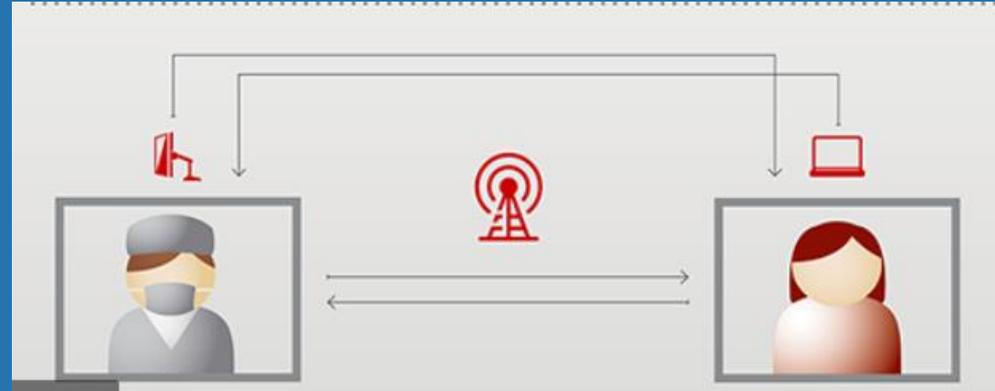


Maintaining a long distance relationship: Telehealth in cancer care

Ritu Salani MD, MBA
Professor
UCLA



Disclosures

- No relevant disclosures

Overview

- The impact of the pandemic on cancer care
- Telehealth medicine
 - Benefits
 - Limitations and Pitfalls
- The future of telehealth
 - And what we need to do to get there!

Impact of the COVID pandemic

- Initially, hospitals were a common setting for viral transmission
 - Delays in surgery due to hospital capacity reserve
 - Patients also avoid going for procedures due to fear of being infected
- ASCO recommendation
 - Conserve health system resources
 - Reduce patient contact with health care facilities
 - Delay of non-urgent surgeries or office visits
 - Postpone cancer screening procedures that require visits

Impact of the COVID pandemic

- Significant utilization reductions were observed in April
 - Outpatient evaluation and management visits (-74%)
 - New patient visits (-70%)
 - Established patient visits (-60%)
- Reduction in referrals for suspected cancer ~75%
 - Due to decline in general appointments
 - Cancer symptoms being attributed to COVID symptoms
 - Reduction in pathology and radiology tests

Impact of the COVID pandemic on cancer care

- Decreased routine visits led to decrease in new diagnoses
- The number of cancer detection fell by 40%
- Change in the rate of diagnosis in breast and gynecologic cancers

	2019 to 2020
March	-24%
April	-49%
May	-49%

- Cervical cancer screening rates fell by ~90% months after COVID

<https://pursuit.unimelb.edu.au/articles/is-a-delayed-cancer-diagnosis-a-consequence-of-covid-19>

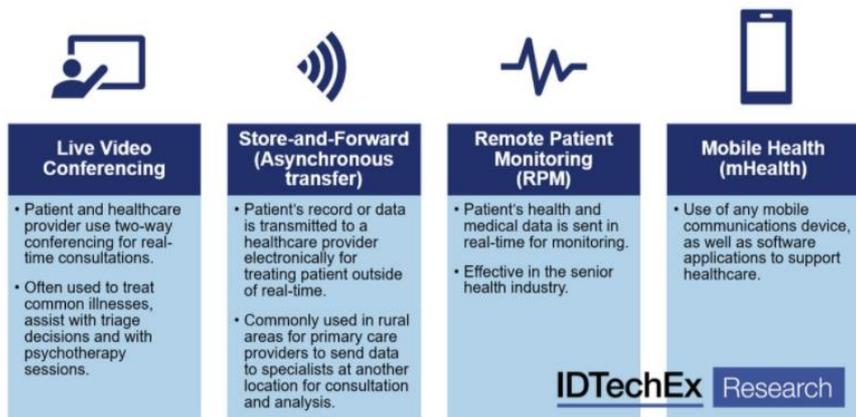
Impact of the COVID pandemic on cancer care

- Decrease in diagnosis of potentially curable cancers
 - ~1 million women missed mammograms
 - Estimated 8,600 women may be living with an undetected breast cancer
- Delays in diagnosis
 - Will likely
 - Poorer c
 - An estimated cancer deaths

Shift to delivery of care through telehealth

Rapid implementation of telehealth

• Types of telehealth



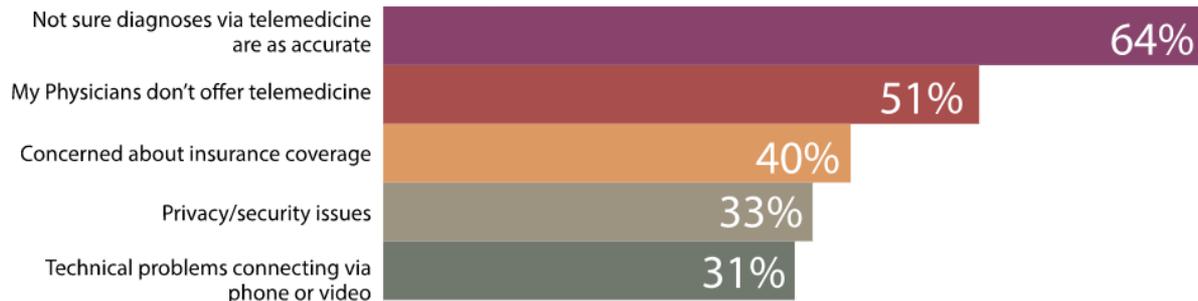
• Uptake of telehealth



<https://www.umtrc.org/news/2020/09/24/general/samsung-and-centene-partnered-to-provide-smartphones-to-rural-us-to-boost-telehealth-access/>

Perceived barriers to telehealth

Among Patients



Among Physicians



UCLA Health
Information Technology

Alert: Video Visits not working for Patients using An
Monday, December 21, 2020, 11:09 am

Factors impacting the telehealth experience

- Ineffective communication
 - Includes language barriers
 - Limitations in technology
 - Patient factors
 - Race
 - Older age
- Inability to be physically examined
 - Reduced confidence
 - Additional burden for complex care

Actual reported telehealth outcomes

- 60% of patients are willing to see a doctor via remote visit for a chronic condition
- >90% of physicians agree virtual care increases
 - Access
 - Communication
 - Patient satisfaction

Sources: <https://www.foley.com/2014-telemedicine-survey-executive-summary/>
<http://chironhealth.com/blog/telemedicine-gaining-traction-patient-attraction-growing-heres-data/>
<https://www.towerswatson.com/en-US/Press/2015/05/employers-plan-to-expand-use-of-onsite-health-centers>
<https://www.americanwell.com/top-10-stats-you-need-to-know-about-telehealth/>
<http://www.beckershospitalreview.com/healthcare-information-technology/10-statistics-on-the-current-use-of-telemedicine-in-hospitals-health-systems.html>
<http://www.mobihealthnews.com/39833/survey-64-percent-of-patients-willing-to-have-video-visits-with-docs>
<https://www.healthit.gov/sites/default/files/DesigningConsumerCenteredTelehealththeVisit-ONC-WHITEPAPER-2015V2edits.pdf>



90%
of the health leaders are developing or implementing telemedicine technology.



64%
of the telemedicine programs offer remote monitoring.



35%
of employers with on-site health facilities currently offer telemedicine services and another 12% plan to do it within the next two years.



91%
of the health outcomes were as good or better via telehealth.



50%
of the healthcare leaders say improving the quality of care as their priority for implementing telemedicine.



64%
of the Americans would be willing to have a video visit with the doctor.

Actual telehealth patient experience

- 369/596 (~62%) telehealth users: telehealth experience was "just as good as/better than" in-person appointment experience
 - Respondents perceived that telehealth would be useful for medical appointments after the COVID-19 pandemic ends
 - Need to address areas associated with a poor telehealth experience
 - History of depression and anxiety
 - Low activation scores (willingness to take on role of managing health care)
- Overall, telehealth considered equivalent to in person visits

Challenges of telehealth

Access

- Need and comfort with computers/smartphones
- Limited/no access to internet (e.g. rural areas)

Provide equipment and internet services

Insurance

- Specific cancer services may not be covered
- Uninsured/underinsured

Advocate for policy change

Routine visits

- Limits ability to perform well visits
- Limits examination capability

Home monitoring equipment/testing and improved practices in offices/hospitals

Screening visits

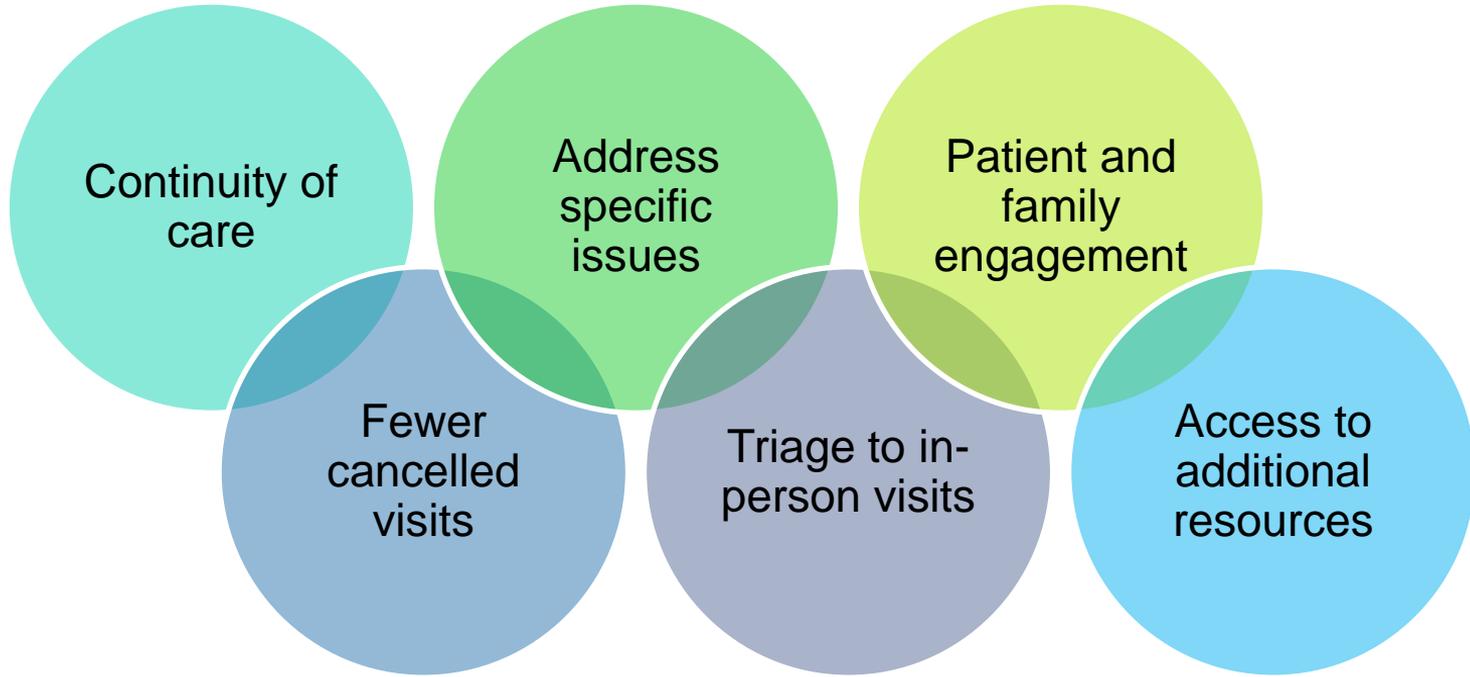
- Many screening visits require in office/hospital evaluations

Additional limitations

- Asymptomatic signs of disease may be missed
- Inability to overcome areas with limited internet/video access
- Not all health systems/practices can support telehealth needs
- Patient privacy may be compromised

<https://www.cancernetwork.com/view/reliability-found-to-be-greatest-concern-for-patients-with-cancer-using-telemedicine>

Medical benefits of telehealth



Non-medical benefits of telehealth



Increased flexibility



Limited time off work



Caregiver participation

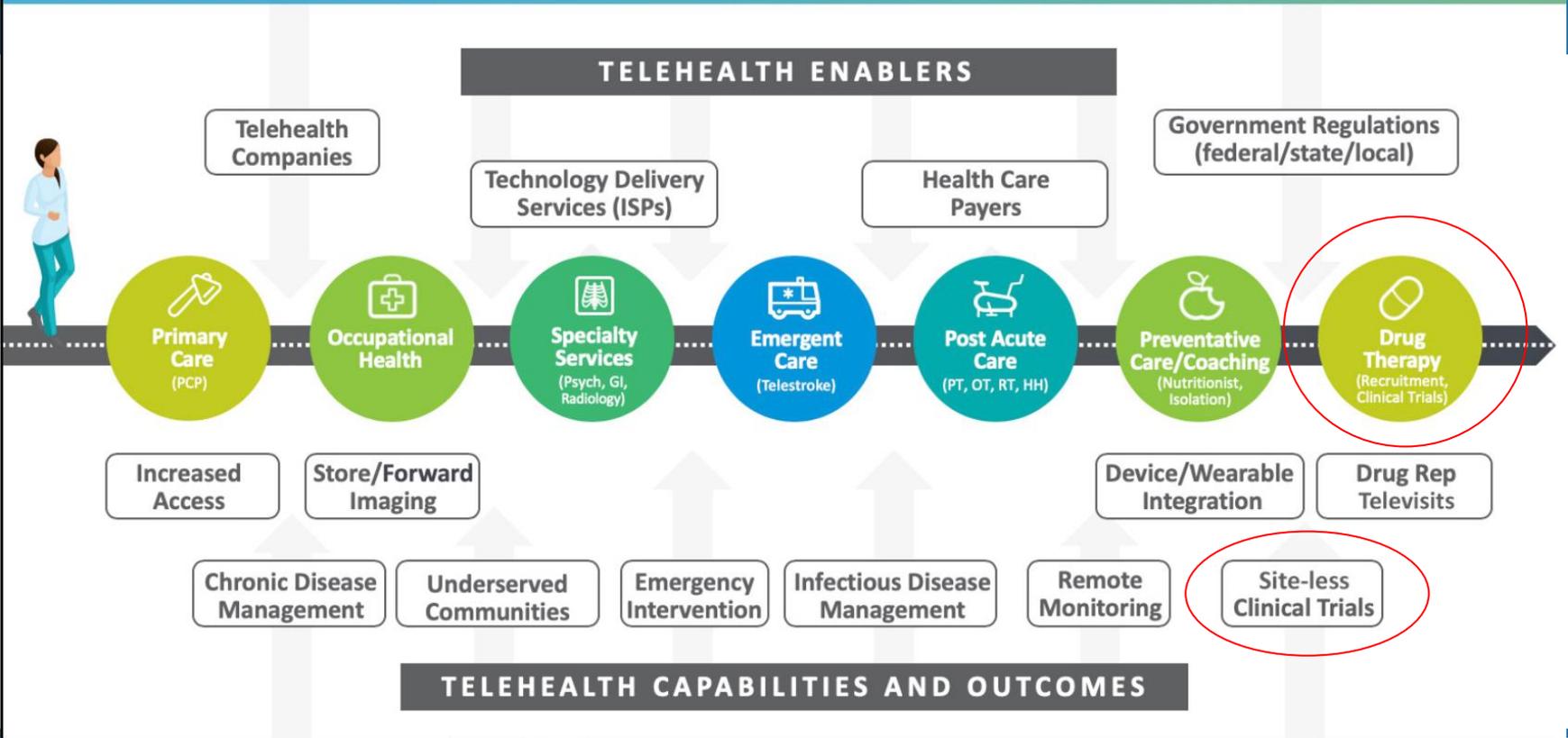


Decreased expenses

Telehealth in gynecologic cancers

- Chemotherapy pre-treatment
 - Especially beneficial with patients on oral therapy
- Radiation oncology consultations
 - Majority preferred telehealth visits
- Symptom management
- Cancer surveillance visits
 - Inability to conduct an exam
- Second opinion consultations

The Future: Telehealth Patient Journey/Influence Map



Today's environment

- Allow in-person visits with strict precautions enforced
 - Rates declined with universal masking
 - Hospital acquisition is rare
 - Delay of needed/urgent health care should be avoided
- Need to analyze impact of COVID response
 - Prioritize the demand for cancer health services
 - Shift delivery of care to telehealth when appropriate
 - Build hospital capacity to accommodate physical distance

Future role of telehealth

- Improve screening tools and visits
 - New strategies (home detection kits)
 - Limited number of visits/day to minimize crowds
- Technology infrastructure
 - Information security and privacy
 - Address new issues and risks
 - Insurance coverage
- Self-service scheduling for specific appointments

Continued process improvement

- Telehealth Framework by the National Quality Forum (NQF)
 - Inform target areas for measure development
 - Access to care
 - Financial impact or cost
 - Experience
 - Effectiveness
- Though progress is happening, there is still a lot to learn!

Thank you!





David Geffen
School of Medicine