

The Cancer Experience: A National Study of Patients and Caregivers

OVERVIEW

National Patient Experience Overview

CTCA conducted a national, 15-minute online survey among a sample of 1,000 Cancer Patients and 1,000 Caregivers.

Specifically, the survey findings will be leveraged to:

- Create proof points to spark patient and caregiver “experience” conversations between CTCA and priority audiences (employers, payers, providers) and support outreach to broader audiences (patients, caregivers, media)
- Fuel multiple communication channels (briefings, meetings, traditional and social media, national and regional communications) with content to drive dialogue around results and engage key target audiences

Cancer Patients recruitment criteria:



- Is 35+ years of age
- Has health insurance coverage: either commercial or non-commercial
- Received the cancer diagnosis up to three years ago
- Was originally diagnosed with cancer in stage I-IV

Caregivers recruitment criteria:



- Is 18+ years of age
- Has or had either full/most/equal responsibility as a caregiver
- The patient they gave care to:
 - Has health insurance coverage: either commercial or non-commercial
 - Was originally diagnosed with cancer in stage I-IV
 - Received the cancer diagnosis up to three years ago



DATA HIGHLIGHTS



Overview of the Key Findings

1

Findings show a significant gap between expectations of Patients and Caregivers and the actual experience they receive.

2

As a result of expectations not being met, overall satisfaction with the experience is low, with 1-in-4 being dissatisfied.

3

Patients and Caregivers differ on expectations and what they want out of the experience. Patients put more emphasis on coordinated care, while Caregivers seek to alleviate the pain and stress for the patient (and for themselves). They both agree that better communication is key.



Nearly **1 out of 4** patients
and caregivers are dissatisfied
with their experience



Dissatisfied



The Call to Action for Patients

Care Coordination/Management



Patients are results-driven and look for providers to give them effective treatment and detailed information of their progress. The biggest opportunities to meet/exceed their expectations, and thus improve their overall satisfaction with the treatment experience, are to:

- Assign an individual to coordinate care
- Institute an integrated care team
- Provide after-treatment care and support



The Call to Action for Caregivers

Easing the Burden



Caregivers are the unsung heroes. They bear the pain and burden of having to provide continual positive support to their patient. They are certainly happy to do so, however they suffer from stress – which starts the second they receive word of the diagnosis.

The areas to focus on in order to ease their pain and improve their experience are to:

- Provide them with psychological counseling
- Give them a comforting and stress-free environment
- Help ease their pain by providing pain management for their patient



Expectations are currently not being met



Care Coordination/Management

The biggest area to improve the treatment experience is to assign a **specific individual to coordinate care**. Approximately two-thirds of patients (64%) and nearly three-quarters (71%) of caregivers indicate it is **important**, however only one-third of patients (32%) and caregivers (38%) say they were provided with this component. Both groups also indicate this is a top driver in their overall satisfaction.



Integrated Care Team

The majority of patients (83%) and caregivers (89%) say that **having an integrated care team** is important when deciding where to seek treatment. However, significantly fewer patients (68%) and caregivers (67%) say they actually had this component in their experience. This represents a double-digit gap between their expectations and their actual experience.

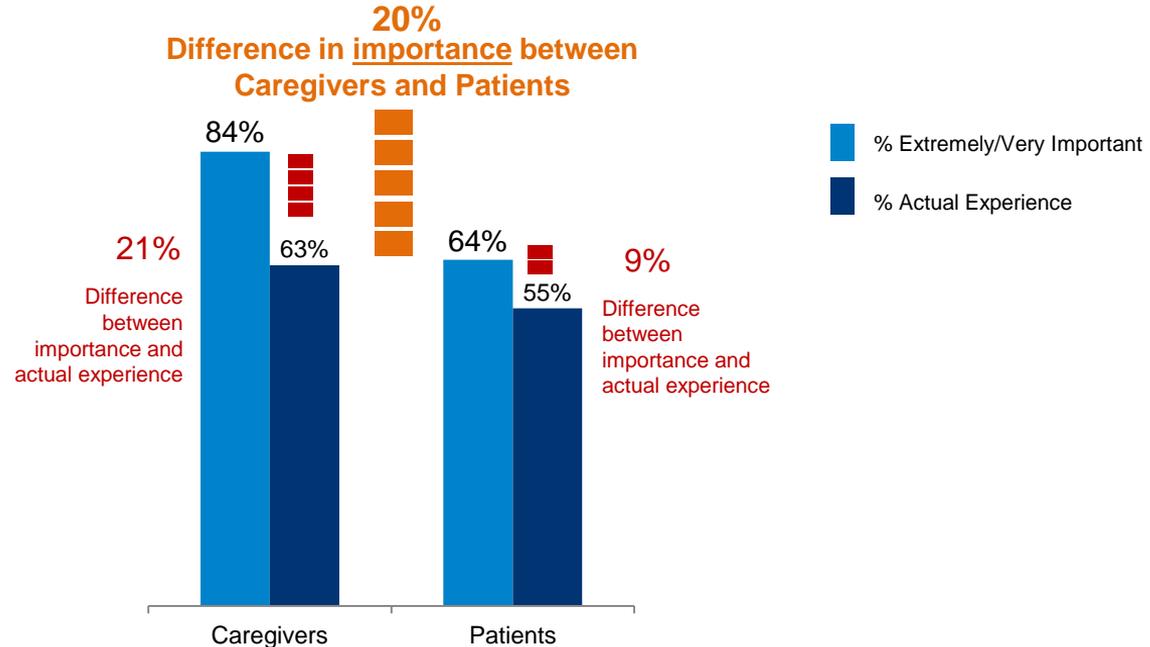


Caregivers want Pain Management for loved ones

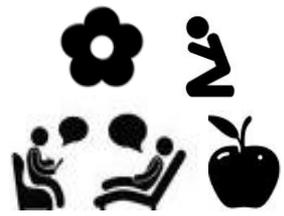


Caregivers, overall, describe their experience more **negative** than patients do. Two-thirds (67%) describe their experience with at least one negative word, compared to only 54% of patients.

A major component caregivers rate as important is **pain management** – **84% say it is important**, versus 64% of patients. However, 37% of caregivers (and 45% of patients) say they did not actually receive it, indicating that a lack of pain management is a big contributor to negative associations toward their treatment.



Seeking an “Integrated Care Experience”



Although patients and caregivers are primarily concerned with getting timely information, being fully informed in the decision-making, and being surrounded in a comforting and stress-free environment, there are currently “white space” opportunities for treatment centers to pursue in order to provide a more complete and positive experience.

Components like **psychological counseling**, **nutritional counseling**, **spiritual support**, and **natural medicine** are all elements the majority of patients and caregivers are not experiencing in their treatment. For those who have, only roughly half of patients and caregivers are ‘completely satisfied’ with them.

Furthermore, nearly half of caregivers qualify their experience as “stressful,” and thus can especially benefit from counseling or one-stop integrated treatment plans/experience.

58% Felt “helpless” upon receiving the cancer diagnosis

Rated by caregivers vs. 46% for patients

#1 Psychological counseling

Rated by caregivers as the biggest driver in overall satisfaction*

46% Find the experience “stressful”

Rated by caregivers as the biggest pain point

* The caregiver and/or their patient had psychological counseling and were “completely satisfied” with that component of their experience



WHAT CAN WE DO TO IMPROVE THE CANCER EXPERIENCE?



What would improve the treatment experience?



Patients

1

Better communication
26%

2

After-care support
13%

3

Better care
13%

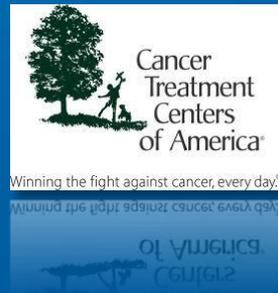


What would improve the treatment experience?



Caregivers





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