



CANCER SUPPORT COMMUNITY®



A TURN-KEY PATIENT SUPPORT PROGRAM FOR CANCER CENTERS, HOSPITALS AND ONCOLOGY PRACTICES

To ensure that all people impacted by cancer
are empowered by knowledge, strengthened by
action and sustained by community.



Innovative partnerships between health care providers and community organizations are a critical component in the seamless delivery of comprehensive, quality cancer care that includes psychosocial care, as called for by the Institute of Medicine, the American College of Surgeons Commission on Cancer, the American Society of Clinical Oncology and others.

In order to meet the growing needs of patients in the community, the Cancer Support Community (CSC) and its Gilda's Club affiliates are partnering with hospitals, cancer centers and oncology practices to provide its evidence-based programs and leverage its research capability in the places patients know best.

CSC and GC are the solution for forward-thinking organizations seeking to ensure that patients receive comprehensive care that is demonstrated to improve outcomes and reduce costs.

CSC and GC programs are already successfully in place at a number of hospitals across the United States.

If you are looking for a quality comprehensive patient support program for your hospital or cancer center, please contact:

CSC OFFERS THE FOLLOWING PROGRAMS AS A SOLUTION TO EMERGING PATIENT-CENTERED STANDARDS:

PSYCHOSOCIAL DISTRESS SCREENING

CancerSupportSource® is a web-based, EHR-compatible program that consists of a set of questions to identify patients with distress, depression and anxiety. It also supports multiple languages, has case management tools built in, and a robust reporting engine. Fulfills Commission on Cancer Standard 3.2.

TREATMENT DECISION SUPPORT

CSC's treatment decision counseling program, Open to Options®, helps patients identify questions about their treatment options so that they are better prepared for their next medical appointment.

EDUCATION AND WORKSHOPS

Frankly Speaking About Cancer® is CSC's landmark patient education program that provides information to cancer patients and their loved ones through in-person and online workshops, a print series, multimedia resources and an internet radio show.

SUPPORT

CSC provides expert, ongoing training and assistance to integrate its support groups and programs into partner organizations and institutions. To supplement these programs, CSC also offers a toll-free Cancer Support Helpline (1-888-793-9355), all professionally facilitated by licensed mental health professionals.

SURVIVORSHIP RESOURCES

Cancer Transitions® is a six-week, evidence-based program for people who have recently completed treatment. CancerTransitions explores the topics of exercise, nutrition, emotional support and medical management—core issues for cancer survivors. This holistic resource can enhance your survivorship care planning efforts.

CANCER EXPERIENCE REGISTRY®

The Cancer Experience Registry is a research initiative that is collecting the experiences of cancer survivors and linking them to a community of support. Data from the program is informing researchers of the unique psychosocial challenges faced by people with cancer.

ACCESS TO RESEARCH

Through the work of the only Research and Training Institute of its kind, the Cancer Support Community and its affiliated network engages in original research and partners with other thought leaders to shape the cancer patient experience of the future.

“Answering the CancerSupportSource® questions made me feel like I wasn’t the only person struggling emotionally. It removed the stigma and helped me answer the questions honestly.”

— SANDRA
CANCER PATIENT IN ATLANTA, GA

Psychosocial Distress Screening

CancerSupportSource® is the first community-based, independently-validated, comprehensive electronic distress screening program to integrate screening, referral and follow-up care. The web-based program consists of a series of questions to identify patients with distress, determine the reasons for their distress and connect them to resources for assistance. Patients can complete the questionnaire at home, in the office or in the clinic on a computer or tablet.

CANCER SUPPORT SOURCE

A COMPLETE DISTRESS SCREENING PROGRAM

Easy operation and streamlined integration:

- Available in English and Spanish
- Available in 15 and 25 question format
- Takes less than 10 minutes to complete survey at home, in office or in clinic
- Instantly generates reports, including fact sheets with links to educational materials and community resources
- Prioritizes patient concerns and identifies specific assistance when needed
- Hosted on a highly secured data platform, ensuring full HIPAA compliance
- Integrates reports with a wide range of EMR systems
- Automates emails for referral and follow-up

Treatment Decision Support

Breakthroughs in cancer research are leading to more treatment options for patients. Yet with these scientific advances, patients face a new level of complexity in choosing a treatment that is right for their situation. Open to Options® is the Cancer Support Community and Gilda's Club treatment decision counseling program that has been shown to decrease the anxiety of people making a cancer treatment decision and increase their confidence with the decision made.

Open to Options counselors are trained to help people with cancer organize their questions and communicate their concerns and

goals to their health care provider in order to mutually decide on a plan that best suits their individual desires and needs. A counselor works one-on-one with the patient to create a personalized list of prioritized questions and concerns that can be sent electronically to the doctor or taken to an upcoming medical appointment.

Open to Options is currently available over the phone or in person in English and Spanish for people at any stage of cancer. Appointments typically last between 45-60 minutes.



9 out of 10 patients felt the list of questions, concerns and expectations contributed to a more productive appointment with their doctor and that the oncologist answered most of their questions. Importantly, after completing an Open to Options session, almost half of patients proactively raised the issue of clinical trials with their health care team with an increase in clinical trial participation of three times the national average for this patient population. Patients also felt:

- Less anxious about their medical appointment
- That their appointment went more smoothly
- Better about the care decision made

* A pilot program funded by the Centers for Disease Control and Prevention and developed by CSC, the Education Network to Advance Cancer Clinical Trials (ENACCT) and Dr. Jeff Belkora at the University of California, San Francisco.

“The Cancer Support Community has been the catalyst for distress screening, educational activities, support groups and individual counseling in our new Center for Integrative Oncology and Survivorship. With CSC, we have been able to connect with patients to reduce distress, cope with challenges and increase patient satisfaction.

— DR. MARK A. O’ROURKE

MEDICAL DIRECTOR FOR THE GREENVILLE HEALTH
SYSTEM CENTER FOR INTEGRATIVE ONCOLOGY AND
SURVIVORSHIP

Education and Workshops

The Cancer Support Community and its Gilda's Club affiliates provide the tools and confidence to build an effective partnership among a patient and his or her health care team, friends and family through its landmark education series, Frankly Speaking About Cancer®.

Frankly Speaking About Cancer® provides an in-depth look into a variety of concerns cancer patients and their loved ones face during the cancer experience through a comprehensive print and online series, informative webinars and workshops and a weekly Internet radio show.

**FRANKLY
SPEAKING**
ABOUT CANCER®

After attending an educational workshop from the Cancer Support Community:*

- Over 88% of participants reported an increase in knowledge about treatment options
- Over 87% of participants felt better equipped to communicate with their health care team
- Over 95% of participants would recommend that program to other impacted by cancer

Support

Over the last few decades, there has been extensive research on the positive effects of support groups as a method of coping with cancer, improving quality of life, and in some studies, even increasing survival rates. Research has shown that support groups help reduce three of the most significant stressors associated with cancer: **unwanted aloneness, loss of control and loss of hope**. In fact, research conducted at the Cancer Support Community's Research and Training Institute has shown that people who participate in support groups report significant decreases in depression, increased zest for life and a new attitude toward their illness.

The Cancer Support Community and its Gilda's Club affiliates have more than 35 years of experience delivering the highest quality psychosocial support to people impacted by cancer.

In addition to professionally led face-to-face support groups, CSC and GC also have over-the-phone support through a toll-free Cancer Support Helpline®. These services are facilitated by **licensed mental health professionals** and are ideal for patients who prefer over-the-phone or online support, or who cannot make it to an in-person group.

**Exit survey data from 13,594 workshop participants across the country from 2009-2016.*



“Cancer was a wake-up call to change my life. It has also brought wonderful people into my life; like doctors, nurses, support group members and friends and family who have rallied around me when I needed them.”

— CANCER EXPERIENCE REGISTRY MEMBER

Survivorship Resources

By 2026, the number of cancer survivors in the U.S. is expected to exceed 20 million. Cancer Transitions® is a six-week program to help redefine how cancer survivors live their lives post-treatment. The program covers the benefits of exercise, nutrition, emotional support and medical management. Cancer Transitions is targeted to those who have completed their treatment within the two years, but it may also benefit survivors at any time in their survivorship.

Validation research for the program shows that program participants experience positive changes following the six-week intervention in health-related quality of life and lifestyle change. These changes are still measurable three and six months after participants completed the program. Both men and women who participate experience less worry about the negative impacts of cancer, better physical and social functioning, increased commitment to physical activity and improvements in dietary habits.

**Data from this study can be found online at: www.CancerSupportCommunity.org/ResearchProjects and <http://bit.ly/2O2TOnK>*

Cancer Experience Registry®

The Cancer Experience Registry is a unique community of cancer survivors who are sharing their experiences in order to enhance the lives of others living with cancer, while getting connected to vital survivorship resources to help them transition into life with and after cancer.



A community of thousands who have been impacted by cancer, the Cancer Experience Registry is a research initiative of the Cancer Support Community's Research and Training Institute that is helping to inform the future of cancer care, develop innovative programs and offer services to more effectively address the emotional and social needs of people affected by cancer.

The Cancer Experience Registry provides an excellent opportunity for cancer patient recruitment. In the past, community-based hospitals and clinics have utilized the Registry as an opportunity to empower their patients to share their cancer experience.

The findings from the Cancer Experience Registry are published in an annual index so that the cancer community at large may learn more about the cancer journey.

Hospital or Cancer Center partners who license the Cancer Experience Registry receive 2 aggregate reports annually for their patient population. The study has full IRB approval. It fulfills Commission on Cancer Standard 1.9.

Access to Research

The Cancer Support Community's Research and Training Institute examines the critical role of social and emotional support for those impacted by cancer. The Institute designs studies that help people living with cancer and their caregivers and gives people affected by cancer the opportunity to share their collective experience in order to inform next steps in research, programs and policy.

In the past, community-based hospitals and health networks have recruited patients for specific Institute research initiatives, assisted with the development and validation of new psychosocial programs and served as pilot sites for testing innovative new technologies and programs. Additionally, hospitals have partnered with the Institute to recruit patients for studies which call for more targeted patient populations to participate in surveys, validation efforts, interviews and focus groups.

The Institute embraces the Community Initiated Research Collaboration (CIRC) Model which aims to connect our researchers with community partners to enhance knowledge and integrate sustainable evidence-based programming into the community. Our commitment to this community model ensures that the Institute is always ripe with opportunities for research participation and partnership.





OUR MISSION

To ensure that all people impacted by cancer are empowered by knowledge, strengthened by action and sustained by community.

EXCEEDING QUALITY STANDARDS

The Cancer Support Community and Gilda's Club's partnerships embed a validated program model into the health care environment. Doing so enables institutions and practices to meet and exceed emerging standards from accrediting bodies such as the Commission on Cancer, ASCO and others.

BACKED BY RESEARCH

All CSC and GC programs are evidence-based, developed by psycho-oncology professionals and are tested and refined in order to have the greatest impact possible on people and families facing cancer.

READY FOR IMPLEMENTATION

CSC and GC partnership programs can be implemented quickly and efficiently. As a result, health care partners are able to provide high impact programs within the walls of their hospitals, cancer centers or oncology practices, alongside ongoing support and assistance from CSC and GC's expert staff in a cost-efficient manner.

For more than 35 years, the Cancer Support Community and its Gilda's Club affiliates have led the way in empowering people affected by cancer - by identifying and addressing their individual needs, linking them to a community of support and helping them live better lives.

CSC and GC are advancing the innovations that are becoming the standard in complete cancer care.

WWW.CANCERSUPPORTCOMMUNITY.ORG



CANCER SUPPORT COMMUNITY®



Headquarters Office

734 15th Street, NW Suite 300
Washington, D.C. 20005
Phone: 202.659.9709
Fax: 202.974.7999
Toll Free: 888.793.9355

New York City Office

165 West 46th Street, Suite 805
New York, NY 10036
Phone: 917.305.1200
Fax: 212.967.8717

Research and Training Institute

4100 Chamounix Drive
Philadelphia, PA 19131-3724
Phone: 267.295.3000
Fax: 215.882.1580

Denver Office

1355 S. Colorado Boulevard,
Building C-601
Denver, CO 80222
Phone: 720.883.8715

WWW.CANCERSUPPORTCOMMUNITY.ORG