

Value



# Creating Value for our Business Partners



## Efficient Costs for Purchasers and Payers

Employers want the best possible care for employees and dependents who are undergoing cancer treatment, just as patients want to return to “normal life” as quickly as possible. The Cancer Treatment Centers of America® (CTCA) model coordinates the typically decentralized process of cancer care under one roof and applies principals of Lean thinking to streamline the overall patient experience. This allows the system to operate as one of the most efficient providers of cancer care in the country, according to a study by Milliman, Inc. Overall costs are managed by:

- Superior outcomes as driven by our integrated model and application of evidence based clinical pathways
- Reduced test duplication using our comprehensive, coordinated care model
- Decreased total time to treatment due to the application of Lean Six Sigma efficiency principles
- Improved internal efficiency and error reduction with use of a system-wide Electronic Health Record (EHR)

## Impact on the Workforce

Patients undergoing cancer treatment can suffer from symptoms that negatively impact their quality of life, causing increased absenteeism and often the election of short- or long-term disability. CTCA strives to enhance each patient’s quality of life during and after treatment to reduce the costs associated with lost employee productivity, which can be a burden for both patients and employers.

CTCA further increases time at home and in the workplace for patients through decreased scheduling delays, wait times for treatment and internal errors. We also provide a multidisciplinary team of cancer experts who collaborate under one roof, eliminating the need for patients to travel to multiple locations for specialist visits.



Our commitment to provide high-quality, comprehensive patient care while ensuring the most efficient processes distinguishes CTCA from peer treatment facilities in measurable and tangible ways:

- Most CTCA patients begin treatment within 24 hours of scheduling their initial appointment. Insurance verification, collection of medical records, appointment scheduling, and travel and lodging arrangements are all completed before a patient's first visit. This eliminates thousands of non-value-added hours annually.
- We have reduced the average time to register new patients to under 10 minutes, the time to receive results of most diagnostic tests to within hours, and significantly improved turnaround times for many tasks, such as a 20 percent time reduction in chemotherapy preparation.

- CTCA care teams collaborate under one roof and meet three times a week to discuss individual patient care.
- We regularly conduct patient surveys and focus groups to discover new opportunities to improve each patient's treatment experience.

Our comprehensive care model and focus on quality of life and efficient processes helps patients return to work sooner, stay at work with fewer interruptions, and increase professional productivity.



Winning the fight against cancer, every day.®