

Managing Patient Expectations

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IMMUNO-ONCOLOGY



E-Course 06

Financial Disclosure

- I do not currently have any relevant financial relationships to disclose.

Off-Label Use Disclosures

- I do not intend to discuss off-label uses of products during this activity.

Objectives

- Overview of Immuno-Oncology
- Addressing patient expectations while receiving Immuno-Oncology (I/O) therapies
- Provide resources for use within your scope of practice

What is Immuno-Oncology?

- Immuno-oncology is working with the body's own immune system to fight off cancer.
- Target the body's immune system, not the tumor itself.
- It gives long-lasting memory to the immune system.

Why Immuno-Oncology?

- Better Quality of Life
- Longer survival
- Side effect **profile** is more manageable vs. traditional chemotherapy.

Patient Expectations

“The real winners in life are the people who look at every situation with an expectation that they can make it work or make it better.”

-----Barbara Pletcher

Patient Expectations

- Patient expectations are going to continuously evolve as Immuno-Oncology evolves
- Must be willing to adapt to changes in patient expectations

Algorithms

- Identify a physician champion
- Must be a good leader
- Review the data often and be willing to make changes based on new data
- Involve key personnel
- Include the patient

Financial Issues/Access

“People diagnosed with cancer are almost three times more likely to declare bankruptcy than are those without the disease, a large new study suggests.”

---Barbara Bronson Gray (HealthDay News)

Financial Issues/Access

- Patient stressor
- Talk to the office/hospital financial counselor
- Enroll in every patient assistance program possible
- Inform the patient of billing issues
- Refer to ACCC's website!



Explanation of Therapy

- *“CheckPoint” Inhibitors address a major escape mechanism of tumor cells; that is tumor cells express “checkpoint proteins” on their cell surfaces and these proteins serve to dampen the immune system response to the antigenic proteins that the cancer cells also express.*
- The “checkpoint inhibitors” (e.g., ipilimumab, nivolumab, pembrolizumab) target and inhibit the activity of the “checkpoint proteins” and thus these inhibitors reactivate and enhance the immune response against the tumor.

Side Effects

- Expect the unexpected
- Empowerment
- Teach-backs
- ER visits
- Long-term effects
- Survivorship

Side Effects

**ICLIO Managing Adverse Events
Webinar: acc-iclio.org**

Effective Communication

*“First seek to understand,
then to be understood”*

*---Stephen Covey, (Author of “The 7 Habits of
Highly Effective People”)*

Effective Communication

- Listen
- Open Communication
- Build Trust
- Open-Ended Questioning



Caregiver Role

- Identify who is the caregiver?
- What is their relationship to the patient?
- What is their role?
- Engage the caregiver

Clinical Trials



- Participation
- New advancements
- New technology
- Longer survival

Clinical Trials cont.

Links to find clinical trials

- www.nih.gov/health/clinicaltrials
- www.clinicaltrials.gov
- www.nhlbi.nih.gov/studies/index.htm
- www.researchmatch.org

Conclusion

“Immuno-Oncology is not a compound or a new drug, but a toolbox a new paradigm to fight cancer.”

----Dr. Britten

ACCC Financial Advocacy Network (FAN) Resources:

ACCC 2015 Patient Assistance and Reimbursement Guide:

<http://www.accc-cancer.org/publications/PatientAssistanceGuide.asp>

Financial Advocacy Network website:

<http://www.accc-cancer.org/resources/FinancialAdvocacy-Overview.asp>

Financial Advocacy Toolkit:

<http://www.accc-cancer.org/resources/FinancialAdvocacy-Toolkit.asp>

Financial Assistance App overview:

<http://www.accc-cancer.org/resources/pdf/FAN/FAN-App-key-features.pdf>

Financial assistance App link:

<https://accfan.apprisor.org/apsHome.cfm?CFID=4350782&CFTOKEN=fae5a07f8f29d3f5-D7106DC0-99BA-E611-13F334565984DB4E>

Training and Education

- Conferences
- Workshops
- Videos



Tools and Resources

Toolkit

Resources for the development, implementation, and continued delivery of effective financial advocacy services, including position descriptions and tools for communication, understanding the insurance process, handling denials, and information for patients.

Financial Advocate Roles & Responsibilities

Job Descriptions/Recruitment Tools

Communication with the Patient and Care Team

Tracking and Reporting

Insurance Basics

Benefit Verification/ Prior Authorization

Medicare/Medicaid

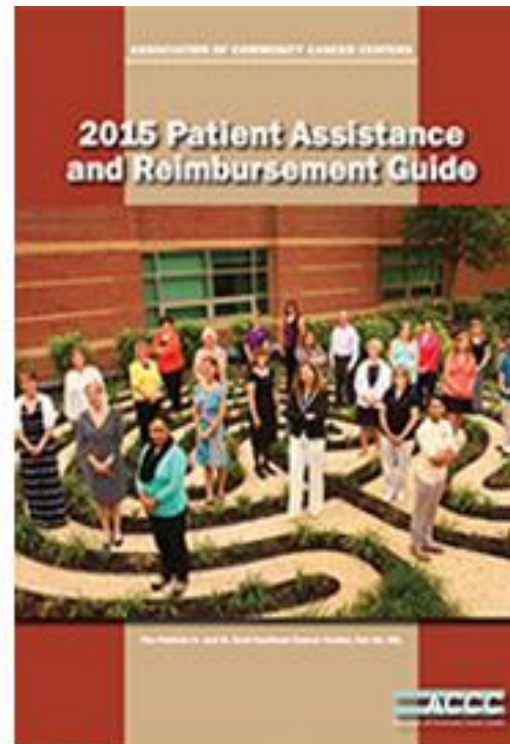
Patient Assistance/Co-Pays

Filing Claims

Denials & Appeals

Patient Education Resources

Financial Toxicity



ACCC's Patient Assistance and Reimbursement Guide

ACCC's Financial Assistance Forum

Resources cont'd

FAN Case-Based Workshops (regional meeting):

<http://www.accc-cancer.org/resources/FinancialAdvocacy-Meetings.asp>

FAN Online Courses:

<http://www.accc-cancer.org/resources/FinancialAdvocacy-Courses.asp>

ICLIO archived conference presentations:

<http://acc-iclio.org/resources/iclio-conference-presentation-slides/>

References

1. Bronson Gray B, Cancer Patients May Face Higher Bankruptcy Odds. Healthday 2013. <http://www.healthday.com/healthday-editors-reporters.html#141>
2. Cancer Research Institute. What is cancer immunotherapy? 2014. <http://www.cancerresearch.org/cancer-immunotherapy/what-is-cancer-immunotherapy#sthash.b4MEQEhi.dpuf>
3. Hodi FS, et al. Improved survival with ipilimumab in patients with metastatic melanoma. N. Engl J Med 2010, 36:711-723.

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Thank You!



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