

Cancer Support Community's Proactive Specialty Navigation to Reduce Barriers & Improve Outcomes

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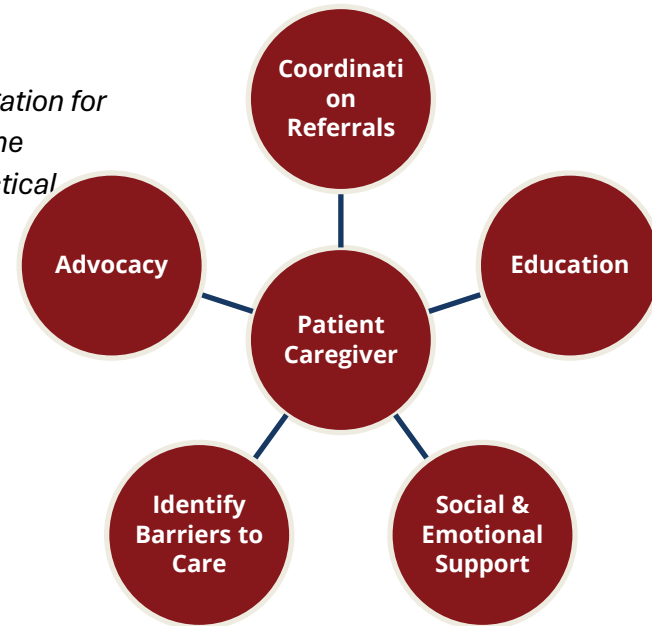
Cancer Support Community, Washington, DC, USA

BACKGROUND

The Cancer Support Community's (CSC) Helpline provides proactive navigation for cancer patients and their loved ones by phone, chat, and video. The Helpline empowers patients and caregivers to cope with the social, emotional, practical and financial barriers to care

Our evidence-based navigation services include:

- Distress screening using CancerSupportSource (CSS)
- Identification of barriers
- Coordination of care
- Resource referral
- Timely education
- Advocacy
- Social and emotional support



INTERVENTION

The Cancer Support Community navigation program is an evidence-based practice. CSC recognizes that some patients and caregivers require intensive, specific navigation support.

Helpline callers are screened for cancer-related distress and psychosocial needs. They receive patient-centered interventions and education based on these practices. Callers are linked with resources including internal specialty navigation – Financial, Clinical Trials, Pediatric and Family, Genetics/Biomarker testing, and/or CAR T Cell Therapy. The specialty navigators build upon the work done by the Helpline navigator and do a high-level and focused needs assessment in these challenging areas.

This escalation to specialized navigators to provide callers with tailored education and support to manage high-acuity concerns is unique in the cancer advocacy space. Helpline services are free. CSC's navigation model includes proactive follow-up to callers to ensure interventions are successful and outcomes improved. Follow-up calls also allow for the identification of additional needs, education, and resources.

IMPLICATIONS

A successful program of Specialty Navigation requires:

- Navigators who align with the Oncology Navigation Standards of Professional Practice¹ for definitions of scope and competencies
- Expert specialty navigators who have background and training and are considered leaders in their respective fields
- Validated distress screening, standardized workflows that includes highly proactive team communication and collaboration
- Dedicated time and infrastructure for data collection, tracking, trending and reporting to demonstrate barriers and the success rates of interventions and outcomes
- Ongoing professional education development and program evaluation including caller experience surveys
- Initial assessment of callers' needs followed by seamless referral to specialist who provides user-friendly access and proactive follow-up

Franklin, E, Burke, S, Dean, M, Johnston, D, Nevidjon, B, Simms Booth, L Oncology Navigation Standards of Professional Practice. JONS 13 (3) March 2022

RESULTS

2023 Participant Characteristics

Total Contacts = 24,992

Unique Contacts = 4,680

Specialty Navigation Referrals = 531

Financial (282)

Pediatric (40)

Genetics (16)

Clinical Trials (66)

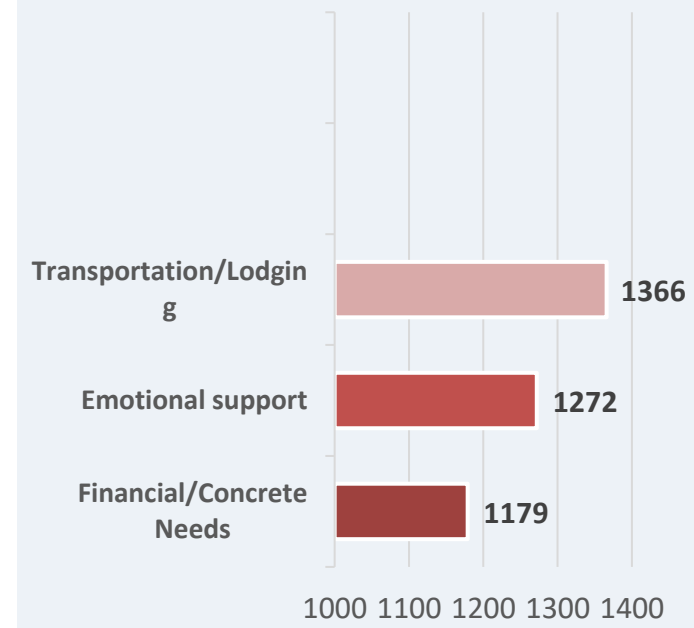
CAR T (127)

Language Translation Services (96)

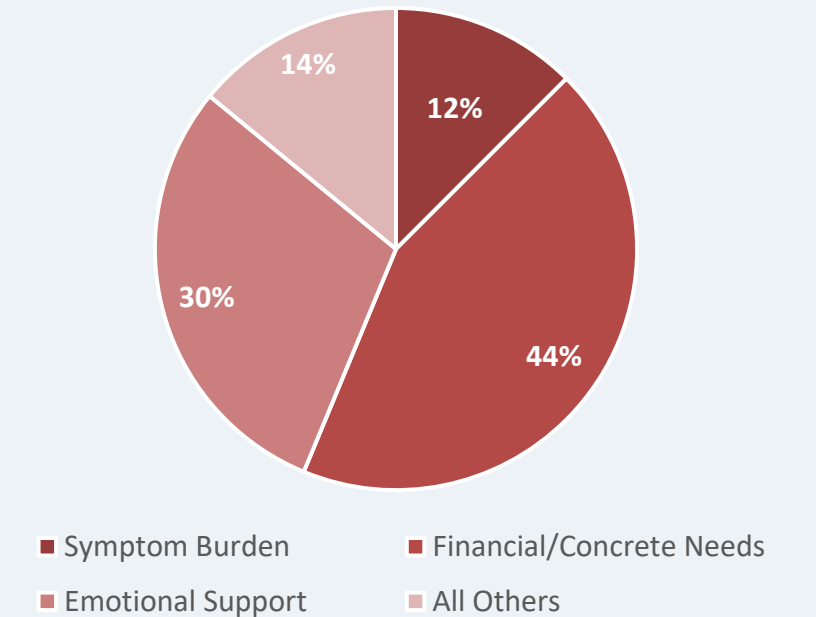
Referrals to CSC Gilda's Club Locations (954)

"A huge help in valuable resource information. The Clinical Trials Nurse Navigator put me in contact with the Financial Navigator ... To make a long story short; I got info on a trial AND approved for a Thyroid Co-Pay Assisting Program, which will be a big financial help!" -Participant

Top 3 Contact Reasons



Top Sources of Cancer Related Distress Measured Using CancerSupportSource®



SPECIALTY NAVIGATION OUTCOMES

- **Obtained utility assistance**
- **Obtained rental assistance**
- **Accessed food bank resources**
- **Obtained insurance coverage**
- **Received general financial assistance**
- **Referred to genetics counselor/testing**
- **Secured financial assistance for genetics counseling**
- **Learned communication needs of pediatric patients**
- **Applied for pediatric scholarship grants**
- **Reversed insurance denial for CAR T Cell Therapy**



• **The Frankly Speaking About Cancer (FSAC)** series provides in-depth coverage of topics relevant to those affected by cancer that are often not otherwise available in a comprehensive format. There are materials available for specific cancer types, as well as pan-cancer topics such as Clinical Trials, The Cost of Care, CAR T, and What Do I Tell the Kids.

