

ICLIO National Conference

Integration of Patient Services and Coordination of Follow Up Care

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9.30.16

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Overview/Objectives

- Elements of patient care
- Available services
- Effective Coordination

Oncology Patient Concerns

- Physical
 - Fatigue
 - Pain
 - Limiting ADLs
- Psychosocial
 - Stress
 - Guilt
 - Loss of control
 - Anger
 - Sadness
 - Confusion
 - Fear
- Financial
 - Treatment cost
 - Lack of adequate health insurance
 - Employment changes
- Logistical
 - Lack of information or understanding
 - Transportation

Addressing Patient Concerns - Physical

- Treatment of disease
 - Oncologist
 - PCP
- Management of side effects
 - Various possible specialists
 - Cardiologist
 - Pulmonologist
 - Dermatologist
 - Nutritionist
 - OT/PT

Addressing Patient Concerns - Psychosocial

- Social work
- Psychologist
- Religious leader
- Family
- Friends

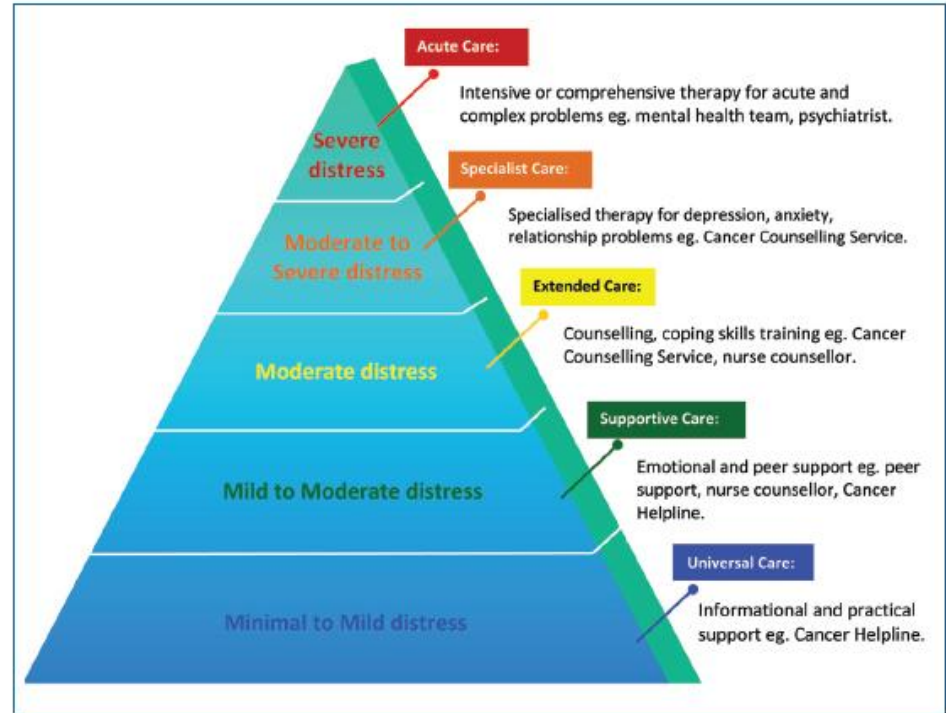


Figure 1. Tiered Model of Psychosocial Care (Hutchison et al., 2006)

Addressing Patient Concerns - Financial

- Since 2000, the average price of new cancer drugs has increased from between \$5,000 and \$10,000 per year to more than \$120,000 per year, while the average household income for a family of four has dropped by 8 percent over the last decade to \$52,000
- Even if insured, copays/deductibles can reach tens of thousands of dollars
- Treatment or other necessities?

Considering Cost: What's an Immunotherapy Worth? July 2015



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Addressing Patient Concerns - Financial

- Financial resources
 - Health insurance
 - Government programs
 - Nonprofit hospitals
 - Copay relief programs
 - Patient assistance programs
 - Assistance from volunteer organizations
 - Fundraising
 - Personal financial planning
- Contributors
 - Financial advisor(s)
 - Social worker
 - Employer

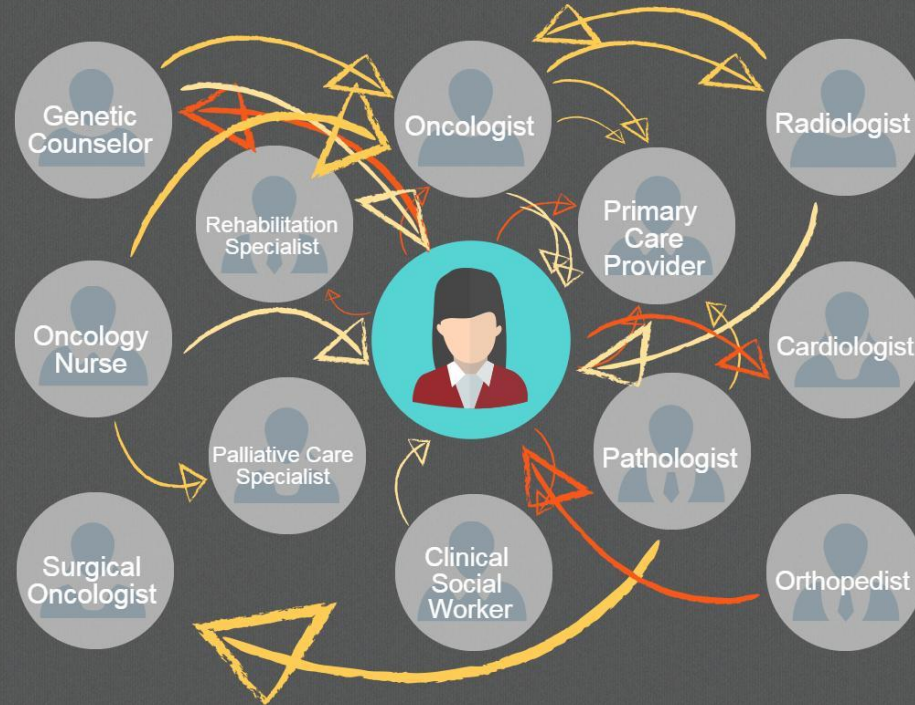
Addressing Patient Concerns - Logistical

- Scheduling appointments
 - Multiple providers
 - Scheduler
 - Employer
- Coordinating travel
 - Social worker
 - Transport service
- Communicating results effectively
 - Provider(s)

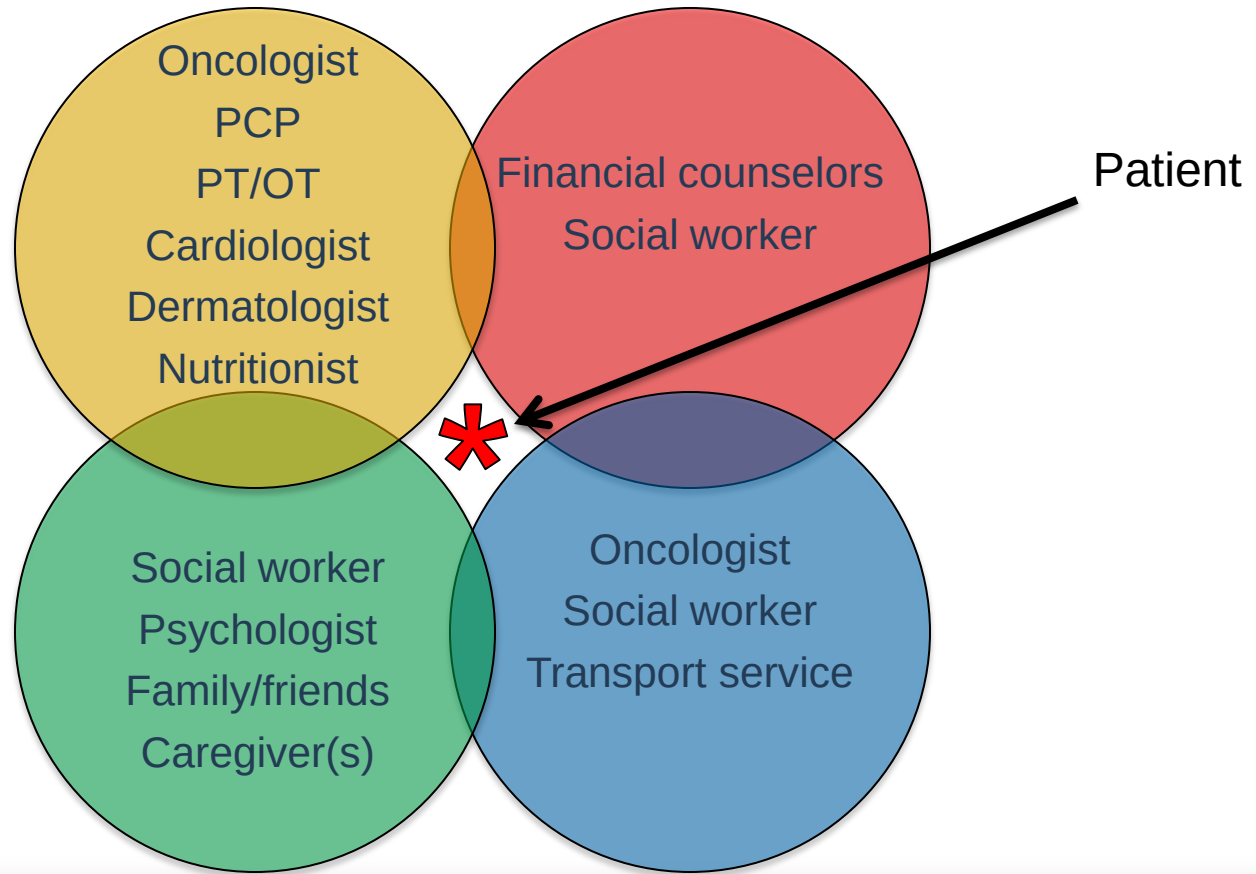
Addressing Patient Concerns

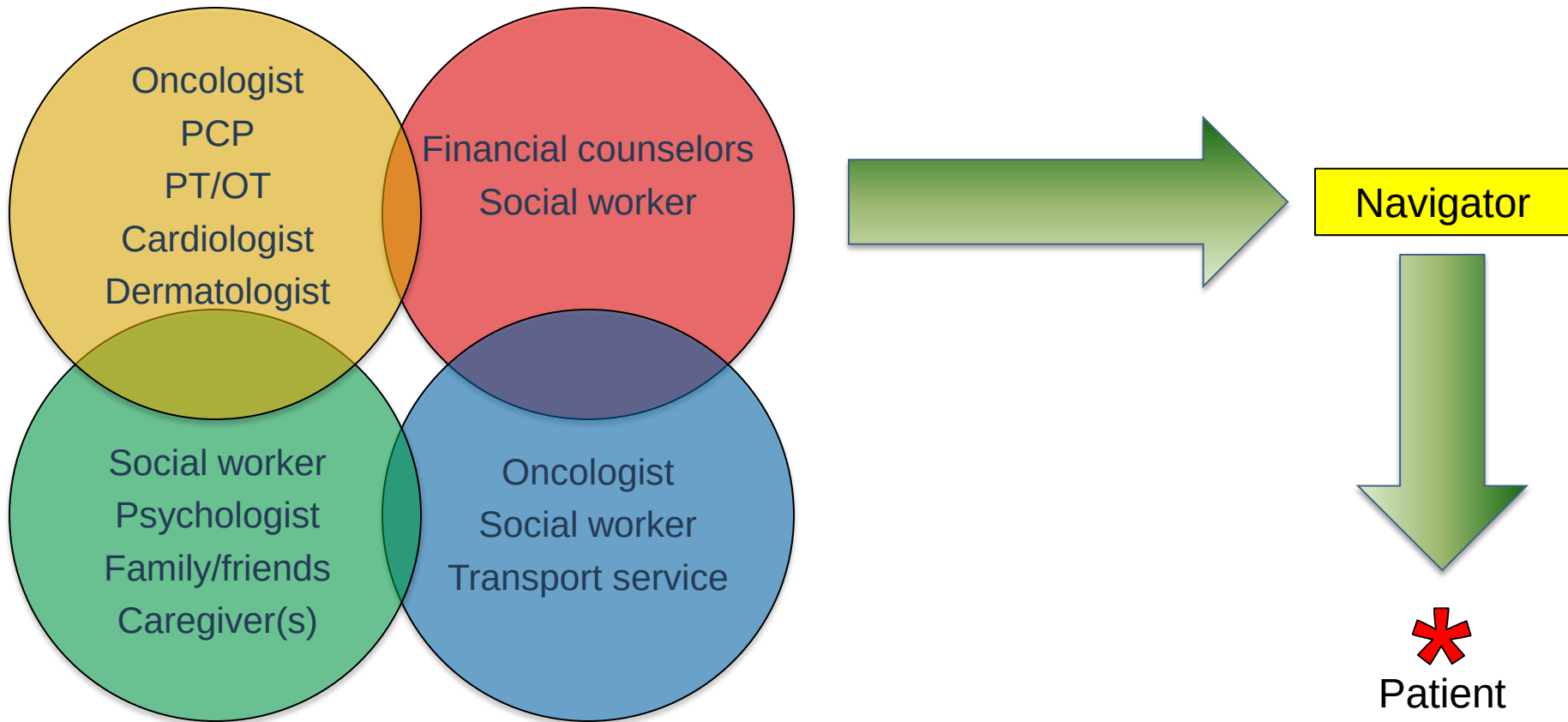
- Physical
 - Oncologist
 - PCP
 - PT/OT
 - Cardiologist
 - Dermatologist
 - Nutritionist
- Psychosocial
 - Social worker
 - Psychologist
 - Family/friends
 - Caregiver(s)
- Financial
 - Financial counselor
 - Personal
 - Hospital
 - Social worker
- Logistical
 - Oncologist
 - Social worker
 - Transport service

COMPLEXITIES OF CANCER CARE COORDINATION



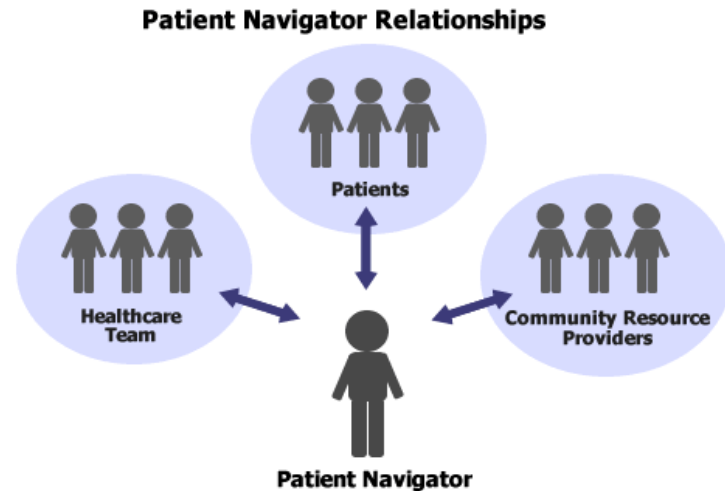
Cancer News, Cancer Policy Blog; July 28 2015





Addressing Patient Concerns: Patient Navigation

- Timely resolution of suspicious findings
- Make patient aware of services; provide access
- Coordinate appointments and follow up
- Answer questions
- Communicate with entire treatment team
- Move patient quickly and efficiently through system



Colorado Patient Navigator Training Program

Patient Navigation – Follow Up

- Routine H&P with oncologist and specialist(s)
- Imaging
- Lab work
- Survivorship program

- Same issues apply
 - Cost, transportation, scheduling, etc.
- Bottom line: remove as much burden from patient and provide as much support as possible



Thank you!

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