

# Transforming Cancer Care: Using Digital Pathways to Provide Resources to Alleviate Patient and Caregiver Anxiety

## About Cancer Support Community

The [Cancer Support Community](#) (CSC) is a global nonprofit that uplifts and strengthens people impacted by cancer and is dedicated to fostering a community where people find connection, compassion, and knowledge. CSC provides professionally led support and navigation services, social connections, and award-winning education — when, where, and how impacted individuals prefer throughout their cancer experience. These resources are available at 196 CSC, Gilda's Club, and healthcare partner locations, as well as online and over the phone — all at no cost.

## The opportunity

- Through CSC's [Cancer Support Helpline](#), they empower patients, caregivers, and families to manage the social, emotional, practical, and financial barriers to care by providing timely access to quality individualized education and assistance throughout all phases of their cancer experience.
- CSC's goals in navigating a patient and/or caregiver are to coordinate care, educate, provide social and emotional support, identify barriers to care, and advocate.

## The challenge

- Patients and caregivers seek services at CSC during the most vulnerable times in their lives, often in crisis mode with remarkably high levels of anxiety and at risk for depression.
- Without digital tools, assisting at this personalized level becomes burdensome, manual, and not systematic or uniform.

## The impact

- Digital tools like the CSC [MyCareReport Platform](#) streamline service lines, decrease wait times, provide higher-precision interventions based on exact patient/caregiver needs, and connect to resources in real time. CSC also screens systematically for Health-Related Social Needs (HRSNs) and financial barriers to care.



- The [CancerX Digitally Enabled Patient Navigation Blueprint](#) provides a layout and solutions for each step of the care path for patients and caregivers to navigate financial toxicity and other equity barriers. While CSC uses several of its technology tools, having a digital pathway will assist its workflow in leading to a decrease in anxiety and risk for depression and hope for better health outcomes for our patients and caregivers.

## The resources

- ✓ CSC is consistently looking for ways to enhance its proactive navigation system, with the challenge that many solutions have a high cost. The open-source nature of the CancerX resources allows all organizations to have access, regardless of resource.
- ✓ CSC continues to evolve its navigation based on the expanded chronic care model. The addition of digital pathways, like those provided with CancerX, helps their team identify novel resources in real-time for patients and caregivers and will decrease their anxiety, risk of depression, and distress.
- ✓ The digital platform MyCareReport decreases emergency department visits and hospitalization days.
- ✓ Through CancerX participation, CSC was introduced to a network of like-minded individuals. These connections have been priceless and have helped propel the Moonshot goals in an accelerated manner that would not have happened otherwise. CSC has developed meaningful partnerships to transform our digital engagement strategies and improve digital navigation.

“ For the Cancer Support Community, a benefit of being part of CancerX has been the collaborative brain power evoked in every meeting, the networking, and the connections with like-minded companies that we may never have met before joining. The newly developed CancerX Digital Navigation ROI Calculator will assist in establishing the value proposition of our digital assets, including our MyCareReport platform, to healthcare partners for health equity and assessing and reacting to financial toxicity. We appreciate the opportunity to represent the patient and caregiver perspective in developing the next generation of supportive care tools.”

— **Cate O'Reilly**

*Vice President of Fund Development,  
Cancer Support Community*

