#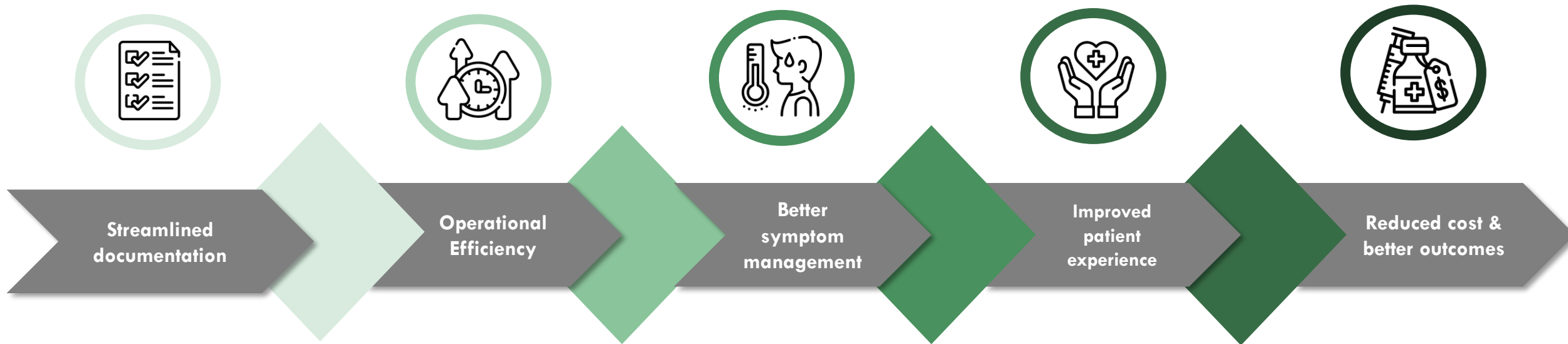 Navigating Cancer partners with oncology clinics on a journey from manual documentation to patient-driven, value-based care through technology

Streamlined documentation

Operational Efficiency

Better symptom management

Improved patient experience

Reduced cost & better outcomes

REACTIVE CARE

Implemented centralized telephone triage to respond to patient needs

PROACTIVE CARE

Layering in an understanding of the patient experience outside the clinic to better prioritize care (ePROs)

UNIFIED EXPERIENCE

A single, comprehensive experience for patients and staff to enable improved outcomes.

Patient Monitoring: Symptoms

Navigating Cancer's remote patient monitoring tool allows clinic staff to proactively manage their patients' symptoms between office visits to improve outcomes and adherence
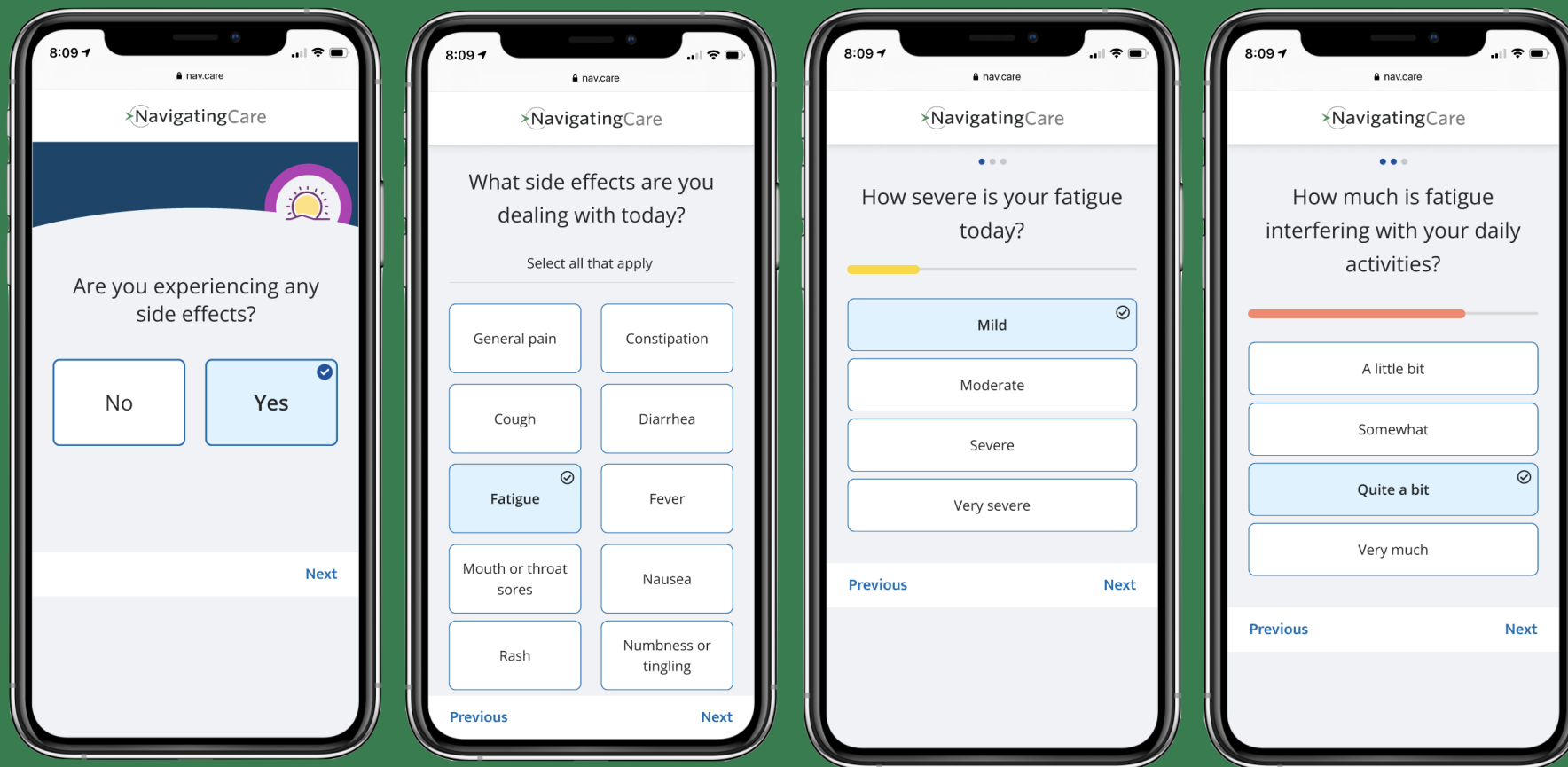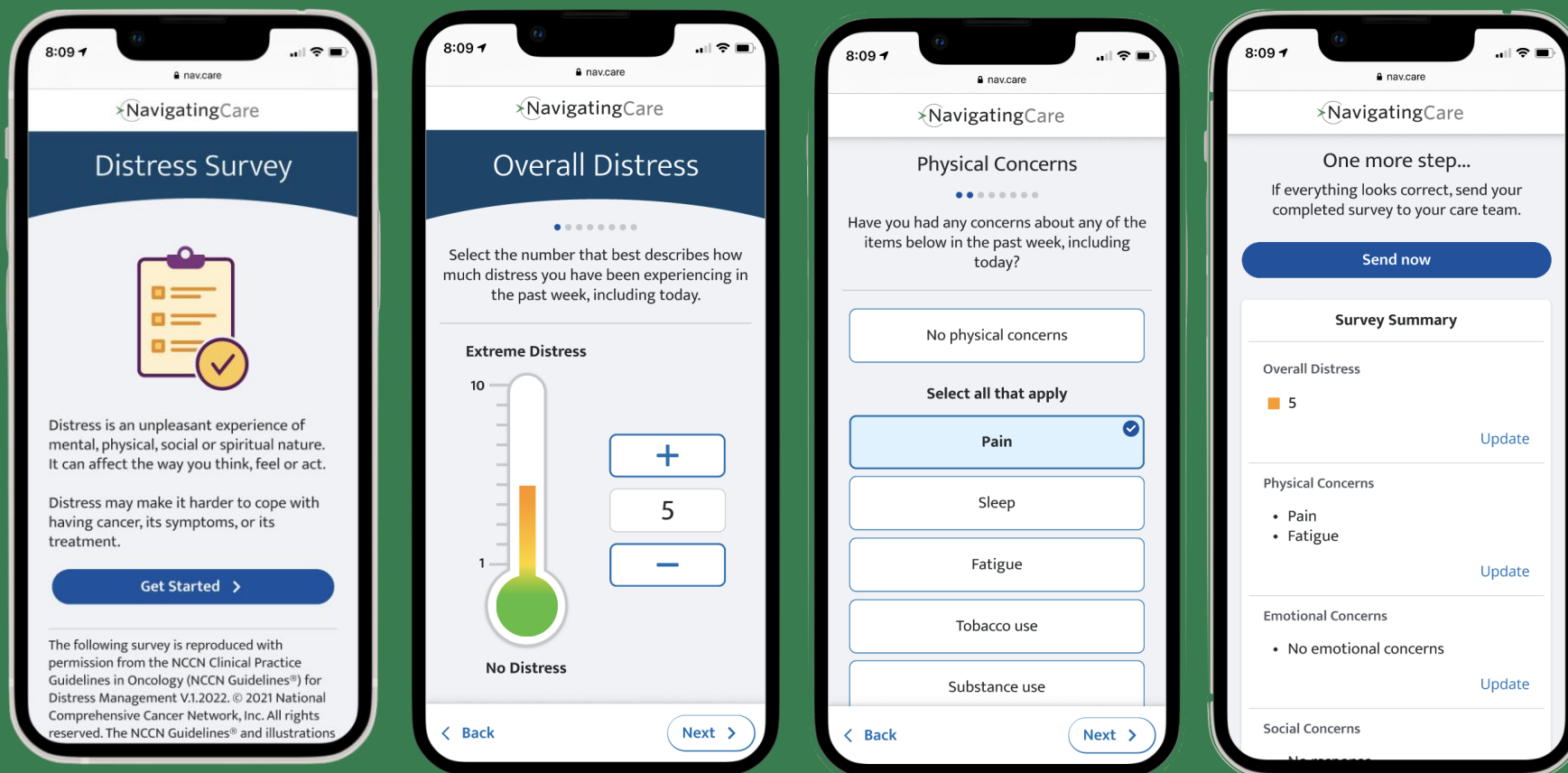

How It Works

NC's ePRO tool incorporates a modified PRO-CTCAE questionnaire to address the most common symptoms among cancer patients

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Patient Monitoring: Health-Related Social Needs (HRSNs)

Navigating Cancer's remote patient monitoring tool allows for proactive screening for other aspects of the patient's life that may impact their cancer outcomes

How It Works

NC's ePRO tool incorporates the NCCN® Distress Thermometer and Problem list to screen patients for health-related social needs along their cancer journey

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Adding in remote monitoring moves from reactive to proactive care.

Care team reactively responds to patient calls leveraging Triage incident workboard.

Nurses intervene and resolve incidents.

Patient reports
On-going symptom +/-
oral adherence on a
weekly basis – in real-
time.

Care team proactively sends medication reminders and oral treatment assessments to patients digitally.

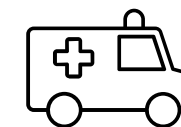Homecare instructions and treatment recommendation sent remotely.

22%
Symptom incidents submitted via proactive digital monitoring.

Successful implementation of remote symptom monitoring in the community setting

Shift to Proactive Care

Successful Implementation

Stepped-wedge implementation of **200** locations over a 3-month time period

Swift Enrollment

4375 patients enrolled between July and December 2020

High Participation Rate

73% of patients enrolled completed at least 1 ePRO assessment

Strong ePRO Compliance

65% ePRO compliance rate among population

Planned Effectiveness Analysis

✓ Reduction in ED visits
✓ Reduction in hospitalizations
✓ Time on therapy

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Based on over 700 responses, patients use remote monitoring to stay connected to their healthcare team

Drivers of Usage

46%

19%

13%

22%

1. Keep clinic informed of health information

- Enables patients to communicate with health team without needing to call them (especially for things that seem minor)
- Provides patient reassurance knowing they are being monitored outside of their clinic visits

"I like knowing that my care team is aware of what is happening to my body during treatments. It makes me feel secure to know that I am better cared for with their knowledge of what is going on with me"

2. Recommended tool by health team

- Complying with clinic recommendations is top of mind for cancer patients, and they adhere to digital tools as well

"Because I was asked to report any side effects. I want to get well. I want the Team at Texas Oncology to be able to treat me ASAP if I have side effects"

3. Maintain accountability and track progress of symptoms over time

- Creates an avenue to track symptoms over time
- Creates accountability for patients to better monitor their health and be an active participant in their care

"It helps me keep on track with my medicine and any concerns that come up"
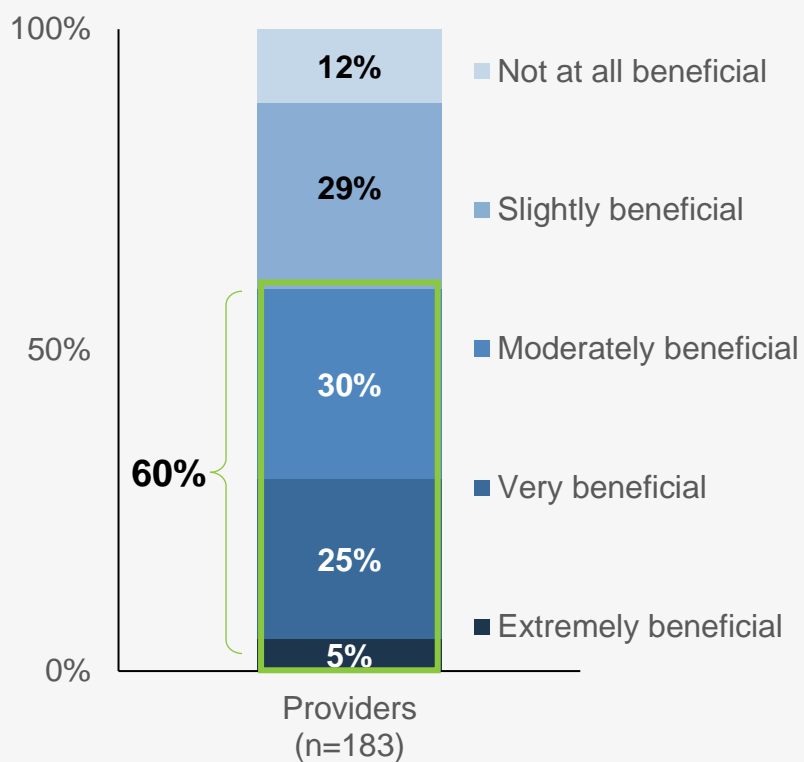
4. Other reasons patients use health tracker

- Easy to use
- Prompted on phone or email to complete survey
- Quick channel to communicate with the clinic and receive a prompt response

"This is so much easier. I don't live very close. I would have to come into town every week after chemotherapy to talk with my doctor. This is quicker and more efficient"
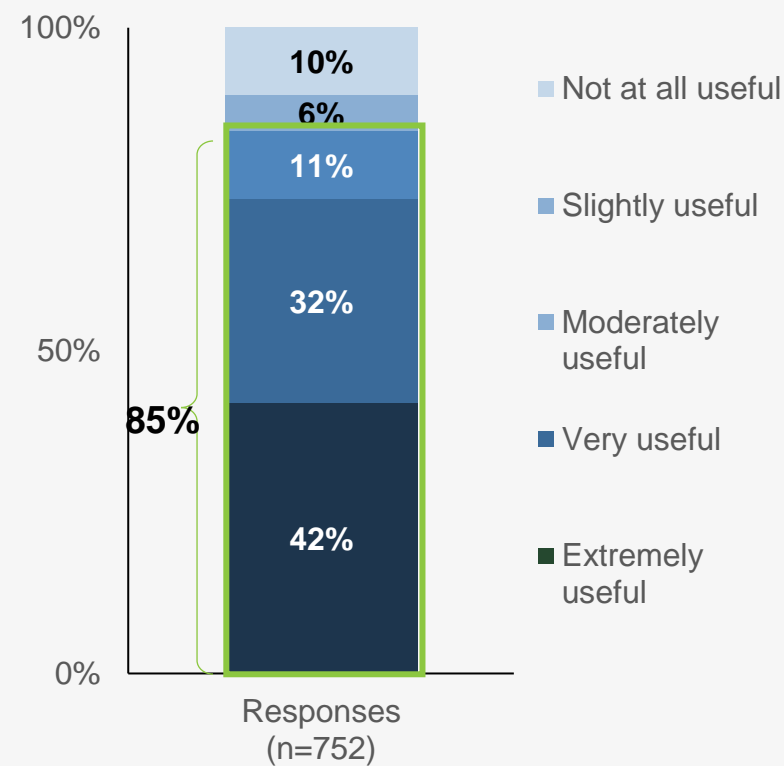
Digital Equity: Multivariable logistic regression demonstrated variations in engagement based on digital tool and demographic category

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Digital Health Solution

Demographic Variables			CM	ePRO	PP	DE			CM	ePRO	PP	DE
Age Group [Ref: 61-80]	≤ 20		OR: 0.44 [0.38-0.51]	OR: 1 [0.43-2.3]	OR: 0.61 [0.44-0.85]	OR: 0.71 [0.34-1.47]	**Race** [Ref: White and Non-Hispanic/ Latino]	Non-White or Hispanic/Latino	OR: 0.87 [0.85-0.89]	OR: 0.68 [0.62-0.73]	OR: 0.63 [0.6-0.65]	OR: 0.73 [0.69-0.78]
	21-40		OR: 0.79 [0.76-0.82]	OR: 1.54 [1.33-1.78]	OR: 1.24 [1.15-1.35]	OR: 0.84 [0.76-0.93]		Unknown	OR: 0.77 [0.76-0.79]	OR: 0.87 [0.79-0.95]	OR: 0.93 [0.88-0.97]	OR: 0.88 [0.83-0.94]
	41-60		OR: 1.03 [1.01-1.05]	OR: 1.51 [1.4-1.63]	OR: 1.15 [1.1-1.2]	OR: 0.98 [0.93-1.04]	**Preferred Language** [Ref: English]	Spanish	OR: 0.92 [0.88-0.97]	OR: 0.64 [0.55-0.74]	OR: 0.53 [0.47-0.6]	OR: 0.61 [0.52-0.71]
	>80		OR: 0.79 [0.77-0.81]	OR: 0.68 [0.6-0.77]	OR: 0.7 [0.65-0.74]	OR: 0.89 [0.8-0.98]		Other	OR: 0.91 [0.83-0.99]	OR: 1.13 [0.82-1.57]	OR: 1 [0.83-1.21]	OR: 0.98 [0.77-1.25]
Gender [Ref: female]	Male		OR: 0.77 [0.75-0.78]	OR: 0.66 [0.62-0.71]	OR: 1.1 [1.05-1.14]	OR: 1.02 [0.97-1.08]	**Distance** [Ref: <20 miles]	≥20 miles	OR: 1.02 [1-1.04]	OR: 1.04 [0.97-1.12]	OR: 0.94 [0.9-0.98]	OR:0.98 [0.93-1.03]
								Unknown	OR: 1.33 [1.25-1.41]	OR: 0.98 [0.82-1.18]	OR: 1.21 [1.09-1.35]	OR: 0.98 [0.86-1.1]

■ High engagement ■ Low engagement

Darker shade represents statistical significance

Key learnings from implementation of Navigating Cancer's digital health solution

Clinician Buy-In

Outline an implementation plan that incorporates providers into the training process, with introduction of the digital health solution as part of routine patient care.

Design for Patient Diversity

Tools must be designed to meet patients where they are at and account for diverse patient populations.

Tight Collaboration

Partnership between technology vendors and clinicians is necessary for transformation of care delivery.

Data Insights

Gather both quantitative and qualitative feedback to continuously optimize the digital health solution.

April 2023 | Amila Patel, PharmD, BCOP

Proven results to support EOM success

39,000+
ePRO participants

65%
compliance rate

60%
resolution in 1 hour

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Month | Presenter Names