



# Improving the Cancer Patient Experience:

# Patient Experience:

Putting Employees at the Center of Your Cancer Benefits Strategy

July 2018



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# Background and Introduction

Cancer strikes millions of Americans and touches many lives. When an employee or an employee's family member is diagnosed with cancer, your benefits department will play a critical support role. This guide will help you develop a more employee-centric approach for supporting employees and their families once a cancer diagnosis has been made.

Why do benefits leaders need advice on how best to support employees with cancer? Because cancer is a complex illness, and throughout the cancer journey, employees may struggle with finding the right clinical support, figuring out what benefits are available to them and how to deal with emotional needs and workplace issues that often arise. The guidance and resources employers make available are often not utilized to their fullest extent.

“

One thing we found out is that even though we offered all these benefits, how would you know about them if the nurse didn't tell you? You don't think about the benefits when you're well. When you're not sick, you don't care. When you get a diagnosis, all of a sudden, you're overwhelmed. It's really important to educate employees that there is someone out there for them. We try to get that message out when the support is needed.

- *Corporate Benefits Leader* ”

Here are three simple principles that help define what it means to achieve an **employee-centric** approach to supporting those with a cancer diagnosis:

**1. The earlier an employee accesses the full range of cancer-related benefits and support services available, the better their experience will be.**

**2. Coordination does not just happen; it must be intentionally organized.**

**3. The better coordinated these benefits and services are, the more likely they are to be used effectively.**

This guide will help you organize, coordinate and provide the best possible experience for your employees, given a very difficult diagnosis.

When three cancer survivors  
were asked to say one word  
to describe their cancer  
experience, they all answered:

*Fear*



A cancer diagnosis triggers fear, stress and confusion, and, from a benefits perspective, represents a complex situation. Navigating that complexity calls for an approach that improves quality, manages cost and improves the employee experience.

You already have expertise in employee benefits. This guide will give you a better understanding of how benefits can most effectively intersect with the delivery of cancer care.

In recent years, many employers have added new services to their standard cancer benefit offerings. But how do employees learn about those services, which extend well beyond simply paying for the cost of treatment? Consider this: employees may not even be aware that their company offers a range of cancer care services. After all, an employee handbook or benefits website isn't the first place someone turns to after learning they might have cancer. That is a moment when they are afraid, stressed and overwhelmed.

But that moment — just after a cancer diagnosis — is exactly when — if possible — the benefits department should get involved.

“

When you have cancer, do not be afraid. Seek help, go to HR, find out as much as you can. You are in a fight for your life.

– *Cancer Patient* ”

Take a moment to consider what happens when a covered employee or family member gets a cancer diagnosis. That person may learn about a cancerous condition during a screening, a regular physical or when symptoms are experienced. At this time, the employer has no way of knowing that an employee is about to embark on a cancer treatment journey.

As a result, the employer can't offer the following essential supports in a timely way:

- *Ensuring the employee is aware of all cancer benefits and support programs.*
- *Ensuring a correct diagnosis, including obtaining a second opinion.*
- *Coordinating care during complex cancer treatment.*
- *Assisting with an ongoing plan to make the best medically informed decisions about care.*
- *Helping to relieve the various stresses related to cancer for the patient, employee and loved ones.*
- *Helping patients manage their cancer diagnosis and taking the right steps to help them be as healthy as possible to optimize treatment and potentially improve cancer outcomes.*

If patients are not supported early in their cancer journey, care often isn't coordinated. They may not receive the right diagnosis and the right treatment at the right time. The patient and family members are overwhelmed and overburdened. And your organization has lost an opportunity to send a powerful message of compassion during this tremendously difficult time: **You are there to help.**

**Employers that are equipped with a better understanding of the cancer experience can facilitate early intervention to achieve the best possible health outcomes and provide a caring experience for employees.**

“

Cancer is a strong focus for us. It is very expensive, but it also is very difficult for the patient to navigate the system. Our role is to provide resources to make it easier and more comfortable for the patient and the family. It's not 'let's pay the medical claim.' It goes way beyond that.

– Corporate Benefits Leader

”



# Part I: Delivering Cancer Care Benefits and Support

Employers can most effectively meet the challenges of a cancer diagnosis by opting for a highly coordinated approach that revolves around the employee. Think of assembling a command center for employees or family members stricken by cancer. From that command center flows:

- Employee and family medical benefits
- A coordinated approach to cost effective, quality cancer care
- Best-in-class social and emotional support for the cancer patient and caregivers

# Meet the Cancer Care Huddle

What does this command center look like? To visualize it, let's use the sports metaphor of a football huddle. In our case, the benefits leader is responsible for assembling a "huddle" comprised of representatives from the various vendors who can support a cancer patient. The huddle is under the leadership of a quarterback, who coordinates the activities of huddle team members.

## **Who is the quarterback?**

Ideally, the quarterback has experience in complex cancer care, but it could be anyone skilled in coordinating multiple healthcare vendors. It is someone chosen by the benefits leader. A nurse or care coordinator would be a good choice, especially if they are familiar with the employer and vendors involved. The quarterback coordinates the activities of team members so everyone is clear about their roles in achieving agreed-upon milestones. We'll get back to those milestones in just a minute.

## **Who is in the huddle?**

Huddle team members are the vendor representatives who support the cancer patient. They can include health plan representatives, medical opinion experts, case managers, specialty pharmacy managers, wellness coaches, oncology care case managers, EAPs, disability managers and others. Under the leadership of the quarterback, the huddle coordinates the work of these vendors that may potentially have multiple interactions with each cancer patient. If there is no quarterback to coordinate interactions and hand-offs, patients or their loved ones must fend for themselves. That's a tremendous burden for someone going through an already frightening experience.

## **Who interacts with the patient?**

A critical role of the huddle is to coordinate vendor interactions with the patient to avoid confusing and stressing her with duplicative conversations. Huddle team members share information with other team members about any interactions that have taken place, and decisions are made about which vendor(s) may need to initiate contact based on that information. The quarterback guides this process but does not have direct contact with the patient. In fact, from the patient perspective, all of this huddle activity is taking place behind the scenes — the patient need never know the huddle exists. Ideally, all she knows is that she is being supported by a range of support services that appear seamless.

### **What about those milestones?**

To evaluate the success of medical treatment, we often use clinical outcome measurements. But it's equally important to keep track of factors that influence the overall quality of a cancer patient's or a family's experience. We call these factors milestones, and it's up to the cancer care huddle to develop and track them. Examples of milestones at different points of someone's cancer journey might be when the patient says "yes" to the following questions:

- Does she understand her treatment plan, and is she comfortable with it?*
- Is she connected to applicable cancer support programs?*
- Are medication side effects being managed to maximize quality of life?*
- Are effective accommodations made for a smooth return to work?*

“

My priority was my children. I just started my career. I finally got the position I had worked so hard in my youth to get. I couldn't have this stop me in my path. My goal was to get the cancer out, take care of my children, and continue with my career.

– Cancer Patient

”

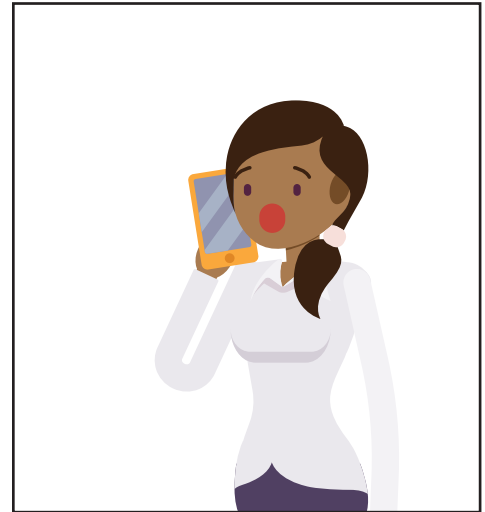
### **Key takeaway:**

Employers that adopt a cancer care huddle create a supportive, cohesive and streamlined patient experience. The employee and her family are at the center of a cancer support system that values collaboration, compassion, teamwork and shared responsibility.

## An illustration: Carmen's experience

To get a better sense of what an employee might experience during her cancer journey, consider Carmen's story.

Carmen has worked at Bestco for more than a decade in a job that lets her provide a secure life for her two school-age children. She tries to keep healthy and is diligent about scheduling her annual physical. This year, she wants to talk to her doctor about a small lump she noticed on one of her breasts. The doctor orders tests. Carmen gets the phone call she's been dreading. It's breast cancer.



### What happens now?



The last thing on Carmen's mind is sitting down to sort through the cancer benefits and support services that Bestco offers. She is overwhelmed. Her emotions are in turmoil. Will she live to see her kids grow up? But she braces herself for all the medical appointments she will need to fulfill, and the uncertainties that lie ahead. She may feel very alone. And she's likely confused by her employer's benefits. *What's covered and what's not? Should she get a second opinion about her diagnosis and the treatment plan offered? Where should she get treated — at the hospital near her home or the city's big cancer hospital? What about all those commercials she's seen on TV about cancer treatment centers? How can an Employee Assistance Program help her with cancer? Should she start drawing up a will?*

Meanwhile, Bestco has no idea that Carmen is embarking on a cancer journey. Only after two months, when Carmen's insurance claims begin to be processed, does her health plan learn about her illness and offer her a cancer support nurse. Carmen then gets calls from the nurse, a cancer coach, the EAP contact and others; an exasperated Carmen recaps her medical history to each one.



### A better approach...

Carmen needed help before she was overwhelmed, stressed and subsequently stricken with depression over her illness. If she had proactive help, she might have complied better with her treatment instructions. She would have sought a second opinion and maybe accessed a mental health professional early on to help her cope with her understandable depression.



An employee-centered cancer care huddle would have put Carmen at the center of a constellation of benefits.

Among the challenges a cancer care huddle is designed to address:

- *The significant impact a cancer diagnosis has on employees, their families and their co-workers.*
- *Effective navigation of benefits, tools and resources to assist those dealing with cancer; these include finding the right clinical support as well as support for workplace and social and emotional needs.*
- *Avoiding multiple hospital readmissions and unnecessary trips to the emergency room.*

“

Behind a cancer diagnosis is a person and a family. You can get caught up in the science and policy and regulations, but there are emotions and fears to be addressed. Employers may not be comfortable in dealing with that. But the emotional piece is an important part of that journey.

– Cancer Patient ”

# Communication and Coordination

The cancer journey is complex. Employers that are committed to ensuring that employees and family members diagnosed with cancer receive the best possible care may consider creating cancer care huddles as an ongoing resource for employee populations.

**Let's review the work of the huddle.** It coordinates medical benefits and support services among a team of vendors and internal service providers. A quarterback coordinates the activities of the team. The employer may choose a quarterback from any of the huddle's participants, likely a nurse, case manager or other professional capable of coordinating vendors to meet cancer's challenges. The quarterback does not interact with the patient but rather helps the team determine the best sequence of interactions by members of the team.

## **Proactive communication is key**

The activities of the cancer care huddle occur behind the scenes — all a patient diagnosed with cancer knows is that she is receiving caring, coordinated support.

## **So how and when does the huddle spring into action?**

The huddle is ongoing. Patients are logged in or registered into the huddle once a contact has been made — with a health plan, second opinion vendor or EAP resource, for example. The employer is not aware of which employees are in the huddle unless they have approached a benefits leader or the HR department for help, or somehow indicated they are dealing with a cancer diagnosis.

An important part of the employer's job is to proactively communicate the existence of benefits and support services for any employee or family member diagnosed with cancer. And since cancer can strike anyone at any time unbeknownst to the employer, communication must take place regularly and be effective enough for an employee to remember there is help available if and when it does strike. Communication can take place via a benefits portal, through dedicated email and snail mail, and via learning sessions. Educating managers about the availability of services is also important; they can play a key role in pointing employees in the right direction once they learn about a cancer diagnosis.

**Regularly reminding employees to ask for help as soon as they or a family member receives a cancer diagnosis makes it more likely they will ask for help from a vendor or employer in this situation. And when they do, the huddle can spring into action.**



There weren't enough programs out there that were well organized to give our employees the help they needed. We also wanted to give support to our managers who had employees with cancer so they could relate better to their workers' needs. We definitely wanted more organized programs.

– *Corporate Benefits Leader* ”

## Benefits of the cancer care huddle

The huddle adds an employee to its list or registry as soon as the patient interacts with a vendor or an internal service provider. The huddle facilitates a systematic process that helps ensure better outcomes both for the patient and the employer.

By managing the coordination of activities, the cancer care huddle delivers important benefits:

- *Improved collaboration and communication among vendors.*
- *Understanding and awareness of benefits among employees.*
- *Better awareness of options for treatment (e.g., community-based local care or cancer center of excellence [COE]).*
- *Higher quality of care with the best possible outcomes.*

Employees benefit from an employee-centric focus driven by identifying and addressing specific cancer-related needs. Employers are more likely to receive the best value for each cancer-related dollar spent, and benefit from the goodwill this employee-centric approach generates.

“

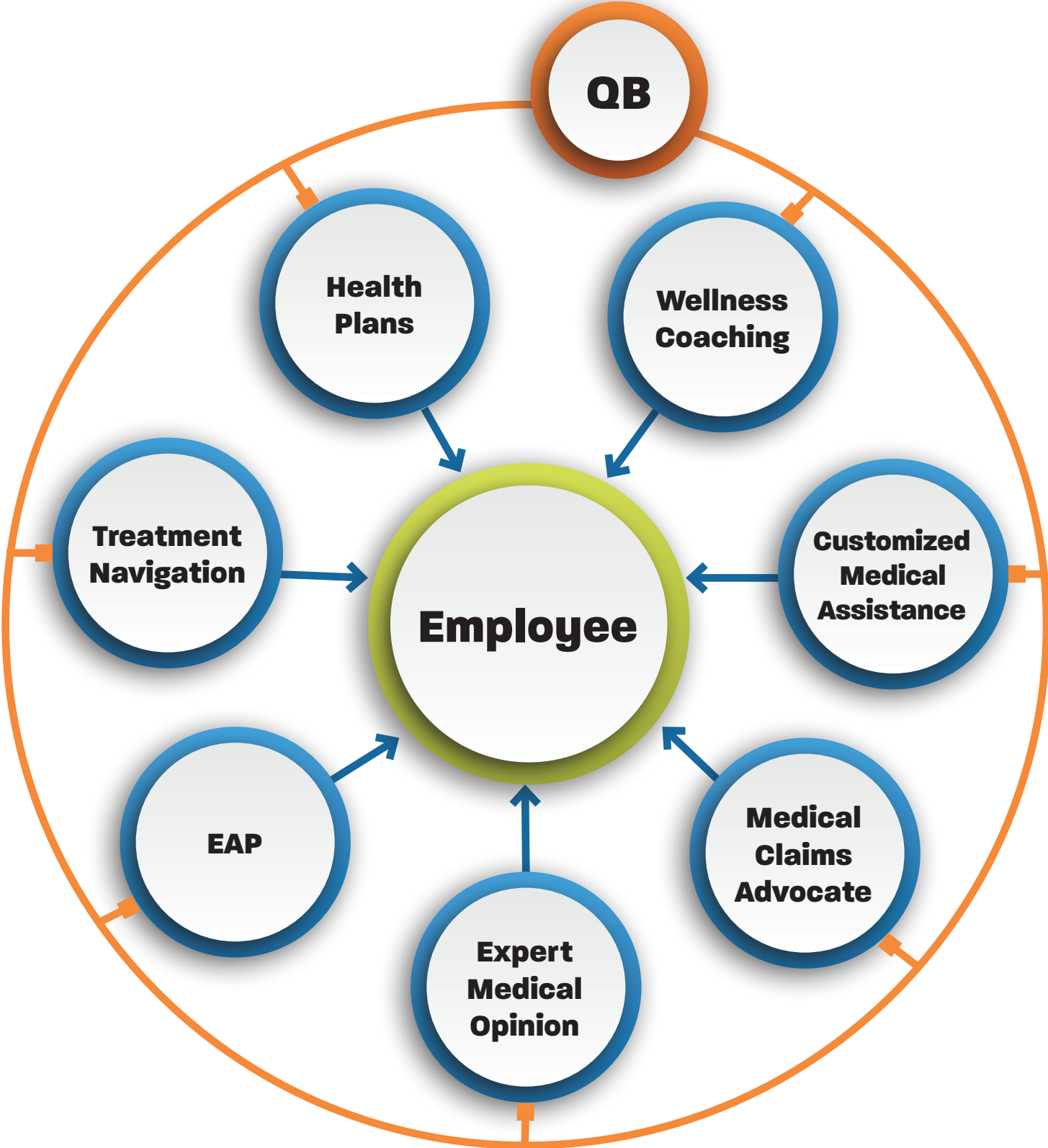
We are starting to look at a more holistic approach to managing cancer in the workplace. We have an integrated health model, a clinical piece and an advocacy piece that takes care of the bills. What we've done with this team is almost force integration among our partners.

– *Corporate Benefits Leader* ”



# Cancer Care Huddle

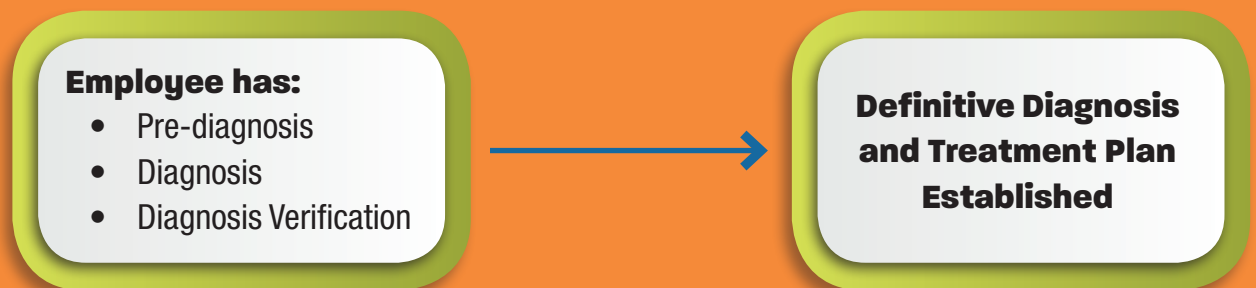
The employee is at the center of a constellation of benefits by the quarterback



# Part II: The Cancer Journey in Three Streams

## Sample Milestones for the Cancer Care Huddle

### The Cancer Journey



The cancer journey can be divided into three streams:

- **Obtaining clinical care**
- **Navigating benefits**
- **Managing social, emotional and life issues**

Employees and their families need help with each of these streams and it is up to the cancer care huddle to provide the best possible support.



Let's take a closer look at each of these streams.

# Clinical Care

You should determine whether your organization is doing enough to screen employees for cancer. The earlier cancer is diagnosed, the better the clinical outcome for the patient. And the earlier the cancer care huddle becomes involved in supporting a patient's cancer journey, the better the chance of receiving high-value care.

“

I tell my patients that the early days after diagnosis are complex and emotionally intense, a time to make clinical decisions, get a second opinion, choose where to get treatment and manage home and work.

– Oncologist ”

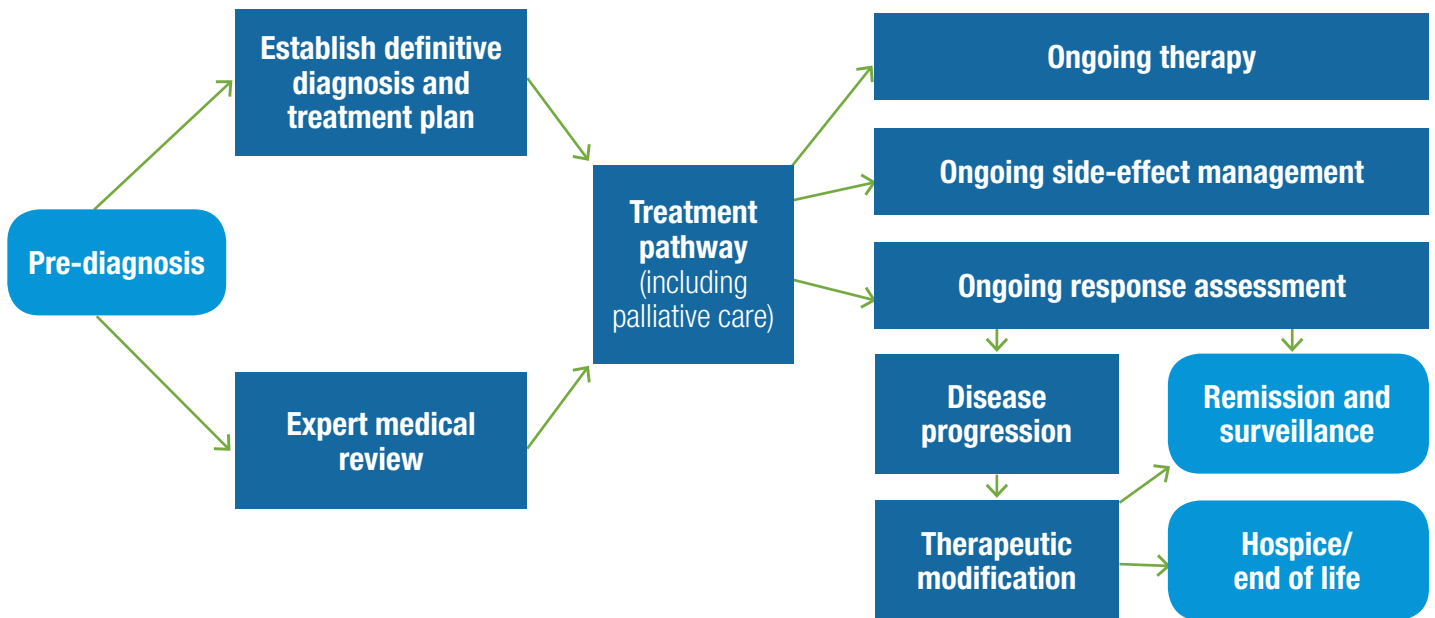
Some employers have developed a cancer-specific portal for all benefits, programs and policies, as well as clear guidance on access. Your organization may contract with cancer COEs. You might provide a second-opinion service to confirm both a cancer diagnosis and an optimal course of treatment. It is very important that patients and families are confident in the diagnosis and able to choose from treatment options according to accurate information and preference. Compelling data show second opinions can reveal a misdiagnosis or point to an alternative treatment path.

“

Second opinions are very important. I always tell my patients there is more than one right answer. Hearing the experience of other clinicians can be very helpful to me, and it's reassuring for patients to hear that we're all in the right place about how to proceed.

– Oncologist ”

Cancer treatment triggers symptoms and side effects such as pain and nausea that can seem worse to bear than the cancer itself. A supportive, employee-centered approach to cancer care ensures that these symptoms and side effects are optimally managed. Those involved in supporting the patient can also assess her for any other pertinent medical or health issues or concerns. They can then identify how to help tackle those health conditions, too.



Meeting specific milestones can help ensure that the patient is on track to receive optimal clinical care and support.

Here are some sample milestones a huddle might use:

- Has a second opinion confirmed a diagnosis? Whether offered through a health plan or dedicated vendor, this is a very important step in confirming the course of treatment.*
- Depending on type and stage of cancer, has a COE been considered? Examples include Memorial Sloan Kettering Cancer Center in New York and Dana-Farber Cancer Institute in Boston, among others.*
- Is treatment progress periodically monitored by the huddle for possible modification?*
- Are side effects being adequately managed?*
- If an employee remains at work during treatment, can accommodations be made? (e.g., flexible or modified hours or duties to deal with treatment schedules, side effects or varying energy levels)*
- If the cancer is in remission (there is no evidence of the cancer) and the employee has not been working during treatment, how is the employee's return to work being supported?*
- Is there ongoing surveillance to catch early signs of recurrence?*

# Benefits Navigation

Benefits and support available for cancer patients through your organization might include:

- *Health insurance plan(s)*
- *COE direct access program*
- *Expert second opinion service*
- *Care navigation service*
- *Short- and long-term disability*
- *Employee Assistance Program*
- *Support groups*
- *Family medical leave*
- *Transportation*
- *Childcare and caregiving services and resources for family members*
- *Financial and legal advocacy services*
- *Occupational health services to support return to work and/or modified duties*
- *Wellness services and coaching — nutrition, exercise, sleep*
- *Life insurance*
- *Dental & Vision*
- *Vacation*

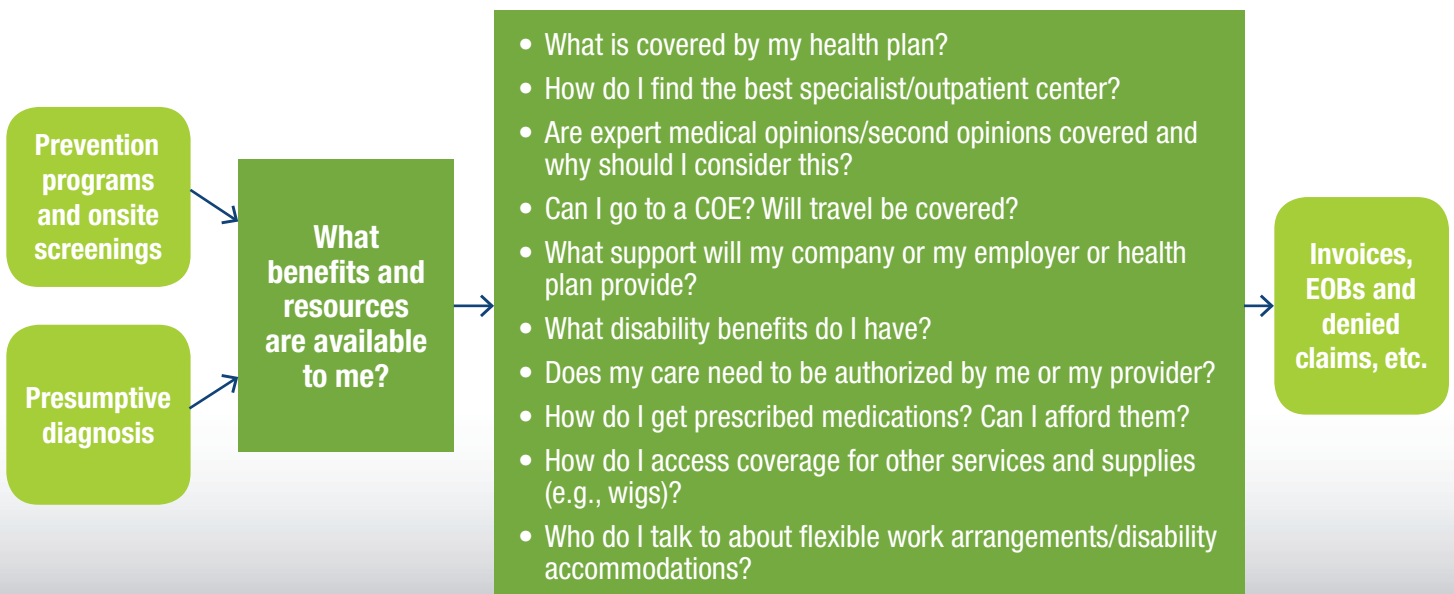
Because various vendors provide these benefits and support, this is complex terrain for an employee to navigate, especially when dealing with the stress and emotional fallout from cancer. Coordinating these vendors and their interactions with patients is the work of the cancer care huddle.

“

Many pieces come into play. It's disability. It's FMLA. Care managers get involved. We want to make sure the manager is flexible. And when the employee comes back, let's prepare the team so that they understand what kind of questions they can ask and what to expect. We have that program in place if the manager takes advantage of it.

– *Corporate Benefits Leader* ”

## Navigating Benefits



Here are some sample milestones for **benefits navigation** that a huddle might track:

- Has the employee been made aware of available cancer benefits and resources? Are employees provided information regularly as part of prevention programs and onsite screenings?*
- Does the patient have contacts for help in dealing with insurance approvals/authorizations?*
- Can the patient access an ombudsman or other help for smoothing out billing issues?*
- Does the employee know where to go to get assistance in dealing with financial and legal matters, including disability, life insurance and a will?*

### Keep in mind...

- An employee will have many questions about benefits once a cancer diagnosis is made.
- Benefits packages can be confusing during the best of times, but for an employee stricken with cancer, the logistics of benefits, claims and payments often are overwhelming.

One often-overlooked aspect of the cancer journey is the steady stream of paperwork and invoices. Benefits leaders can help by passing on some expert tips to new cancer patients. Patient advocates recommend that all paperwork be kept in one place such as an expandable folder with a section for bills from each medical provider. It is helpful for the employee to keep a notebook to make a record of conversations with doctors about treatment and record dates of medical appointments and when bills are paid. This clinical, financial and benefits coverage record keeping will be helpful to both the employee and benefits professionals.



# Managing emotional, social and life issues

Cancer uproots the rhythm of life and exacts an emotional toll. It intersects every aspect of life. Children and spouses are affected, as are caregivers and childcare providers. Employees should be encouraged to access behavioral health services early so they can have help in coping with the stressful times ahead. If they have chosen to disclose their condition, they should have support from managers in taking time off from work during treatment or making a job modification.

“

Work has helped me go through the treatments and the bad times. The support of my employer, coworkers and staff gets me through and keeps me positive that I can beat this. It gives me a goal, a reason to get up and get through my day.

– *Cancer Patient* ”

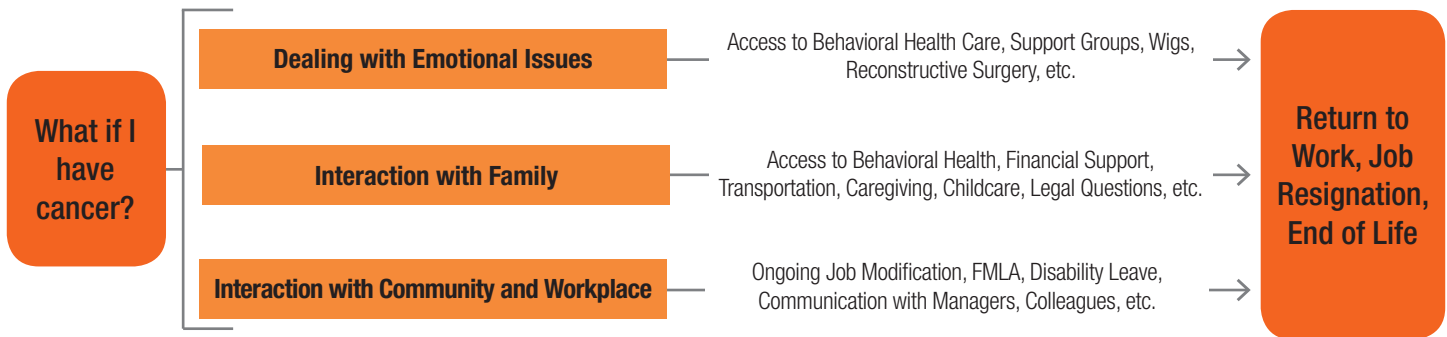
“

The vast majority of patients want to keep working. But often, the employer must be educated about what the natural course of that cancer looks like. As the oncologist, I'm coaching the patient on how to communicate with her employer. Today cancer is a chronic illness. There will be times patients feel well or don't feel well. They need to communicate that to their employer so there are matched expectations about what is possible or impossible. There are misconceptions about what cancer treatment and diagnosis look like.

– *Oncologist* ”



## Psychosocial and Life Management



Here are some sample milestones for **emotional, social and life management**:

- Has an emotional, social and life management needs assessment been conducted and responses evaluated?*
- Has access been offered and facilitated for behavioral health care, support groups, wigs, cosmetic reconstructive surgery, etc., if needed?*
- Is the employee aware of available financial support, transportation, caregiving, childcare and legal support, and able to easily access these?*
- Is job modification needed and if so, is a plan in place?*

# The Cancer Huddle in Action: A Case Study

A large New York-based company has been working with NEBGH to implement its own cancer care huddle. The goal is to provide a collaborative cross-functional team led by a nurse experienced in cancer care (the quarterback) to support cancer cases (an employee or employee's family member). The issues the huddle is designed to address include:

- *Inadequate coordination and communication among vendors*
- *Lack of understanding and awareness about available cancer benefits and support services among employees, leading to resources going unused*
- *Multiple hospital readmissions and unnecessary emergency department visits*

A specific cancer huddle checklist was created with input from vendors including health plans, specialty pharmaceutical care managers, EAP, second opinion and care navigation services, occupational health services and disability vendors.

The role of the huddle is to meet milestones like the ones outlined in this guide. To track patients known to be dealing with cancer, a database or registry was created and a dashboard developed to assess progress toward reaching milestones.

## **The dashboard monitors:**

- Number of patients in the company's cancer registry
- Percentage using cancer COEs
- Type of cancer
- Percentage of patients who are an employee vs. a family member
- Patient satisfaction, as measured by participant surveys
- Employee/patient concerns, especially common problems (e.g., finding a caregiver)

## **The company believes the huddle delivers important benefits such as:**

- Improved collaboration and communication among vendors
- Facilitation of higher-quality care at lower cost
- Better awareness of cancer COEs
- Future savings resulting from facilitating the right care at the right site in a timely fashion
- An employee-centric focus that identifies and addresses employees' needs and recognizes the importance of a caring approach
- Better understanding and awareness of cancer support available

## **As this company looks to the future, possible huddle improvements include:**

- Review of additional benefits that might be of help
- Development of more sophisticated, integrated dashboard metrics relating to care quality, cost and outcomes
- Refinement of milestones as needed

## **Essential components of successful solutions identified by this company include:**

- An employer-driven and vendor-shared vision that defines excellence in cancer benefit management
- A commitment that transforms "best of breed" vendors into a collaborative coalition that puts the employee first in all care coordination scenarios
- A mapping of all cancer-related benefits and services available into a process (the huddle!) that can focus on hot spots and achieve critical milestones
- A measurement framework that documents outcomes while improving the process over time



# Developing Employee-Centered Cancer Care Benefits

## What You Can Do *Now*

Providing support to an employee diagnosed with cancer is very complex. The clinical experience must be managed, and employee benefits must be coordinated. An employer must also account for the heavy emotional and social toll of cancer and the disruption it can bring to home and work life. Coordination of services is paramount. One vehicle for doing so is the creation of a cancer care huddle. But whether you decide on a huddle or another approach, what's important is that the employee is placed at the center so that her experience is as positive as it can be, given what she's facing.

***Regardless of your size and resources, there are steps you can take toward a more employee-centered approach to cancer care benefits and support.***

***For example:***

- Review your cancer-related claims data and any available employee feedback to see what challenges and opportunities might exist.
- Engage your current vendors to gather ideas about process improvement.
- Initiate vendor collaboration.
- Develop a plan for coordination.
- Agree on at least some key milestones and decide how to measure them.
- Make sure someone has responsibility for overseeing coordination and milestone accountability.
- Review your current communications about the cancer benefits and support services you offer, revise if necessary, and use every available way to get this information in front of employees on a regular basis.



# Appendix

## Example:

### Milestones a Huddle Might Use to Track **Clinical Care**

| Pre-diagnosis   | Phase 1:<br>Assessments<br>and Planning                     | Phase 2:<br>Treatment  | Phase 3:<br>Remission   | Phase 4:<br>End of Life       |
|---|---|--|---|-------------------------------|
| Patients receive recommended screenings and preventive care   | Member confident in definitive diagnosis and treatment plan | Symptoms and side effects optimally managed - palliative care and behavioral care integrated into the treatment plan at an early stage | Cancer remission status appropriately monitored                       | Hospice engaged appropriately |
| Members aware of preventive and non-preventive resources available to support them in the cancer journey should they be necessary | Member engaged with a high-value cancer provider            | Comorbid conditions identified and optimally managed   | Other physical and behavioral health conditions appropriately managed |                               |
|   | Member confident and prepared to seek additional guidance   | Disease progression monitored and optimally managed  | Return to work  |                               |

Example of huddle activities to meet key milestone:

#### **Patient is confident in diagnosis and treatment**

- Determine if a second opinion has been obtained; if not, recommend second opinion.
- Determine if treatment location/facility matches diagnosis and patient's needs. Should a COE be considered?
- Encourage employee to confirm with care team that an evidence-based treatment plan is in place.
- Confirm patient's understanding of treatment options and confidence in the plan.

## Example:

### Milestones a Huddle Might Use to Track **Benefits Navigation**

| Awareness   | Phase 1: Assessments and Planning   | Phase 2: Treatment  | Phase 3: Remission  | Phase 4: End of Life  |
|---|---|---|---|---|
| Employees receive recommended screenings and preventive care  | Employee offered: <ul style="list-style-type: none"> <li>• participation in cancer support program</li> <li>• access to second opinion and if appropriate, cancer COE</li> <li>• information about other benefits and covered services</li> </ul> | Employee continues to be offered support programs where appropriate                         | Employee continues to be offered support programs where appropriate | Employee aware of availability of palliative and hospice care   |
| Employees aware of preventive and non-preventive resources available to support them in the cancer journey should they be necessary | Employee listed in the huddle registry and an employee-centered plan developed and initiated  | Employee provided assistance to navigate benefits and any required approvals/authorizations | Employee assisted with any invoice/ EOB/ appeal issues              | Patient's family is given benefit information on financial aspects of planning for death, as well as post-death emotional support and financial management (including accessing life insurance benefit) |
|   | Employee aware and confident they can navigate appropriate benefits and that they and loved ones have the support they need   | Employee side effects or comorbidity conditions discussed and addressed if needed           |   |   |

Example of huddle activities to meet key milestone:

#### **Patient is aware of resources available to support them in their cancer journey**

- Vendors agree on who will be the primary employee liaison.
- Confirm contact.
- Confirm that employee has information and materials about available resources.
- Ask whether employee has questions about available resources.
- Confirm that the employee is comfortable with information and knows where to go if she has questions.

## Example:

### Milestones a Huddle Might Use to Track **Emotional, Social and Life Management**

| Awareness                                 | Phase 1: Assessments and Planning  | Phase 2: Treatment  | Phase 3: Remission  | Phase 4: End of Life               |
|---|--|---|---|------------------------------------|
| Cancer risk factors appropriately managed | A psychological and life management needs assessment conducted                       | Ongoing needs identified and responded to for issues relating to: <ul style="list-style-type: none"> <li>emotional state</li> <li>workplace</li> <li>financial state</li> <li>caregiver concerns</li> <li>general life logistics</li> </ul> | Successful workplace and daily activity reentry   | Secure hospice and palliative care |
|   | A friend or family member has been identified as a caregiver for an employee         |   | Psychosocial issues of remission or end of life identified and managed  |                                    |
|   | Employee aware of the availability of work/life support and comfortable accessing it |   | Needs assessed and responded to, for employee and family, including end-of-life counseling, legal and financial support |                                    |

Example of huddle activities to meet key milestone:

#### **Patient's needs have been identified and responded to**

- Confirm that an emotional, social and life management needs assessment has been conducted.
- Identify patient's immediate needs and concerns with respect to emotional state, workplace, financial considerations and life logistics.
- Identify what needs and concerns may be needed later on in the journey.
- Confirm with the patient that a friend or family member is available to provide support and/or act as a caregiver.



## Sample of Cancer Care Huddle Dashboard

| Cancer Care Huddle Dashboard         | Cumulative | Month: March                                    |
|--------------------------------------|------------|---|
| # of patients offered to huddle      | 34         | 10  |
| # of patients currently INACTIVE     | 2          | 1 refused care management,<br>1 unable to reach |
| # of new active cases in huddle      | 32         | 10  |
| # of new cases presented             | 29         | 10  |
| # of existing case updates presented | 19         | 4   |
| Referral opportunities accepted      | 16         | 2   |
| Vendor 1                             |            |   |
| Vendor 2                             |            |   |
| Vendor 3                             |            |   |
| Vendor 4                             |            |   |
| # of Emergency Department visits     | 1          | 0   |
| # of unplanned hospitalizations      | 1          | 0   |

## About NEBGH

Northeast Business Group on Health (NEBGH) is an employer-led coalition of healthcare leaders and other stakeholders. We empower our members to drive excellence in health and achieve the highest value in healthcare delivery and the consumer experience.

Our Solutions Center delivers information, education and guidance for employers on managing high-cost health conditions and improving employee population health and wellbeing.

## Acknowledgements

We gratefully acknowledge Merck & Co. and Genentech for their financial support of this project, and their ongoing interest in, and support of, NEBGH's work on cancer. We would like to thank Steve First and Michele Proscia for their collaboration on this project, as well as the other NEBGH members who participate in our cancer work. In addition, we thank Barbara Benson and Greg Crawford for their editorial and copyediting assistance, and Adria Subbiondo for graphic design and layout. NEBGH is solely responsible for the research, analysis, and content of this document.





