



➔ more online @
acc-cancer.org

 **Listen Up!**


PODCAST | ACCC's CANCER BUZZ podcast brings real-world insight and perspective to hot topics in oncology. Catch up with recent episodes at acc-cancer.org/podcast. In Episode 1, "Zeroing in On Symptom Management," Tina Curtis and Elizabeth Malosh of the Froedtert & the Medical College of Wisconsin Clinical Cancer Center at Froedtert Hospital Campus talk about why and how their program decided to launch its 24-Hour Cancer Clinic in 2016. In Episode 2, learn how organizations like Vidant Health and The Outer Banks Hospital are creating a healthier, more rewarding workplace by making employee wellness a strategic priority. Stay tuned for upcoming conversations on immunotherapy, policy, and more. Download free wherever podcasts are available.

 **Taking Financial Advocacy Services to the Next Level**

BLOG | Find out how ACCC Financial Advocacy Learning Labs helped two ACCC member programs identify gaps and plan next steps to improve financial advocacy services for their patients. ACCCBuzz blog reports on their challenges, action plans, and what they've accomplished to date at acc-cancer.org/acccbuzz.

 **Need Practical Financial Advocacy Solutions Stat?**

MEETING | Attend the Financial Advocacy Network Pre-Conference on Oct. 30 in Orlando, Fla. Gain strategies to grow your cancer program's financial advocacy services by learning proactive tactics to address and treat financial toxicity, discovering practical tools and resources for building and enhancing your program's financial navigation services, and uncovering ways to measure the impact on your cancer program's bottom line. Learn more and register at acc-cancer.org/NOC.

 **Multidisciplinary Advanced Cutaneous Squamous Cell Carcinoma Care**

PUBLICATION | Identifying and managing patients at high risk for advanced cutaneous squamous cell carcinoma requires a multidisciplinary approach. A new ACCC publication maps out effective practices in multidisciplinary management and features three care models from regionally diverse cancer programs. Learn more at acc-cancer.org/projects/advanced-squamous-cell-carcinoma/overview.

 **2019 ACCC Innovator Videos**

VIDEO | These short videos showcase the 2019 ACCC Innovator Award winners. Visit acc-cancer.org/innovator and share with your team their stories on multidisciplinary conference case planning in the virtual space, a telehealth supportive group psychotherapy program for AYAs, developing and implementing a radiation oncology app, and more.

fast

Patient Education and Engagement Technology

- More than **3/4** of surveyed physicians agreed that patient education and engagement technology can help improve the patient experience.
- **95%** reported currently using 1 or more engagement technology tools, such as digital waiting room screens, exam room tablets, or mobile apps.
- Better information and conversation were among the top perceived benefits of using patient engagement tools.
- Nearly **1/2** reported that patient engagement technology could or is already helping physicians provide patients with enhanced education about conditions and treatments and facilitate better, richer patient interactions.
- The ability to digitize exam rooms was a top-cited benefit.
- Nearly **1/2** said that they are considering implementing interactive touchscreens or tablets in exam rooms.
- Nearly **2/3** reported interest in tools like Amazon Alexa and Google Home in their office to assist with documentation, dictation, staff communication, and patient questions.

Source: PatientPoint. Physicians' Perspectives Patient Engagement Technology (and Pharma's Role in It). patientpoint.com/resources/patient-engagement-technology/#.W7Yy3tKipp.



facts



Physicians' Top 3 Factors in Choosing Hospitals to Receive Cancer Treatment

- 45%** Medically respected expertise (physician credentials, published outcomes)
- 17%** Reputation among colleagues
- 17%** A specific physician at the hospital

Source: Medscape Physicians' Choice: Top Hospitals for Cancer Treatment. [medscape.com/slideshow/top-hospitals-cancer-treatment-6010233?faf=1#1](https://www.medscape.com/slideshow/top-hospitals-cancer-treatment-6010233?faf=1#1).

Telehealth: Patient Usage & Awareness

Only **10%** of Americans have used telehealth services; **74%** say they either don't have access or are unaware of telehealth options, according to a J.D. Power survey. Other key findings:

- Patients age **18 to 24** have used telehealth more than any other age group (**13%**), with seniors (**65+**) maintaining the lowest utilization rate of any age group (**5%**).
- **40%** said their health system or insurance provider does not offer telehealth services, while another **35%** said they are unaware if any service is offered.
- Only **9%** of rural residents have used telehealth services, compared with **12%** of suburban residents, and **11%** of urban residents.
- Quality of care is a concern. Nearly half (**49%**) of respondents believe the quality of care received in a telehealth session is lower than that of a doctor's office visit; **43%** believe a telehealth session to be less personal than an office visit.

Source: J.D. Power. [jdpower.com/business/resource/us-telehealth-study](https://www.jdpower.com/business/resource/us-telehealth-study).



Telehealth & Video Visits

- In a **2019** survey, **22%** of physicians said they have used telehealth to see patients, up from **5%** in a **2015** survey.
- **69%** of physicians said they would be willing to use telehealth, up from **57%** in **2015**.
- Specialties most willing to practice via telehealth are also among the most burnt out, including **oncology**, urology, emergency medicine, infectious disease, psychiatry, and neurology.
- **Physician barriers to telehealth** include uncertainty regarding reimbursement, questions about clinical appropriateness, lack of physician buy-in, and poor leadership support.

Source: American Well® Telehealth Index: 2019 Physician Survey. [americanwell.com](https://www.americanwell.com).

