



Barriers to Care Identified & Interventions Provided by Cancer Support Community's Proactive CAR T Navigation Program: Bridging the Gap in Patient and Caregiver Needs

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CANCER SUPPORT COMMUNITY
COMMUNITY IS STRONGER THAN CANCER

INTRODUCTION

- The Cancer Support Community's (CSC) Helpline provides proactive navigation for cancer patients & their loved ones by phone, chat, & video conference.
- Built upon the Expanded Chronic Care Model framework, our evidence-based model of navigation provides patient- & caregiver-centered evaluations & interventions focused on core navigation goals
- All programs & support are free of charge

AIM

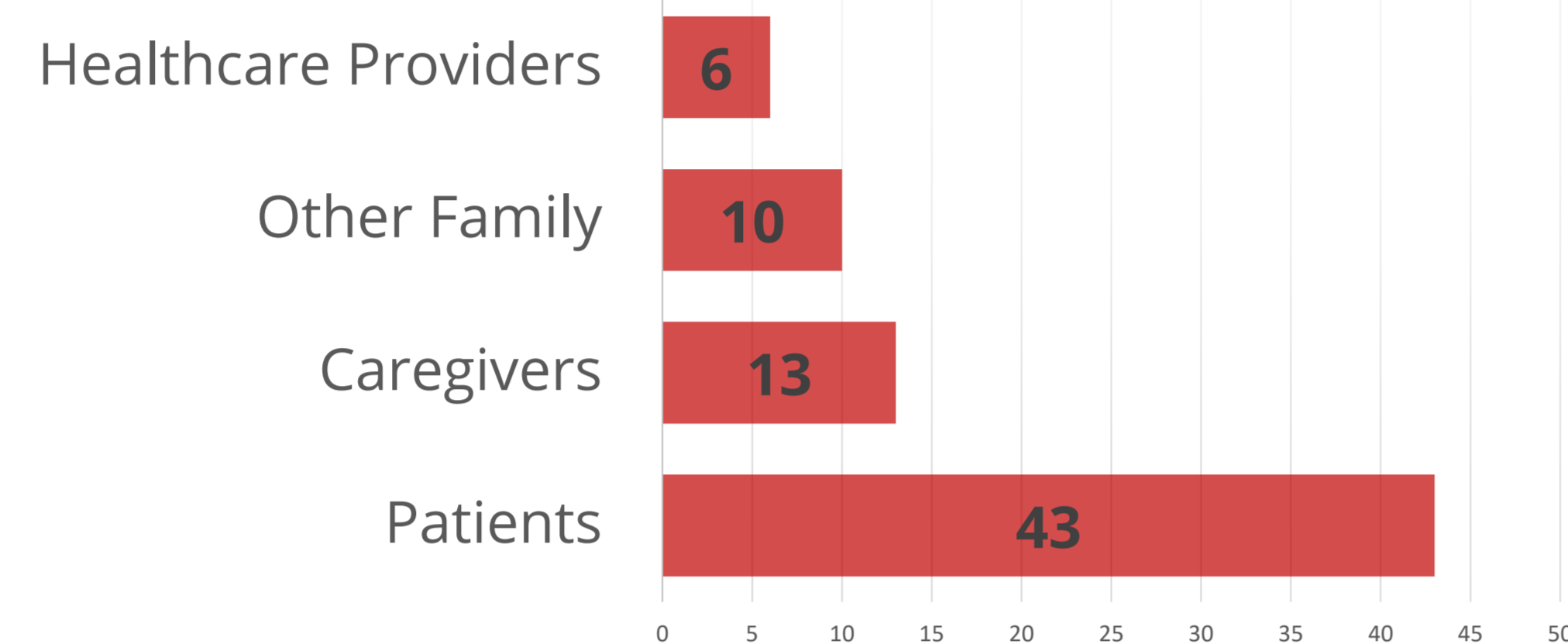
The Helpline's model of Proactive Navigation strives to empower patients, caregivers, and families to manage social, emotional, practical, and financial barriers to care by providing timely access to education and assistance, through all phases of their cancer experience. With permission from callers, we proactively follow up to help manage key concerns and barriers. This follow-up also allows us to better understand outcomes of services provided.

Core Values of Proactive Navigation Include:

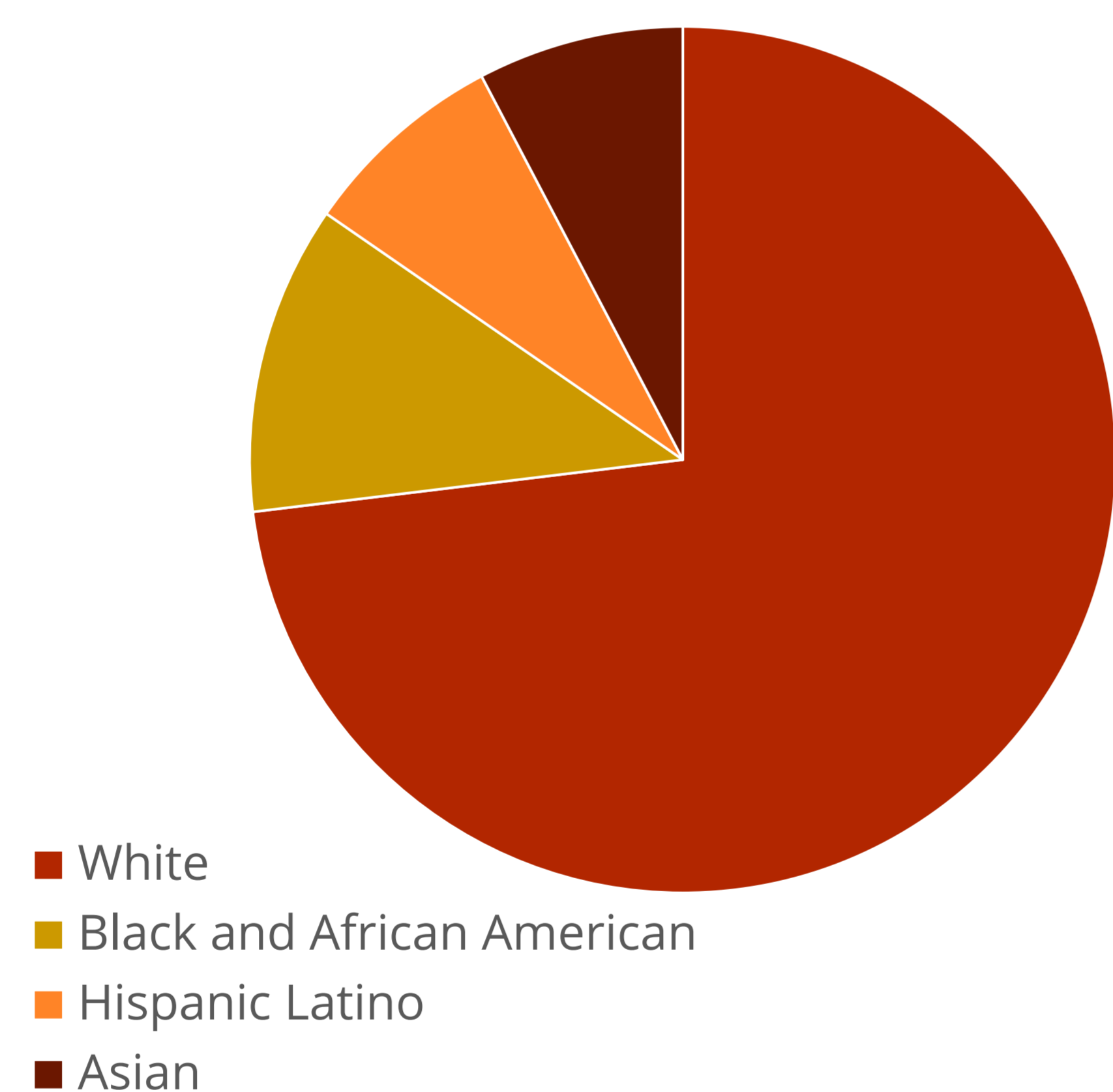
- Distress screening and assessment
- Identification of barriers and data capture
- Coordination of psychosocial care
- Timely education and advocacy
- Social and emotional support

RESULTS

2023 Participants by Type (n=73)



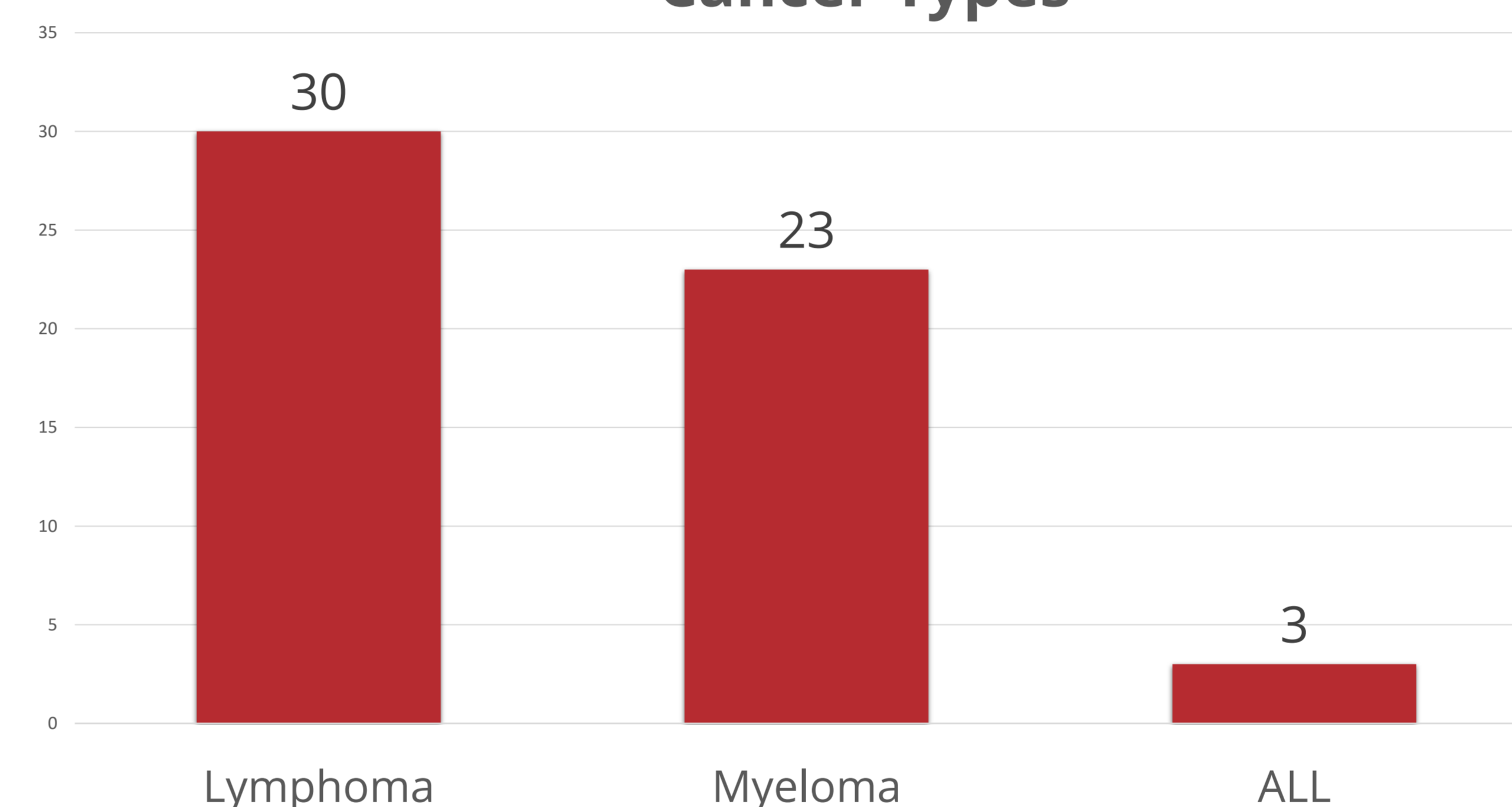
Race/Ethnicity (of those who chose to report this data)



Top Reasons for Contacting the Helpline

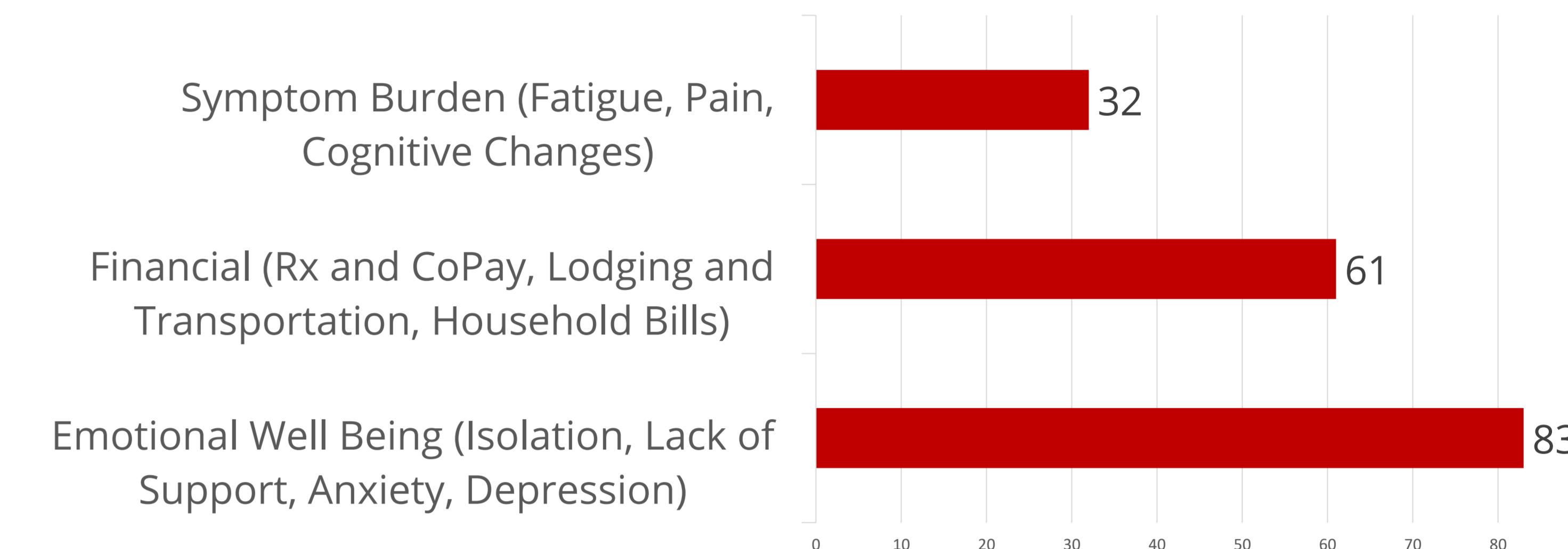
- CAR T Cell Therapy Education/Information
 - Financial Concerns
 - Need for Emotional Support
 - Lodging and Transportation

Cancer Types

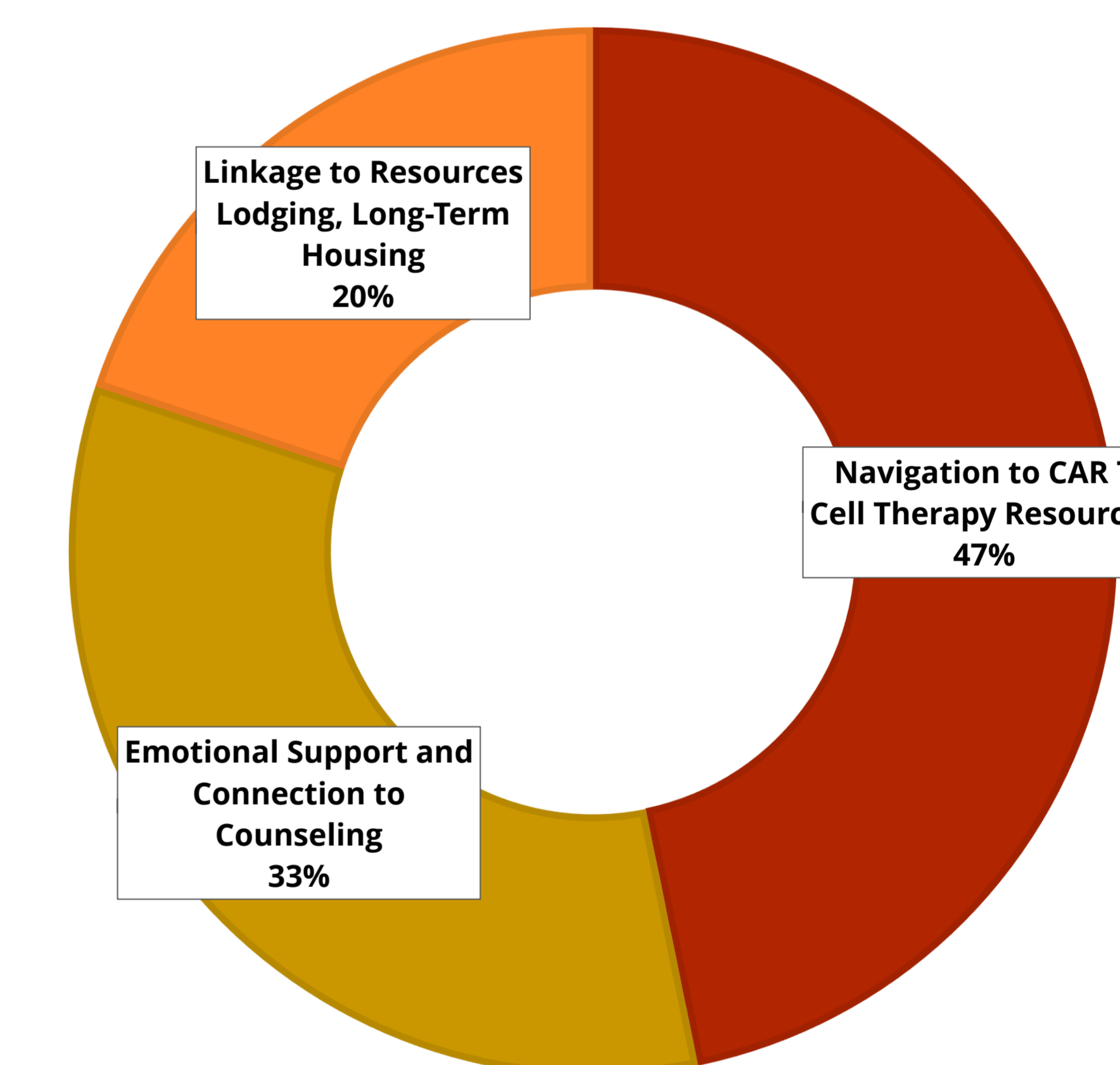


"The social and emotional support of regular conversations with an extremely thoughtful, competent, caring, empathic social worker was valuable beyond words." - participant

Screening and Assessment: Top 3 Barriers



TOP 3 NAVIGATION INTERVENTIONS



METHOD

Program components include:

- Outreach to both CAR T treatment centers & community-based oncology programs
- Proactive patient navigation provided by a licensed oncology social worker at key points of their CAR T experience
- Distress screening and assessment (using CancerSupportSource®, a customized, validated distress screening tool)
- Referrals & linking to support, including referrals to 196 local CSC and Gilda's Club global locations for in-person services
- Education on CAR T-related psychosocial concerns such as coping with side-effects, fear of relapse, post-treatment survivorship, and caregiver support
- Language Translation Support in 200+ languages

SUMMARY

CAR T patients and caregivers had significant unmet needs that could become barriers to care, especially those who had not yet been approved for treatment and were not yet eligible for a specific pharmaceutical company's Patient Assistance Program. To some patients, these types of pre-enrollment barriers became dealbreakers.

Using a proactive model of navigation to provide education and resources to patients and caregivers has allowed CSC to identify some of the key psychosocial and practical barriers to care for the CAR T population to address and allow better access and outcomes.

A future goal of the program is to increase navigation volume. As of print date, current N = 147 participants

CONTACT INFORMATION

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REFERENCES

Barr V, Robinson S, Marin-Link B et al. The Expanded Chronic Care Model: An Integration of Concepts and Strategies from Population Health Promotion and The Chronic Care Model. Hospital Quarterly 2003 7: 72-82.