and interactive webinars
- Hear and learn from your fellow employers
 - Get insight on the best practice in oncology management
 - What is working and what is not
 - How to work more effectively with your vendors and partners
 - Provide feedback on updated resources that support the project
 - Walk away with new tools to support your efforts
- **September 19** – *Prevention, Screening, Early Identification, Diagnosis, 2nd Opinion & Site of Care*
- **October 17** – 1-2:30 CT; 2-3:30 ET – *Navigation, Psychosocial Support, Survivorship/Return to Work*
- **November 17** – 1-2:30PM CT; 2-3:30 ET – *Diagnosis, Precision Medicine/Biomarker Testing & Treatment*
- **December 8** – 2:30-4:00PM CT; 3:30-5:00PM ET – *Employer Guide to Managing Oncology - to be unveiled*

Our Key Areas of Focus

- Prevention and Screening
- Testing and Diagnosis – Early and Correct Diagnosis
- Early Access to Navigation – Needed Support and Guidance
- Correct Treatment at the Right Place – including Palliative Care, Hospice/End of Life Care
- Pharmacy/Specialty Pharmacy Management – Right Drug for the Right Patient at the Right Price and the Right Place
- Coverage of Precision Medicine/Biomarker Testing
- Survivorship/Return to Work



Quick Follow-Up from Session #1

- **Merck has sent us additional excellent information in follow up to our prevention and screening recommendations** in the first session. Please check the OLC webpage to access the resources.
- Also included **on the webpage are the detailed notes of the sessions** – thanks to John Butler from the MBGH team for his work in transcribing our important discussion during session #1!

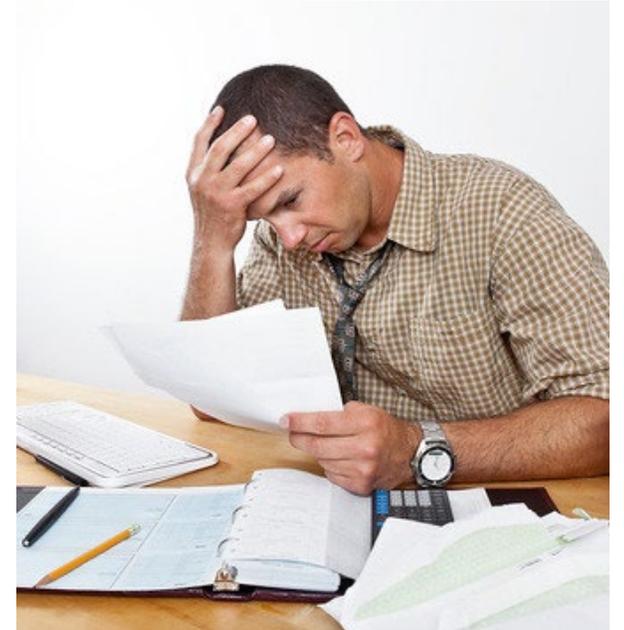


Cancer has become more complex and challenging to navigate...

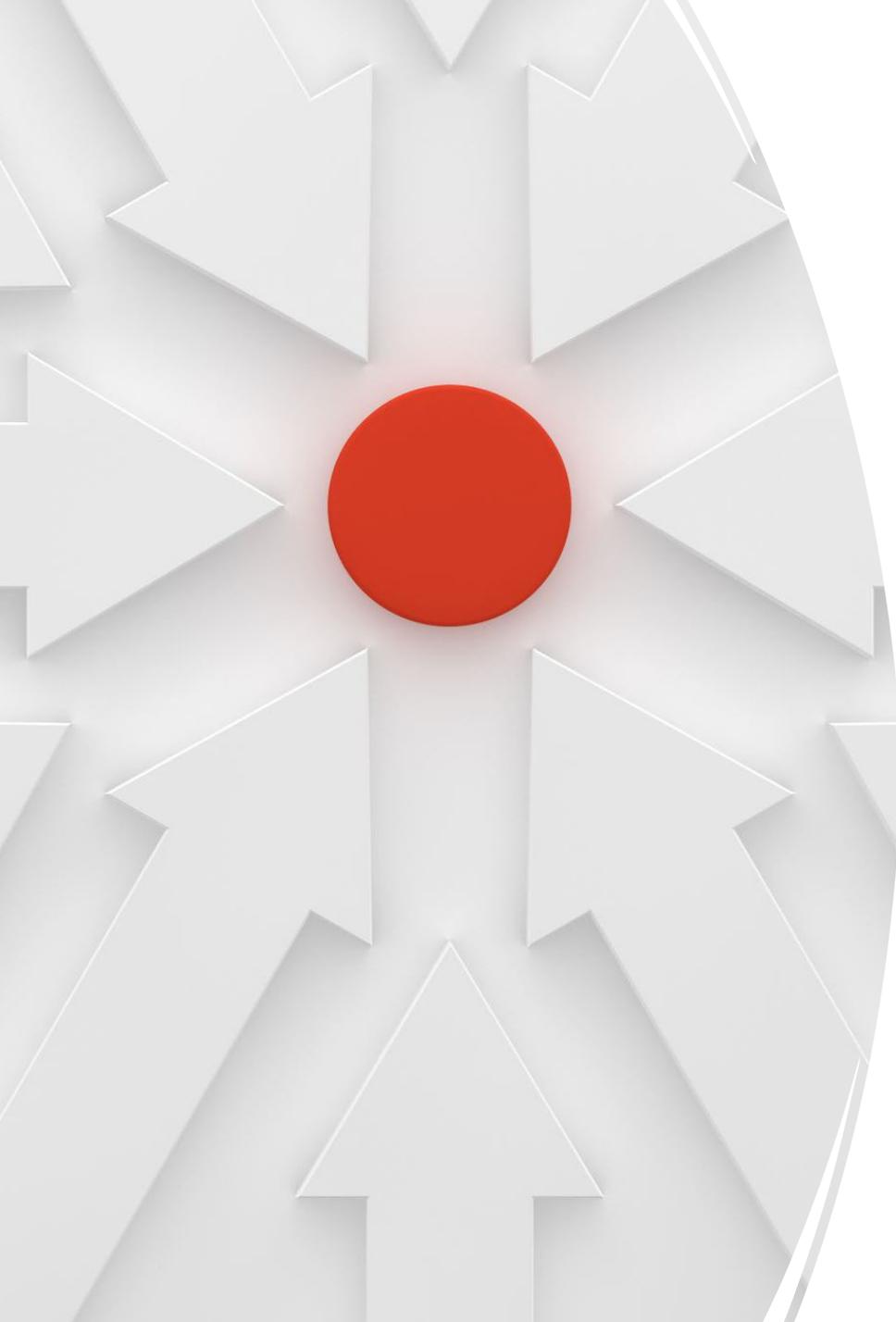
- Expanded diagnostic testing and treatments with pricing and reimbursement challenges
- Variation in oncology care across settings and programs
- Reimbursement challenges with increased billing errors
- Navigating cancer is overwhelming for the patient and family
- Fragmented, siloed healthcare system
- Inefficiencies drive treatment delays and misdiagnosis

And more...

- 1 in 3 cancer patients enter **bankruptcy**
- High percentage of patients initially **misdiagnosed**
- 74% of patients **do not seek second opinions**
- **Most money spent is in the last two weeks of life** for a cancer patient
- Employers often cannot address the underlying social and economic conditions in which their employees live, but they **can try to understand the social risk factors their employees are exposed to** and work to mitigate the social needs being experienced by employees.
- Most cancer patients would benefit from **mental health support** but do not receive it during their treatments/cancer journey
- **Employees do not understand their benefits** despite the best efforts of employers to educate them
- **Privacy is important** - employees like having “anonymous, non-judgmental” support outside of the work setting when dealing with serious health conditions like cancer



What can be done by employers
to help plan members get
through the cancer patient
journey as easily as possible?

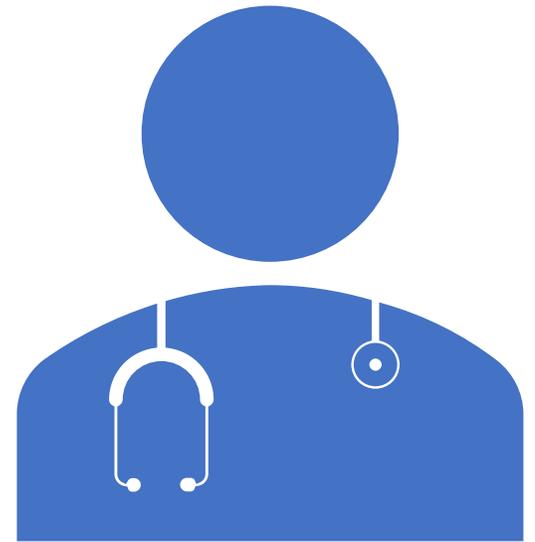


Navigation and Care Management

- Each plays an important, **patient-centered** role
- There is some overlap, but there are important differences!

Care Managers

- Care managers work collaboratively with physicians, nurses, etc. to provide comprehensive care coordination
- They may also serve as advocates for patients, helping them to navigate the healthcare system and access necessary services and resources
- The main goals of care management are to ensure that patients receive high-quality care and that their needs are met
- Care managers assess patients' physical, psychological, and social needs, develop care plans, coordinate services and resources, monitor patient progress, and provide education and support to patients and families



Navigators



- A navigator connects a person with cancer to the help and support they need
- Many are social workers who know about cancer care and can assist with the social and mental health needs of the cancer patient
- The goal of cancer navigation is to find ways to overcome issues that keep patients from getting access to quality cancer care – e.g., the cost of care, childcare, transportation, paying bills, problems with insurance, delays in paperwork
- A cancer navigator might help the patient manage financial issues that come up during and after treatment
- They can help the patient understand what their health insurance plan may cover and what they will have to pay out of pocket
- They can help set up payment plans and find ways to lower treatment costs so they can get the care they need



The Poll is Open

This poll has ten questions, so please scroll down!



The Results are In!

Please look for the results on the side bar.

If you would like to share how your oncology care management services and navigation services work, we would love to hear from you now!



Cancer Navigation Pilot Program

- Partnership between the Florida Alliance and the **Patient Advocate Foundation**
- Pilot conducted with **The Walt Disney Company and Orange County Public Schools** and funded by Genentech
- Name changed to **Employee Benefits Advocate Program**

Program goals were to:

- **Improve employees' understanding and navigation of benefits**
- **Reduce financial and emotional stress**
- **Have a positive impact on employee productivity and satisfaction**
- **Improve access and adherence to care**



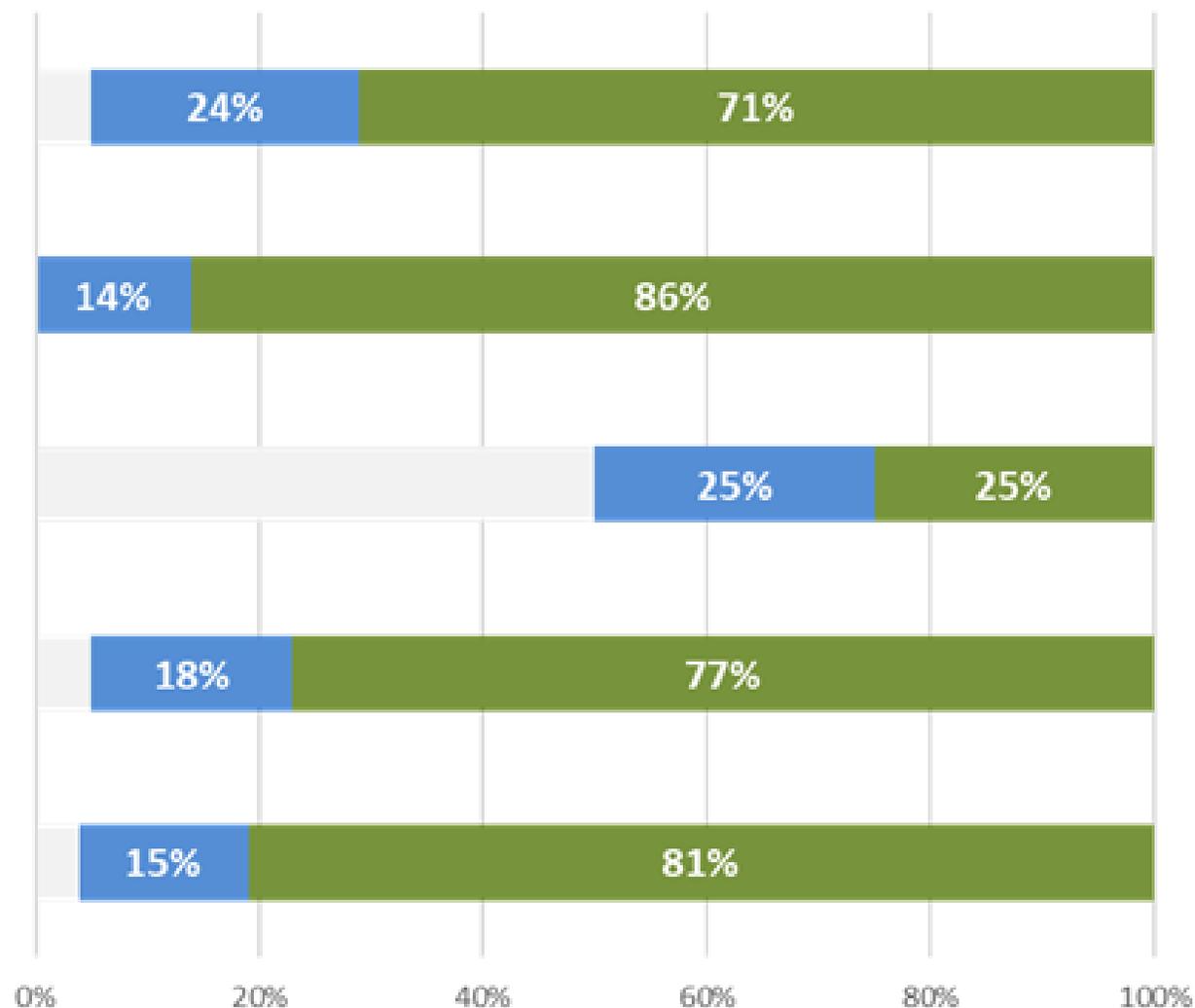
Able to resolve your issues & address concerns

Improves access and adherence to care/
treatment plan

Helped minimize time away from work

Made you feel like employer cared and was
supportive

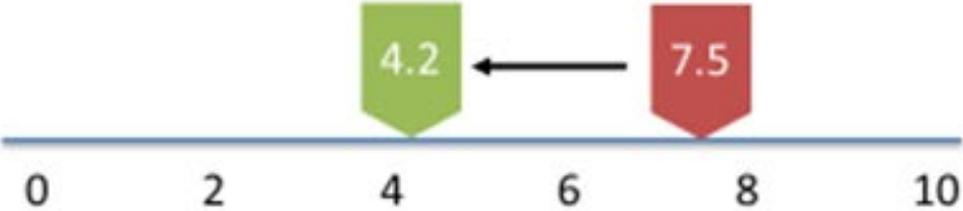
Reduced stress



■ No ■ Yes, a little ■ Yes, a lot

Employee Benefits Advocate Program: Pre- & Post-Measures

77% of participants had a reduction in general distress



81% of participants increased how well they understand their healthcare plan



46% of participants improved their confidence in communication.



Employee Benefits Advocate Program: Impact of program on those served

% of participants reporting program...

95%

Increased their understanding of the details of their healthcare plan

100%

Helped them get the fullest benefit or value from their healthcare plan

100%

Helped them better understand the costs associated with their treatment and care

100%

Helped them better understand who was in their provider network

100%

Increased their awareness of LOCAL community resources that can help address social needs

Data last updated 9/2021

- ✓ Program users rated the benefit of the services an average of 9.4*
- ✓ Both the professionalism and knowledge of the staff were rated an average of 9.8*
- ✓ 100% of program users would recommend this program to others

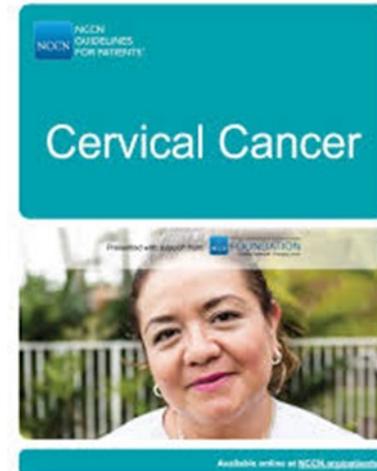
**Scale of 1-10*

Self-Navigation Tools to Share

CancerCare.org – free counseling, resource navigation, support groups, education, financial assistance: www.cancercare.org They also have help by diagnosis or topic

National Comprehensive Cancer Network Patient Guides and other patient resources. These resources are available free electronically, but booklets can be ordered via Amazon for about \$12

<https://www.nccn.org/patientresources/patient-resources/guidelines-for-patients>



The Poll is Open!

Only a couple of
questions this time!



The Results are In!

Please look for the results on the side bar.

Are there any employers who want to share their experience, insights, initiatives, etc. on employee resources with us right now?



Psychosocial Support

...with a focus on palliative care and hospice/end of life care



Free CPR Resources for Employers/Healthcare Purchasers –

Serious Illness Care Strategies



- **How to Guide for Serious Illness Care Strategies** – it explains the value of palliative care, how it can improve the quality of life for employees living with serious illness and their caregivers, and in doing so reduce healthcare costs for them as well as for the employer
- **The Purchaser Toolkit for Serious Illness Care Strategies** – has an RFI, evaluation guidance and model responses, model health plan contract, health plan conversation guide, ACO checklist to ensure that their ACO has palliative care capabilities, and a case management vendor checklist to help purchasers ensure that their case management vendor is providing sufficient attention and resources to those living with serious illness care

<https://www.catalyze.org/product/palliative-care-purchaser-resources/>



CPR Employer Case Study – Dow Chemical Co.

- Dow identified a problem upon scrutiny of its data – few eligible employees were taking advantage of the hospice benefits the company provided
- Dow realized the root of the issue was a dilemma its employees were facing: to access hospice services, they had to give up curative treatment
- Not wanting employees to have to make this choice, Dow worked with Aetna to implement the Compassionate Care program, allowing employees to utilize hospice benefits without having to abandon curative care

Survivorship



- It has been estimated that by 2040, the number of cancer survivors in the US will increase to 26.1 million
- People with cancer are living longer than they did in the past - they are surviving, and their needs have changed
- Survivorship care includes recovering from cancer and promoting health
- A person with cancer is a survivor starting at the time of diagnosis, during and right after treatment, and through the balance of their life
- The definition of “survivor” must also include caregivers, family, friends, and colleagues of the patient

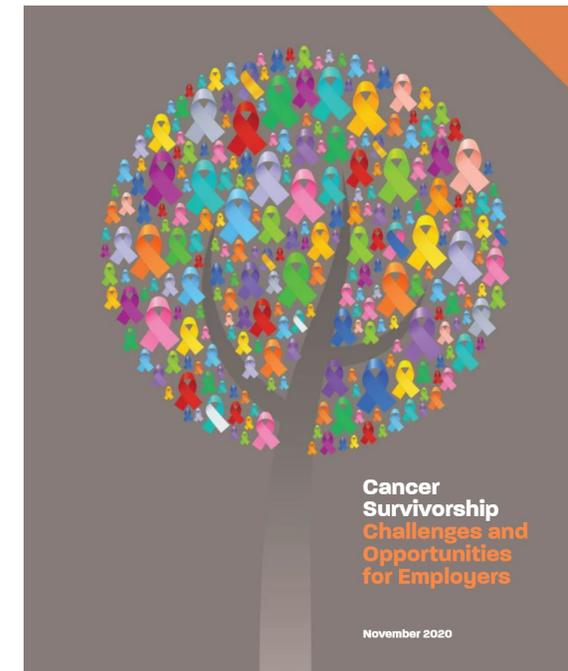
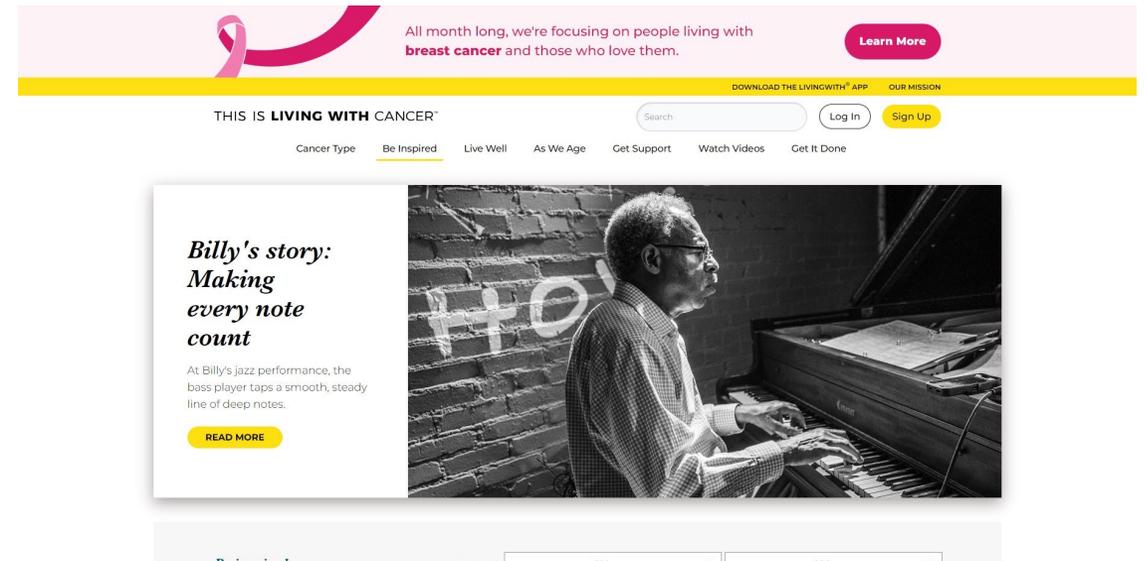
Survivorship Care Standards

- Prevention of late effects of cancer and treatment
- Routine testing for the return of cancer (surveillance)
- Assessment and treatment of late effects of cancer and treatment
- Coordinated care between providers
- Planning for ongoing survivorship care



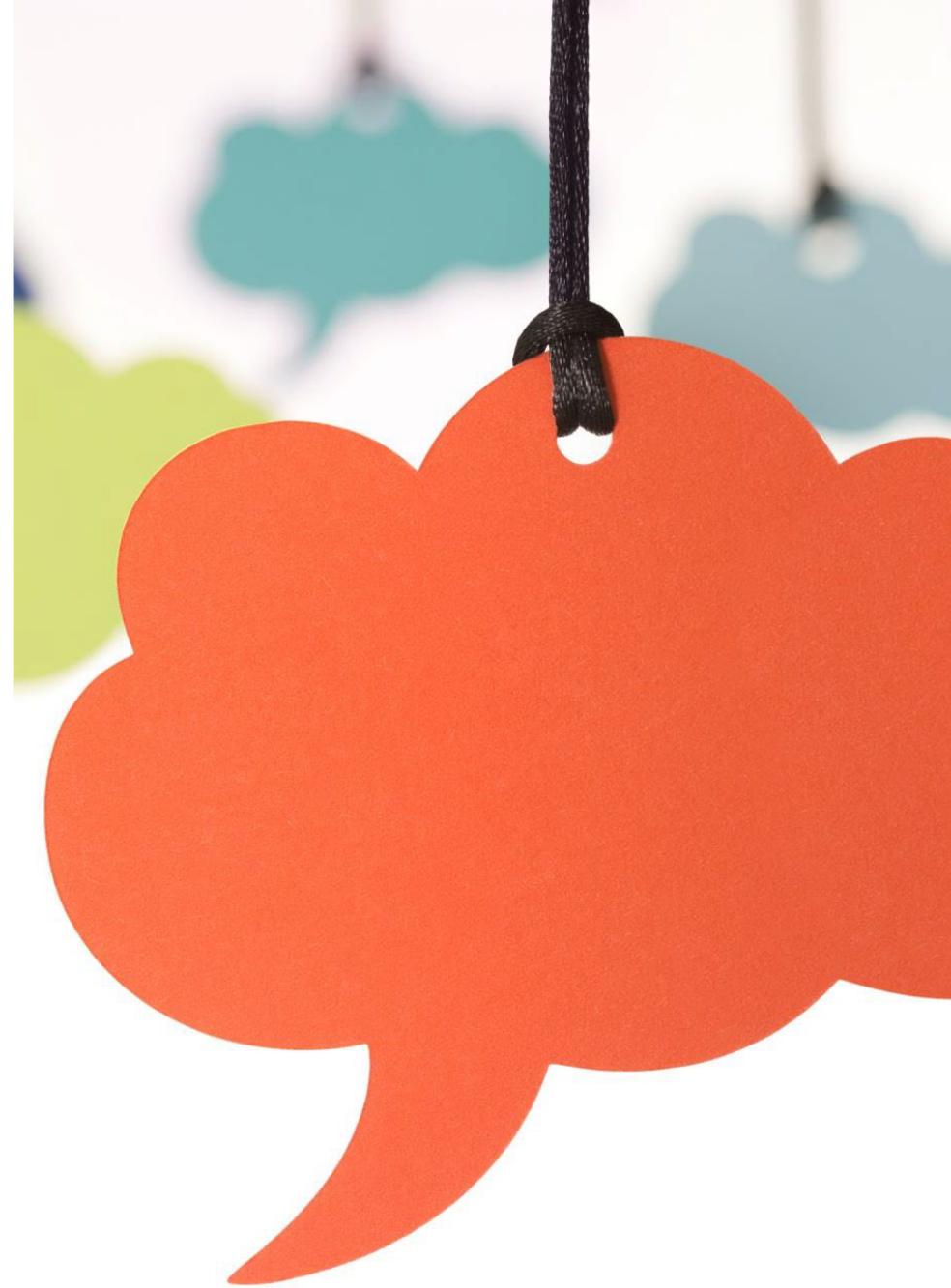
Survivorship Resources

- **Pfizer’s “This is Living With Cancer” Program**
<https://www.thisislivingwithcancer.com>
- – this program provides tools and resources to support those who have been affected by cancer, including a mobile app designed to help manage some of the daily challenges faced by people living with cancer
- **Northeast Business Group on Health – Cancer Survivorship: Challenges and Opportunities for Employers** –
<https://online.flippingbook.com/view/48119/> - this guide has identified how employers can get help for each category of needs – physical health, mental and social health, wellness and healthy lifestyle, family and friends, finances, and workplace accommodations



Another Brief Poll!

Please respond!



The Results are In!

Please look for the results on the side bar.

Are there any employers who would like to share their experience, insights, initiatives, etc. on survivorship and supporting patients, family members, and/or caregivers with us right now?

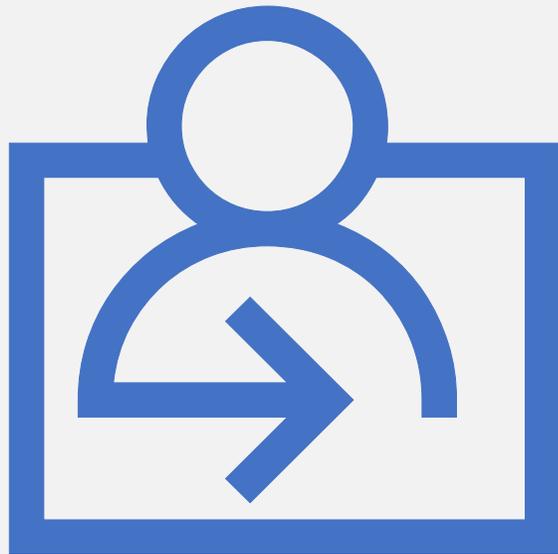


Return-to-Work

- Physicians have begun to change their recommendations around **working while undergoing cancer treatment**, which means there will be more people coming to work during the treatment process itself
- Research says cancer patients who can return to work during treatment – full or part time – have **better outcomes**
- Financial stress negatively impacts cancer patient outcomes
- Cancer patients cite both financial and emotional reasons for going back to work, with a job **restoring normalcy, stability, social contact, and income**
- For businesses, supporting people coming back to work after a cancer diagnosis improves their **capacity to retain experienced employees, reduce sickness-related absence, and help sustain a productive workforce**



Workplace Accommodations and Culture



- Employers can create a workplace culture where employees with a cancer diagnosis are encouraged to know that **when they return to work, they will be supported to adapt to the challenges they face from their illness**
- It is important that employers comply with employment laws. **People with cancer may face discrimination in the workplace because of assumptions about their ability to work during or after cancer treatment.** Some people who continue to work with cancer can be as productive on the job as other workers. The employee may still need to modify their work schedule or responsibilities or take some time off work for cancer treatment
- Possible workplace accommodations include **working from home, flextime, modified schedule, exchanging shifts, change in job duties, graduated return to work, additional breaks, access to a private place to take medication**

Americans with Disabilities Act (ADA) Protections

The employee's right to equal employment opportunities may be protected by the ADA which requires employers to provide reasonable accommodations that are not an undue hardship

- Help the employee find information about **company sick leave and paid time off, state disability insurance, state paid family leave, and federal unpaid leave** as well as **employee assistance programs, mental health and well-being resources**
- Work with the employee to **develop a workplan** – find out what accommodations they need to help them do their job
- **Check in regularly** to adjust accommodations to their changing needs



**MarineMax/Beacon Advocates Partnership to Drive Better Cancer Care Outcomes through
Personalized Expert Cancer Care
Coordination and Advocacy**

Beacon Advocates: Nurse-led Cancer Care Management



An End-to-End Solution

Early Detection & Diagnostic Workup

Treatment: Decision & Care Plan

Treatment: Education & Side-effect Management

Transitions of Care

- ❖ Beacon combines case management principles & patient advocacy to **create longitudinal cancer care support** throughout the entire cancer journey.
- ❖ **Proactively** identifying and addressing multiple intersecting issues from different vantage points throughout the care continuum.
- ❖ **'Insider' Expertise.** Highly qualified team of experienced oncology nurse advocates each with ≥ 10 -yrs of oncology experience able to anticipate client's cancer care needs and effectively engage, support & empower individuals to achieve timely, well-coordinated cancer care.

MarineMax Cancer Care Program: Communication Outreach



BEACON ADVOCATES

About Beacon | FAQ | Testimonials | Newsletters | Contact Us

BEACON ADVOCATES
Expert Cancer Care Guidance and Advocacy

MARINEMAX

MarineMax Team Program

Cancer: Screening & Care Management Program



Take Control (in) 2022

www.beaconadvocates.com (855) 490-8777

Cancer Screening & Early Detection Guidance

Personalized Expert Cancer Care Support



MarineMax Team

Have Questions About **CANCER SCREENING** or **CANCER**?

Navigating the healthcare system can be overwhelming. MarineMax has partnered with Beacon Advocates to support Team Members at **NO COST TO YOU**.

- Education & Cancer Awareness
- Prevention & Early Detection through Screening
- Navigating Care within the Healthcare System

Trusted guidance when it is needed most.

TAKE CONTROL AND GET STARTED:
www.beaconadvocates.com/marinemax-team-program
or call (855) 490-8777

Our **CANCER CARE 'INSIDER' ADVOCATES** bring peace of mind and reduce your burdens every step of the way so you can focus on treatment and recovery.

CONNECT with Beacon through the online (enrollment) form, email, or phone call to set up a **CONFIDENTIAL VIDEO** or **PHONE CALL** with a Beacon specialist to discuss your specific needs.

BEACON ADVOCATES



A quarterly newsletter for MarineMax Team Members **SUMMER 2023**

THE BEACON
Your Cancer Care Resource

MARINEMAX BEACON ADVOCATES
Expert Cancer Care Guidance and Advocacy

MarineMax has been partnering with Beacon Advocates since 2022 to provide its members living with cancer access to specialized oncology nurses and social workers at **no extra cost to you**.

Beacon is an innovative and independent cancer care management company offering professional guidance and advocacy services designed to support patients and their families throughout their cancer journey.

Testimonials-Why Beacon?

From MarineMax Team Members:

The day I was diagnosed with breast cancer was devastating. I was scared and uninformed and was referred to Beacon by our HR department.

My nurse advocate immediately made an appointment to meet with me. Soon after, she ordered copies of my medical record, reviewed all my blood tests, medical scans, biopsies and pathology reports, to monitor my diagnosis and progress. She explained in detail the impacts of my disease

Customizable Cancer Care Guidance Programming



An End-to-End Solution

Data-driven insights to identify high risk populations: focus on education, risk assessments & proactive outreach

Navigating the care experience, reducing barriers, side-effect management, collaboration with medical team

Early Detection & Diagnostic Workup

Treatment: Decision & Care Plan

Treatment: Education & Side-effect Management

Transitions of Care

- Earlier engagement, reduce access issues, expedite care
- Facilitate expert second opinions – virtually & locally;
- Aim for right diagnostic testing, staging, & treatment planning;
- Clinical Trial Access
- Promotion of shared decision-making

Tools & access to resources/support:

- Living with cancer,
- Return to work strategies
- Surveillance/survivorship
- End of life care coordination

Integration Framework Influences our Interventions

Clinical

- Expedite the Right Specialty Care
- Arrange Second Opinion
- Prevent & Resolve Problems: logistics & clinical
- Comprehensive Scientific-Case Review
- Personalized Questions For Consideration
- Medical Record Organization & Review
- Genetic/Genomic testing
- Clinical Trial Research & Access
- Coordination of Cancer Care
- Disease Specific Education & Resources
- Provider Collaboration
- Proactive Interventions
- Clinical Care Oversight
- Symptom Management Strategies

Financial

- Benefit Optimization: medical, disability plans & working w/ cancer providers
- Pharmacy Issues - PAP
- Employment HR Engagement
- SSDI/SSI/STD/LTD
- Individual Circumstance
- Community & National Resources
- Access Value-add Benefits
- Transportation/Lodging



Psychosocial

- Frequent Check-ins
- Psychosocial Supports
- Caregiver Engagement
- Coping Strategies
- SW/Support Group Resources
- Survivorship Needs
- Advance Care Planning

Physical

- Palliative Care Referrals
- Nutrition
- Activity
- Coping strategies

Quality

- Analyze Interventions on Impact
- Member Survey

Benefit to MarineMax



Benefit to Team Members¹²

Specialized care coordination removing downstream costs

- Expedited right care at the right time
- Right Place
- Right benefit utilization
- Fewer ER visits
- Duplicate/unnecessary tests
- Improved productivity
- Appropriate use of short-and long-term disability
- Earlier & appropriate transition off plan
- Less costly end of life care
- Increased clinical trial utilization

Results in an empowered employee who has better cancer experience with better cancer care outcomes.

- Expedited access to the right care at the right time
- Earlier scientific-based treatment
- 2nd (opinions) case review
- Increased access to clinical trials
- Appropriate cont. to work strategies & appropriately timed transitions back to work or off Plan
- Earlier end of life planning

Help remove barriers to care

- Psychological
- Social
- Financial





Last Poll!

Only two questions!

The Results are In!

Please look for the results on the side bar.

Are there any employers who want to share their experience, insights, initiatives, etc. on return-to-work strategies with us right now?



Action Items from this call

- Case studies
- Additional information and resources
- Update the link recording, slides, and resources
- Brief follow up survey
- Calendar invitations for future meetings



Thank You!

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