Cancer Treatment Centers of America:
Comprehensive, Collaborative, Compassionate Cancer Care
Employer & Health Plan Perspective
Delivering Value to Our Business Partners:

- Established national and local health plan contracts
- Flexibility in building access solutions
- Educational modules on cancer disease states and management
- Regional center of excellence, attracting patients from across the country
- Transparency in outcomes

The Cancer Treatment Centers of America® Business Model:

- **Superior outcomes** when benchmarked against national databases such as the National Cancer Institute’s Surveillance Epidemiology and End Results database
- **Cost efficiency** via commitment to continuous improvement and Lean Six Sigma
- **Error reduction** through the use of a system-wide Electronic Health Record (EHR)
- **Coordinated care** model integrates all elements of cancer treatment (diagnostics, inpatient treatment, outpatient treatment, ancillary support services, billing) into a single facility
- **Integrated treatment pathways** that combine state of the art medical care with evidence based complementary therapies
- **Patient education** model that enhances quality of life and work-life productivity
- **Focused customer service model** with industry leading patient satisfaction results

Employers want the best possible care for an employee who is undergoing cancer treatment, just as patients want to return to "normal life" as quickly as possible. Our fully integrated treatment model coordinates the typically decentralized process of cancer care under one roof and applies principals of efficient thinking to streamline the overall patient experience. Additionally, Cancer Treatment Centers of America® (CTCA) employees treat patients in the same way they would want their mothers treated, setting a level of customer service the company has termed the Mother Standard® of care. This standard drives the company to provide a customer focused, integrated experience that delivers specialized treatment pathways via multidisciplinary teams. Each patient is presented with an individualized treatment plan and engaged to ensure participation and compliance.
Breast cancer is the second most commonly diagnosed cancer among American women, behind skin cancer. As a system, CTCA provides comprehensive approaches through advanced diagnostic, oncologic, and oncoplastic procedures. Included in these approaches is our ability to offer BRCA1 and BRCA2 genetic testing, targeting the two genes responsible for hereditary breast cancer in many families. Compared to patients with similar diagnoses represented in the SEER database, the survival rate for patients who were diagnosed between 2000 and 2003 and received treatment at CTCA was significantly higher.

Prostate cancer is the second most commonly diagnosed cancer among American men, behind skin cancer. Investing in medical technologies allows CTCA to minimize the impact of treatment on surrounding tissues and increase overall outcomes. CTCA is one of a limited number of U.S. facilities to utilize Calypso®, a 4D treatment system that allows our physicians to track the location of tumors during treatment and thus deliver radiation with much more accuracy. Compared to patients with similar diagnoses represented in the SEER database, the survival rate for patients who were diagnosed between 2000 and 2003 and received treatment at CTCA was significantly higher.

Outcomes

CTCA strives to deliver the best treatment results in the market and be transparent with our outcomes. The health system currently tracks clinical survival results for many cancer types and compares them with those in an available national database called the National Cancer Institute’s Surveillance Epidemiology and End Results (SEER) database. SEER collects and publishes cancer incidence and survival data from population-based cancer registries covering approximately 26 percent of the U.S. population.
Accreditations

CTCA cancer hospitals are accredited by a number of professional healthcare organizations, including, but not limited to, the following:

- The Joint Commission
- American Association of Blood Banks
- College of American Pathologists
- American College of Radiology
- American College of Surgeons Commission on Cancer

Quality

- Focus on adult cancers, both advanced and complex
- Latest technology to treat co-morbidities associated with cancer
- Physicians are part of integrated care teams meeting 3 times a week to discuss progress, reduce side effects, and improve outcomes
- Satisfaction surveys and weekly focus groups to better understand avenues for improvement
- Patient centric facility design promoting comfort during treatment