



Case Study: Coordination of Care

Data shows that missing more than > 8 consecutive days of Imbruvica has a shorter median progressive-free survival than those who missed less than 8 consecutive doses.

(10.9 months vs Not Reached with a total of 30% of patients progressing vs only 12% respectively).

Adherence is however, a multifactorial issue. The high cost of cancer therapy and screenings can be a big factor even for patients with insurance.

About 79% of young adults with cancer have health insurance. However, due to high costs, they are 67% more likely to skip routine medical care than healthy adolescents and young adults without cancer.



22% of these young cancer survivors don't have a primary care clinician, potentially being the reason for only 40% of them having an annual medical visit in the last year.⁴

Cancer patients who have a long distance to treatment facilities can have significant impact in the type of care, and the level of care they receive.

For instance, women with early-stage breast cancer are more likely to opt for mastectomy instead of breast-conserving treatment when it requires a long travel distance.³



A study also found that individuals needing cancer treatment were 19 times more likely to be treated only at a general hospital, when living more than 180 km away from a specialty oncology service.¹

This may translate into patients being treated by clinicians who have less experience on complicated cancer situations which can lead to poor outcomes.

Avella recognizes these challenges patients have navigating the complex steps needed to obtain their life-saving targeted oral oncology medications. Avella's priority is to assist patients in overcoming barriers such as insurance coverage, provider follow-up and appointments, and receiving each medication fill on time to prevent a relapse in therapy.

These factors can potentially limit medication effectiveness and result in poor adherence, leading to worse prognosis and lower patient quality of life.¹

Avella Provides Experts to Optimize Patient Care



Avella utilizes account managers, who are also certified technicians, to effectively communicate and coordinate care with providers, insurance plans and caregivers as patients start medication and throughout therapy.

During mid-therapy wellness calls, clinicians assess adherence, side effects, efficacy and address any other questions the patient may have.



Avella clinicians, including pharmacists, nurses and student pharmacists, also coordinate care by reaching out to patients on oral oncology medications such as Imbruvica (ibrutinib) at therapy initiation and at key intervals to ensure patients are getting optimal care.



One example where Avella account managers and clinicians coordinated care was for a chronic lymphocytic leukemia (CLL) patient being treated with Imbruvica. During a scheduled mid-therapy wellness call, the patient asked,

“Do you know of any oncologists in Littleton, CO? My doctor and I cannot find any that accept my insurance and specialize in my disease, and I am moving there from Georgia shortly.”

It was clear to see why this patient was worried about her options prior to her move. The Avella clinician reached out to an account manager for help in researching the patient’s insurance company for in-network hematologists around Littleton, Colorado.

- With just one email, the gears began moving in best finding our patient a new hematologist.
- In less than an hour, the account manager was able to find her a hematologist specialist covered under her insurance and set up an initial appointment for the patient to be scheduled after her move.
- The patient will continue to receive her Imbruvica refills without a lapse in therapy.
- The patient spoke to the account manager after to share her relief for going the extra mile to ensure she was taken care of and her questions addressed.

This example shows our willingness and drive as a pharmacy to deliver quality, patient-centered care while coordinating care. Avella also values the relationships with our provider offices and seeks to be of value to them to help coordinate care.

“This is great for my territory, and even more so for the patient... not only are we giving doctor offices that we have a relationship with new business, we are showing that we really care about our patients and their well-being.

– Avella Account Manager



46% of patients are treated at a different facility than they were diagnosed at.⁵

References

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