



# PROACTIVE NAVIGATION

2024

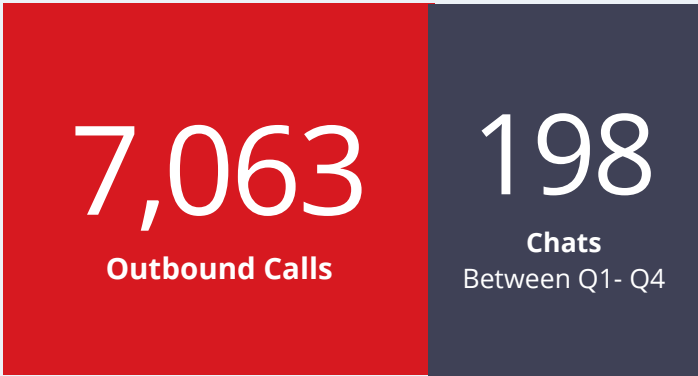


The Helpline handled 4,038 unique calls out of the Total Helpline activity of 17,971. The average inbound call time was 12:42 and average wait time was 0:38 seconds.

# 17,971

## Total Volume

Peak Call Day: Monday  
Lowest Call Day: Friday



### Referrals

Network Partner	829
Financial Navigation	359
MyLifeLine	206
Translation/Bilingual Navigation	38
Clinical Trials	16

*"I was pleasantly surprised at the response I received from the CSC. I only wish I had learned of this organization months ago."*

*~ Cancer Support Helpline® Patient*

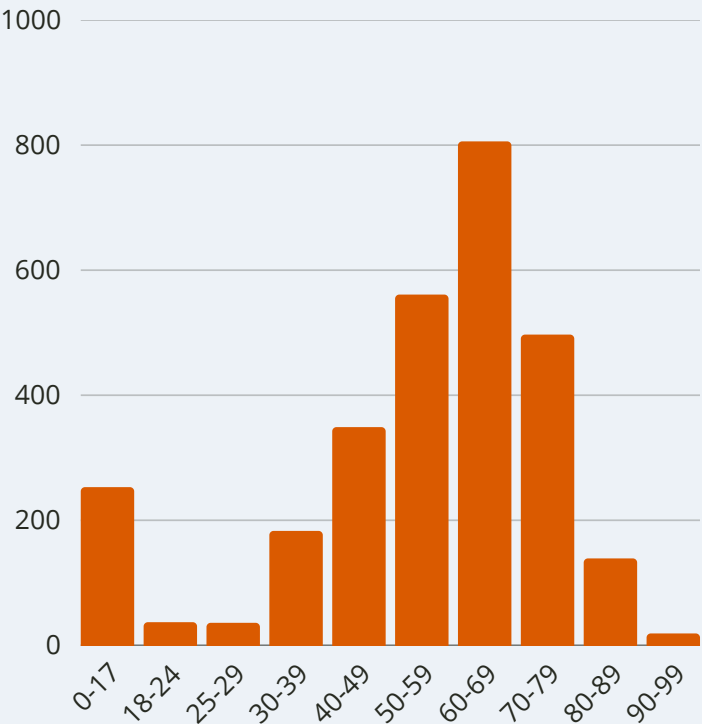


# CALLER DEMOGRAPHICS

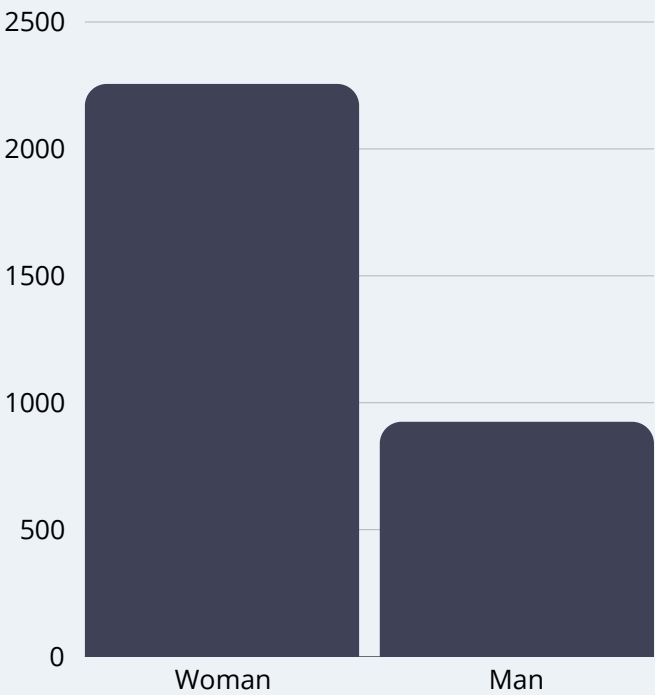


# CALLER DEMOGRAPHICS

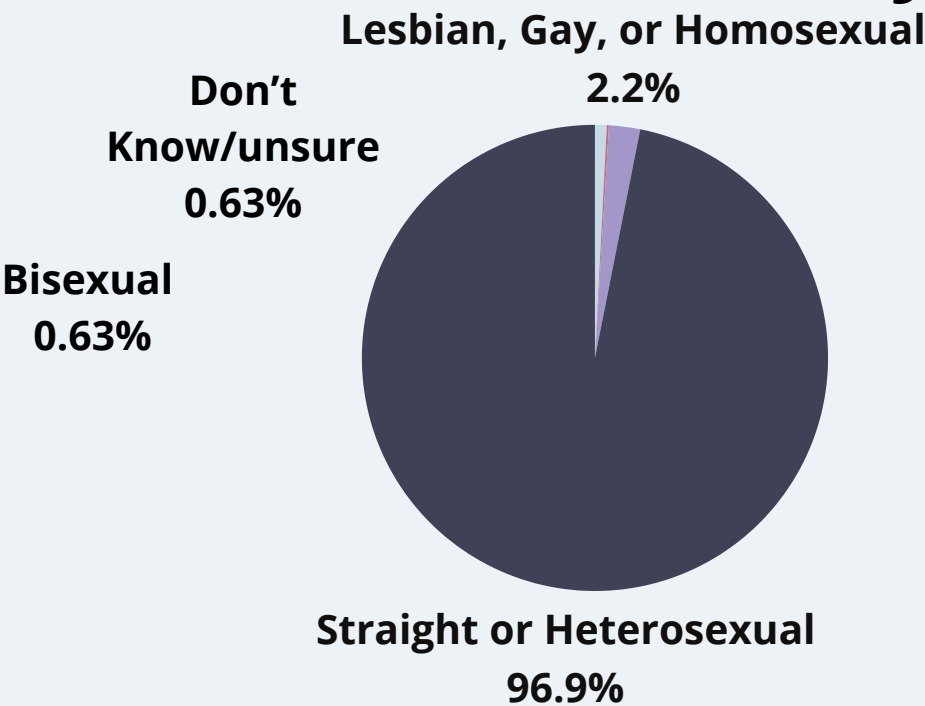
Age



Gender Identity



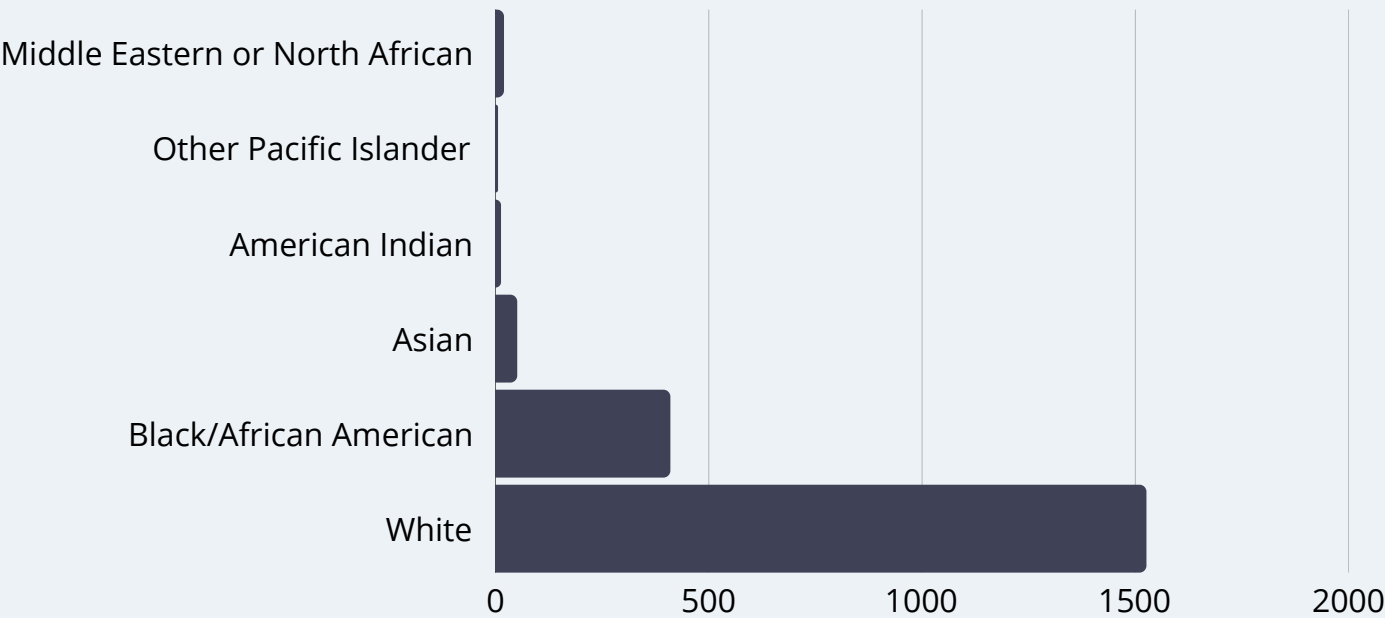
## Sexual Identity





# CALLER DEMOGRAPHICS

## Race/Ethnicity



## Ethnicity: **Hispanic**

**Puerto Rican**  
(n=17)



**Mexican, Mexican  
American, or Chicano(a)**  
(n= 86)

**WHERE** DID THEY CALL FROM?

## **TOP 5 STATES BY CALLER VOLUME**

**1. CALIFORNIA**

**2. FLORIDA**

**3. TEXAS**

**4. PENNSYLVANIA**

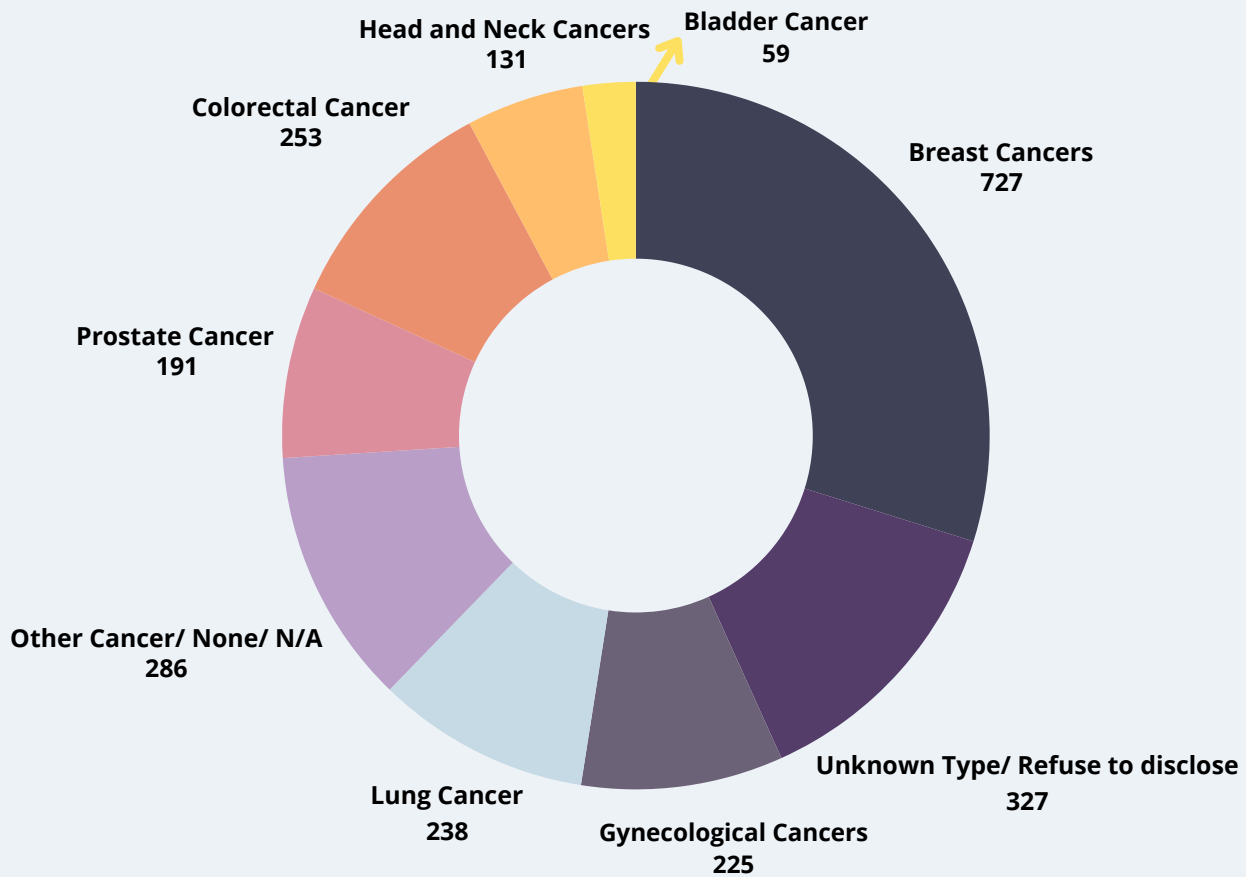
**5. NEW YORK**

# TOP 5 REPORTED CANCER DIAGNOSIS



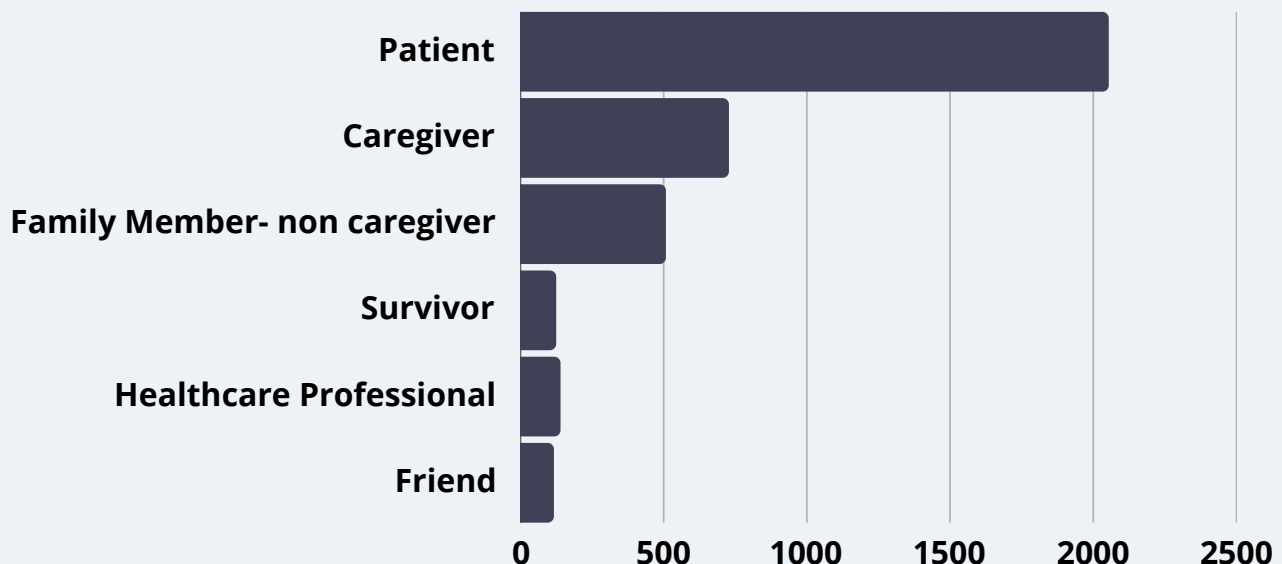


# TOP REPORTED CANCER DIAGNOSES

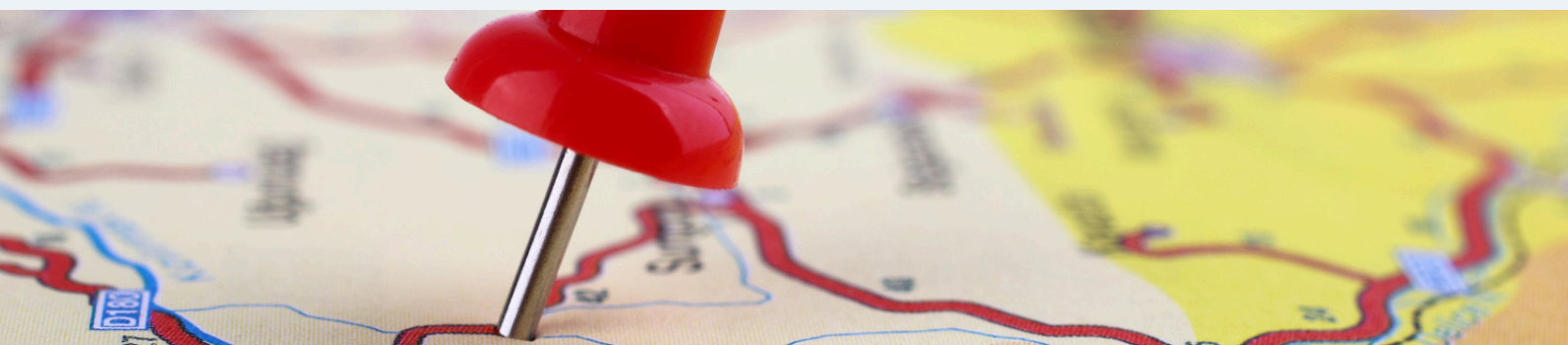
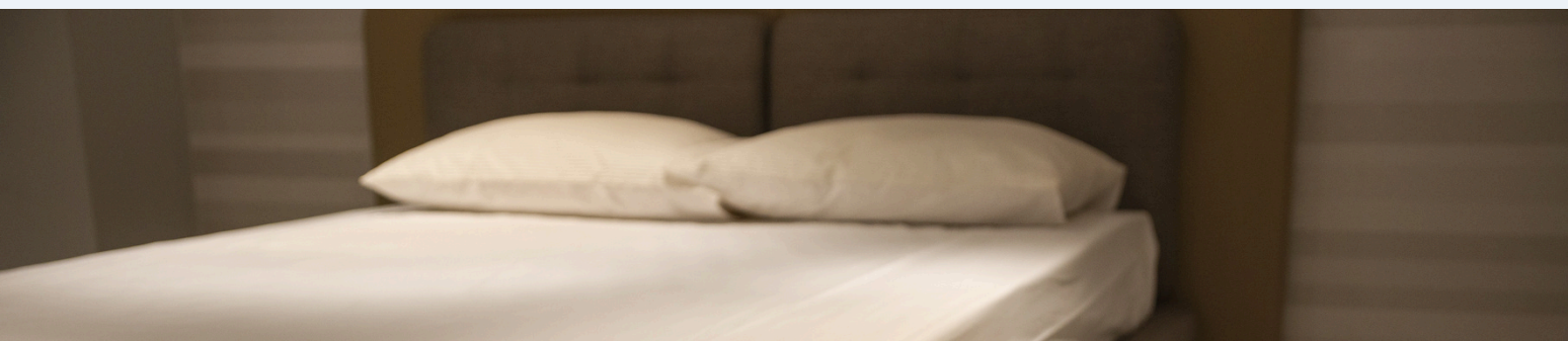


## Caller Types

Most of our callers were patient and caregiver/family member.



# TOP 5 INITIAL REASONS FOR CALL



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## Financial Stressors

(Health Insurance, Medical Bills, Household Expenses)

1,100 Callers

## Seeking Support

888 Callers

## Lodging During Treatment

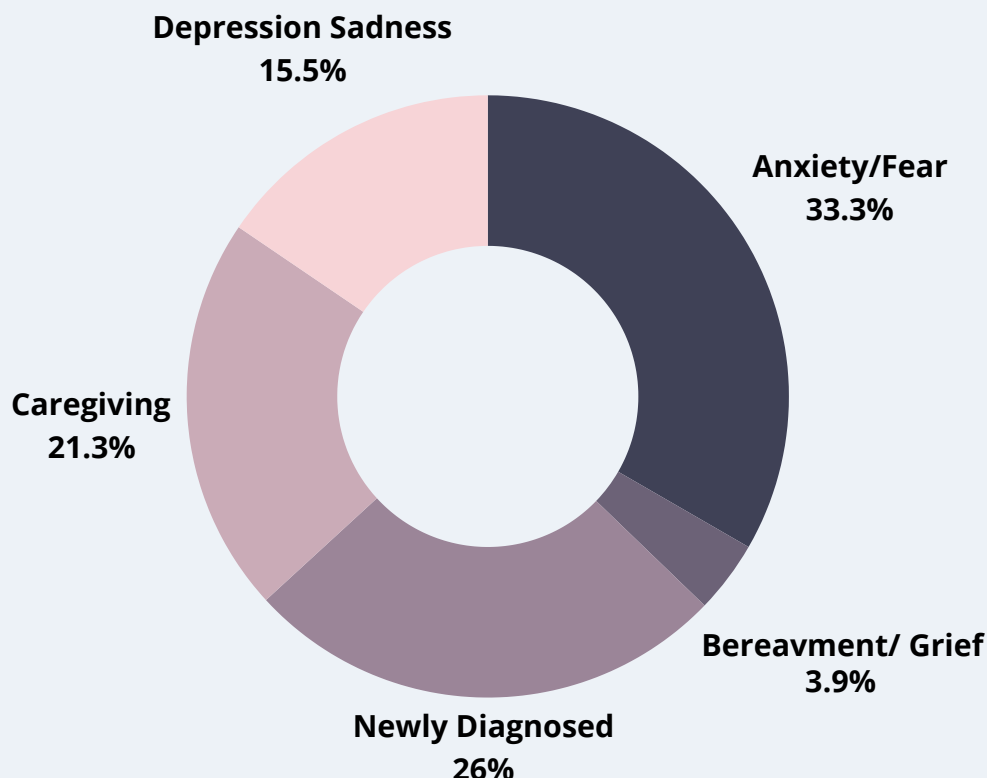
694 Callers

## Other

307 Callers

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# COPING W EMOTIONS BREAKDOWN





# EVALUATED BARRIERS



# TOP 5 EVALUATED BARRIERS

## Emotional Well Being

**Access to Support**

642 Callers

**Sadness**

420 Callers

**Managing caregiving and other duties**

195 Callers

**Fear of Treatment**

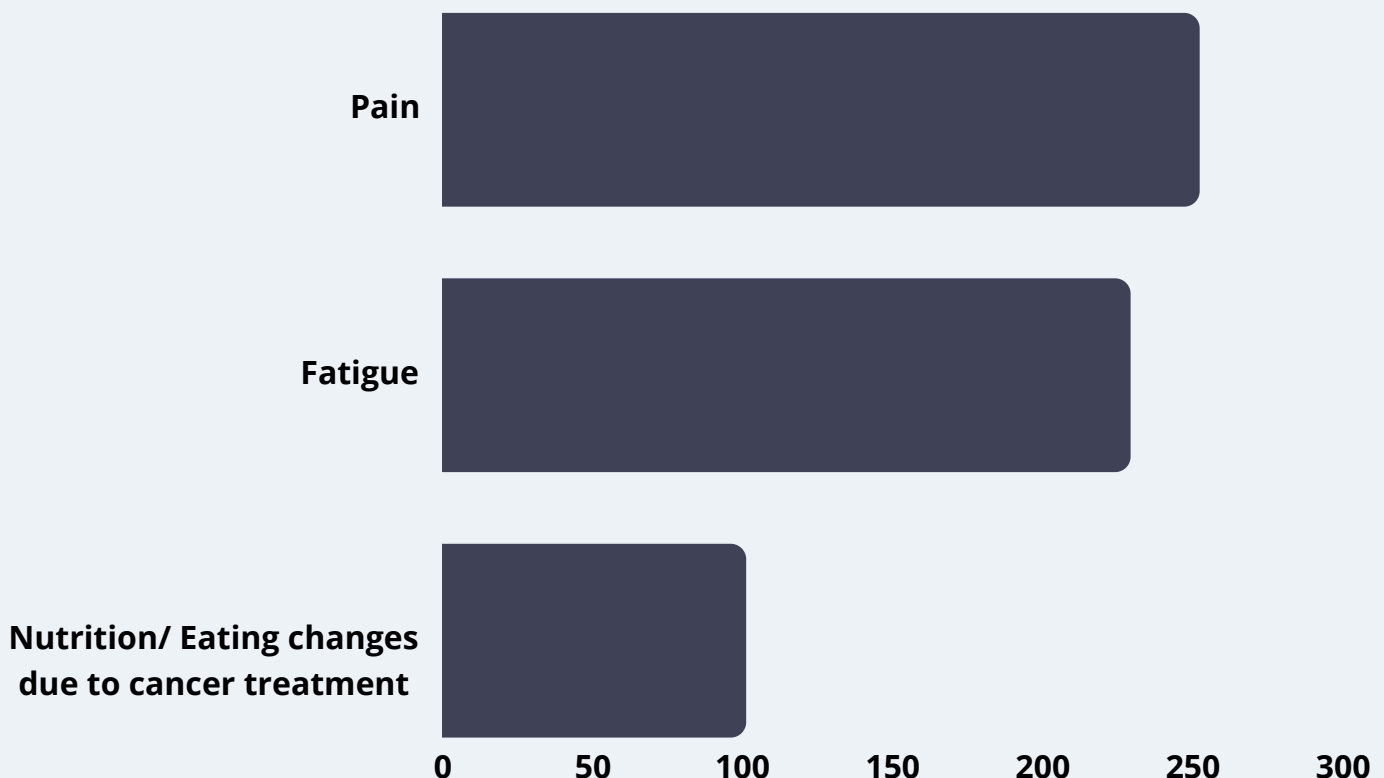
171 callers

**H/O Anxiety**

163 Callers

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## Symptom Burden and Impact





# EVALUATED BARRIERS

## Body Image and Healthy Lifestyle



### **172 Callers**

Concerned with the health of other family members

### **83 Callers**

Concerned with exercising or weight change

### **34 Callers**

Concerned with their appearance- including hair loss

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## Financial Barriers: Medical and Practical



### **843 Callers**

Uninsured Underinsured  
Copays and Deductibles  
Insurance Questions

### **590 Callers**

Unable to Pay Household Bills

### **535 Callers**

Lodging and Transportation  
Access for Cancer Treatment



# EVALUATED BARRIERS

## Health Care Team Communication



### **141 Callers**

reported mistrust toward health care team

### **91 Callers**

needing help with Second Opinion

### **44 Callers**

wanted information about palliative or end-of-life care

### **65 Callers**

reported a lack of understanding or confusion about cancer treatment options

### **57 Callers**

reported Health Literacy concerns (including unable to read)



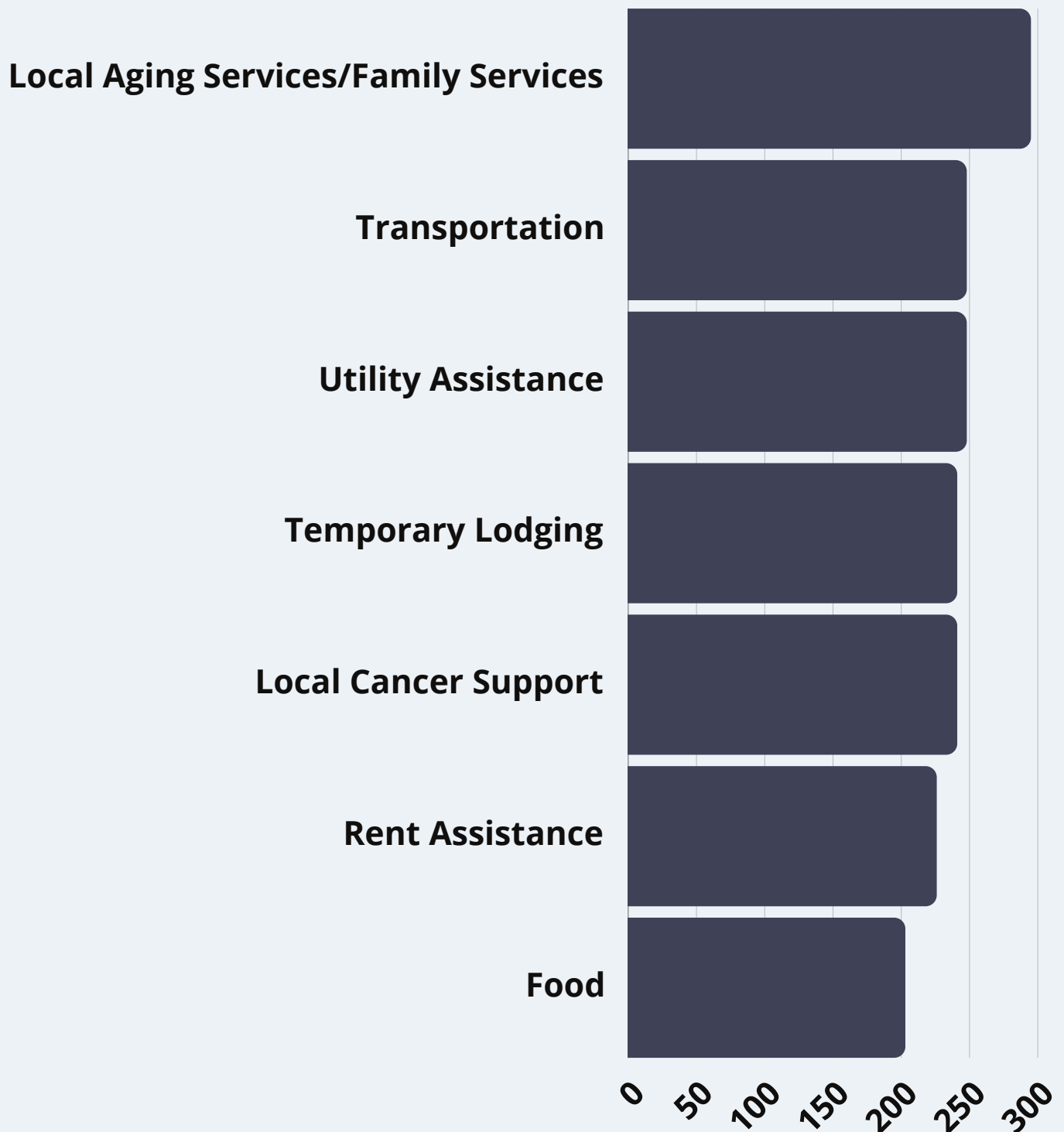
# NAVIGATION INTERVENTIONS





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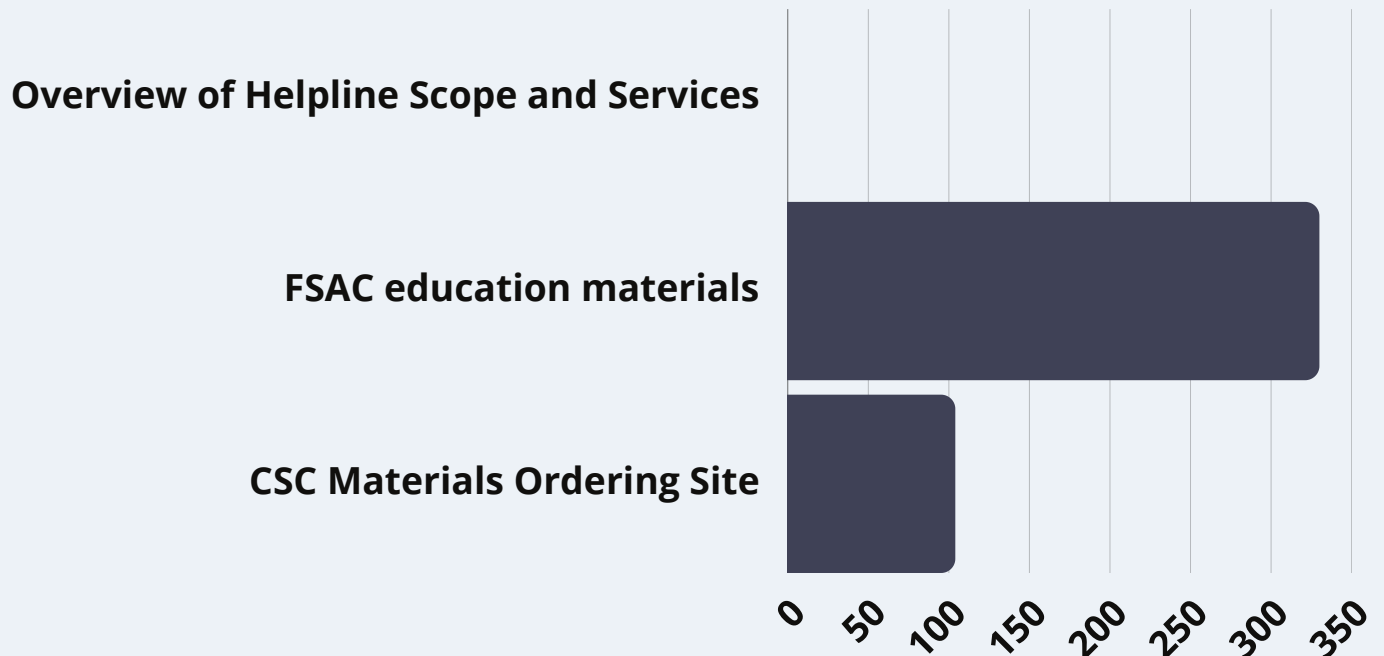
## Financial Toxicity



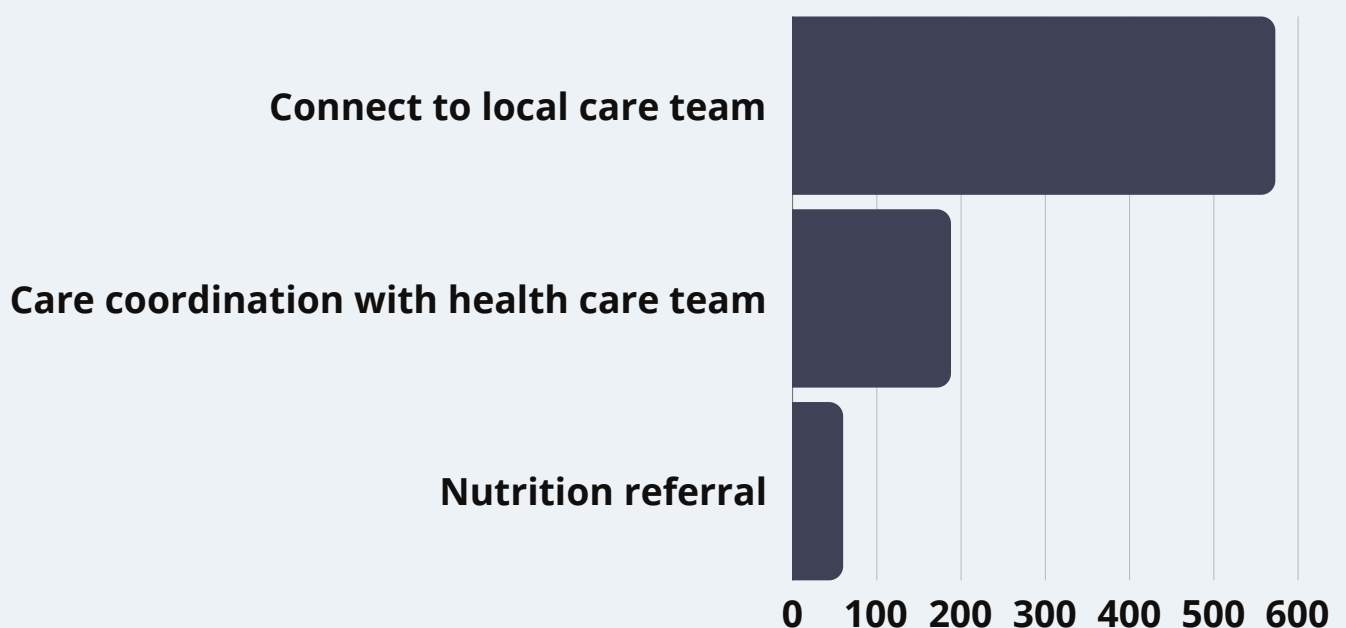


# NAVIGATION INTERVENTIONS

## Education

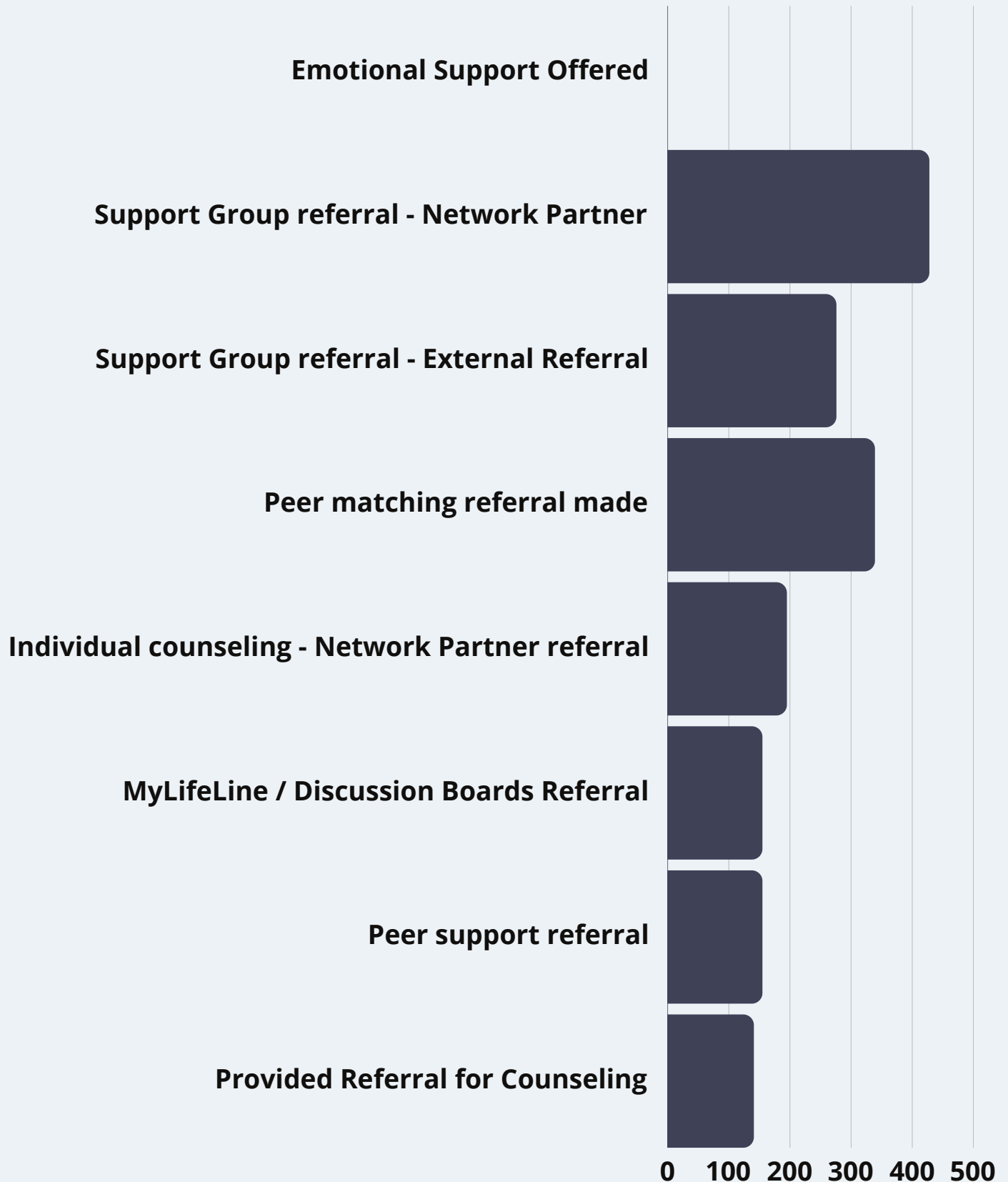


## Medical: Symptom Burden



# NAVIGATION INTERVENTIONS

## Support

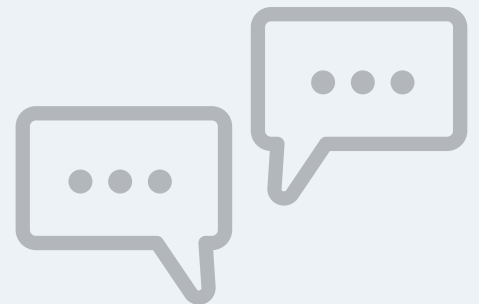


# NAVIGATION INTERVENTIONS

## Communication

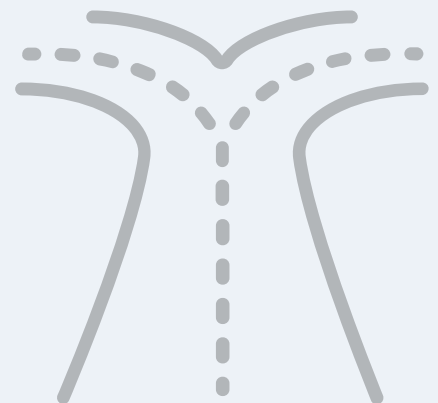
### **Referred to Existing Support**

(756 callers) received this intervention



### **Education on "How To" Navigate Their Health Care System and Communicate a Cancer Diagnosis**

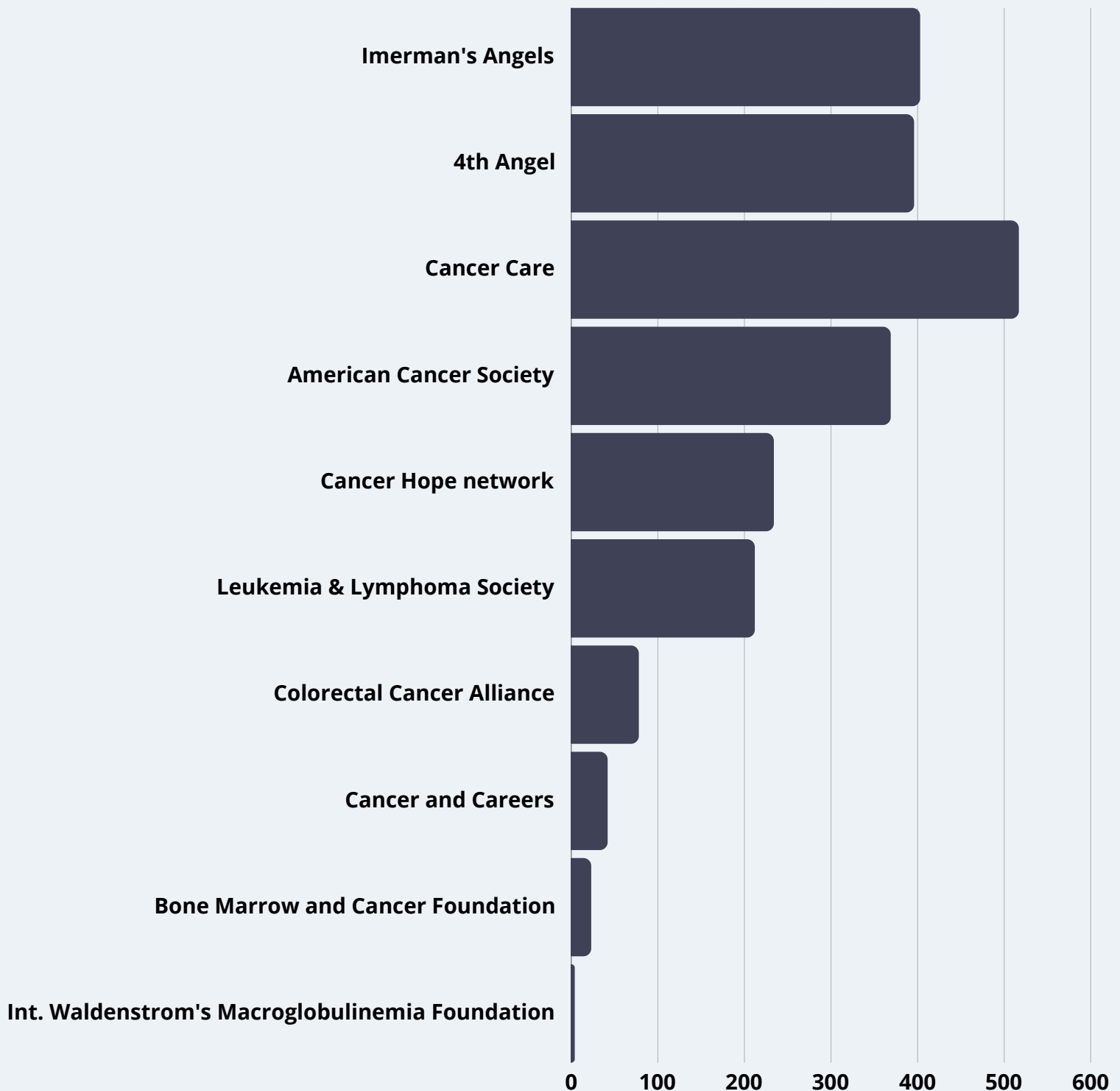
(244 Callers) received this intervention





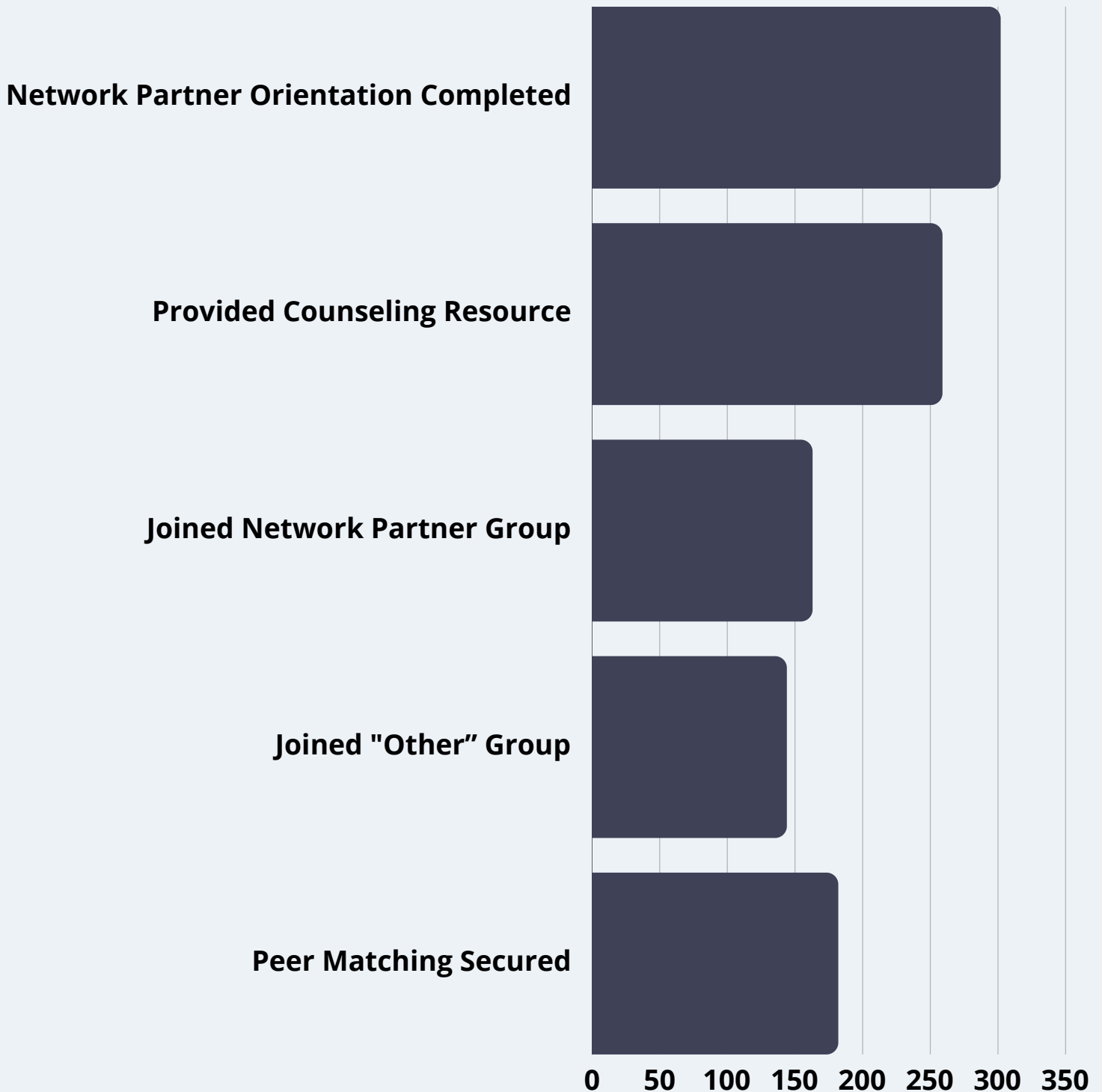
# NAVIGATION INTERVENTIONS

## Referral to National Organizations



# NAVIGATION OUTCOMES

## Patient & Caregiver Support



# DEFINITIONS

## Potential Metrics for Partner Reports

**Average call time-** the average amount of time the HL staff spent on handled and outbound calls.

**Average wait time-** the average amount of time a person is placed on hold until a HL staff member answers the call.

**Community Navigator-** a masters prepared, licensed mental health professional with background experience and training in oncology who provides distress screening and navigation to support patients and caregivers on the Cancer Support Helpline.

**Communication with Physician-** if caller reports having difficulties communicating with their health care providers.

**Coping with emotions-** includes 6 different categories that may be further defined if reported by caller.

**Coping with emotions: Anxiety/Fear-** if caller is experiencing fear and worry. For instance: "What if the treatment does not work. I can't sleep".

**Coping with emotions: Bereavement/Grief-** if caller is experiencing grief and loss.

**Coping with emotions: Caregiving-** if caregiver expresses emotional difficulty with caregiving roles.

**Coping with emotions: Depression/Sadness-** if caller is dealing with sadness and/or depression.

**Coping with emotions: Newly Diagnosed-** if caller is newly diagnosed and dealing with general stress associated with a new diagnosis.

**Coping with Mental Health Issues-** if the caller is demonstrating some mental illness that is beyond the emotional response of their cancer diagnosis.

**Decision support-** when caller is faced with different treatment options and needs help in making decisions (Open to Options).



# DEFINITIONS CONT.

**External Long Term Counseling Referral-** if caller is experiencing mental health issues and seeks additional support. External (non CSC related) counseling needed during treatment.

**External Long Term Counseling-** if a caller is seeking external long term counseling.

**Education/General Information-** when a caller has a general cancer related question, education on health system of care, or needs additional knowledge on cancer or cancer treatment.

**Financial/Concrete Needs-** if caller expresses concern about living expenses, income sources during and/or at the end of illness. Also, seeking lodging for treatment.

**Financial/Health insurance-** if caller has no insurance, copay problems, underinsured, non covered medical expenses.

**Find a CSC-** if caller wants more information on a CSC network partner location.

**Helpline specialist referrals-** the number of consults conducted by the specialists (financial, pediatric, genetics/screening, clinicals or CAR T).

**Handled Call-** answered calls.

**Inbound Call-** any call that comes in to the Helpline, either to our main 888 number or any of the partner numbers.

**National Organization-** Patient advocacy organization/non-profit.

**Navigation Follow-up-** navigator provided navigation follow-up contact to caller.

**Navigation Initial Contact-** navigator initiated first call with caller.

**Network Partner-** caller seeking a CSC network partner in their area.

**Outbound Call-** call initiated by the Helpline staff.

**Other Side effect/Side effect management-** caller seeking help re: side effects from treatment.

# DEFINITIONS CONT.

**Open to Options-** CSC branded treatment decision support program.

**Psychosocial Educational Information-** caller seeking psychosocial cancer related information. For instance: "The doctor gave me information but I would like to learn more." "Where can I get reliable information." "I worry about information on the internet".

**Resource Specialist-** an expert in cancer resources who navigates patients and caregivers on the Cancer Support Helpline.

**Seeking Support-** caller seeking group support, Peer to Peer, online, telephone or face to face support.

**Support Group Referral-** caller seeking a support group (CSC internal or external locations).

**Transportation-** caller seeking transportation information.

**Treatment Centers-** caller seeking cancer treatment center.

**Total Email Referrals-** the number of handled email referrals from partners.

**Total Helpline activity-** outbound, handled calls, chat, and email activity.

**Total Chat-** the number of chats that were handled.

**Total Email Activity-** number of emails received by the Helpline.

**Transportation Resource-** caller seeking transportation to treatment or psychosocial support.

**Unique Calls/Callers-** first time callers to the Helpline.



THANK  
YOU



CANCER SUPPORT  
**COMMUNITY**  
CANCER SUPPORT HELPLINE  
(888) 793-9355