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ABSTRACT SESSIONS 2

MA05 USING REAL WORLD AND PATIENT REPORTED DATA TO IDENTIFY GAPS AND NEEDS FOR PEOPLE WITH LUNG CANCER: IMPACTS OF THE COVID-19 PANDEMIC, TREATMENT PATTERNS, AND PSYCHOSOCIAL IMPACTS THURSDAY, SEPTEMBER 09, 2021 - 08:15-09:15

MA05.01

Patients' Experiences During COVID-19: Insights from The Second Global Lung Cancer Coalition Patient Experience Survey



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Introduction: The Global Lung Cancer Coalition (GLCC) is a partnership of 41 patient organisations across 30 nations, dedicated to improving outcomes for lung cancer patients. In 2020, the GLCC conducted its first global patient experience survey, using member networks to canvas patients' opinions on their care. In 2021, the GLCC wanted to explore how COVID-19 had affected patients' experiences of lung cancer care, so determined to undertake a second survey.

Methods: The GLCC reconvened its steering group, adding representatives from Spain and South Africa. The steering group agreed a list of 27 questions for patients and carers. Some questions from the 2020 survey were reprised, including: Whether patients feel involved in decision-making Whether patients feel treated with dignity and respect by their treatment team The survey asked new questions on: The physical and mental impact of a lung cancer diagnosis How COVID-19 had affected diagnosis and treatment pathways and patients' mental and physical health Opinions on virtual (telephone or video) consultations, where offered in place of face-to-face consultations From where patients seek information For each participating country, the agreed questions were translated into the native language. An additional survey was developed in English with a question asking respondents which country they were from, allowing English-speaking patients to participate even if not from one of the participating members' countries. Surveys were distributed via members' supporter networks, newsletters and social media. As some members felt one month was insufficient time to gather responses, the survey was kept open in the majority of countries for two months, between February and April 2021. **Results:** The survey was distributed in 17 out of the 40 countries where the GLCC has members: Argentina, Australia, Brazil, Bulgaria, Canada, Denmark, Ireland, Israel, Italy, Mexico, The Netherlands, Portugal, Spain, Taiwan, The UK, The USA and a pan-African survey. This includes four countries who didn't take part in the 2020 survey. One member said that COVID-19 meant they could not participate in the initiative because they needed to prioritise their resources to responding to patients' needs. The analysis of the findings will be undertaken in May 2021. The GLCC is keen to submit these data as a late-breaking abstract(s) for the World Conference on Lung Cancer. The GLCC plans to produce global and national reports for use in advocacy, with comparisons to 2020 data where members participated in both surveys. **Conclusion:** We are extremely grateful to all the patients and carers for their time and insights in responding to the survey, and to members for distributing the survey while occupied with supporting people with lung cancer. The findings will continue to support the GLCC's advocacy work as healthcare systems begin to recover from COVID-19. We hope they will also be useful in guiding lung cancer

services and policymakers into those areas which are most important to patients and which should be prioritised as part of efforts towards recovery. **Keywords:** Survey, patient experience

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Impact of Covid-19 on Lung Cancer Care and Utilization of Patient Support Resources



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Introduction: The COVID-19 pandemic has caused significant effects on rates of cancer diagnosis, treatment, and accessibility of cancer care (Wu et al., World J Oncol, 2021). Barriers to seeking timely oncology care may lead to lung cancer patients being diagnosed at later stages or interruption of optimal therapy once diagnosed. This study examines the impact of COVID-19 pandemic on lung cancer care in the GO2 Foundation Care Continuum Centers of Excellence (CCCOE) network and on the utilization of patient support resources provided by the GO2 Foundation. **Methods:** An annual survey of the Care Continuum network, COE Impact Study, is conducted each summer to assess quality care metrics of lung cancer patients from diagnosis through treatment, care, and survivorship. In 2020, the impact of COVID-19 on lung cancer diagnosis and care was added to the survey. The survey is designed to deliver both quantitative and qualitative results about the impact of COVID-19 on lung cancer patients. GO2 Foundation also conducted a comparative analysis of 2020 data to prior years on the number of patients contacting GO2 Foundation for Lung Cancer's support helpline, and health care providers (HCPs) requesting educational materials to determine the impact of the COVID-19 pandemic on patient support services utilization. **Results:** A total of 27 CCCOE programs across the US participated in the survey. 60% of COE survey respondents reported a decrease in new lung cancer diagnoses during the pandemic compared to 2019. Survey respondents were also asked to report any long-term impacts they felt the pandemic would have on lung cancer care. The most frequently expressed concern was 'delays in diagnosis or treatment' as a long-term impact of COVID-19. In response to question about changes in patient attitudes due to COVID-19, most respondents reported 'fear of contracting COVID-19' from a pre-defined options list as the biggest concern among patients. There was a 35% decrease in patient and caregiver request volume on the GO2 Foundation's Helpline in 2020 compared to the previous year. There was a 13% decrease in helpline usage from quarter 1 to quarter 2 in 2020, whereas the average change in helpline usage from quarter 1 to 2 in the past 2 years was only 3%. Requests from health care providers (HCPs) for printed patient educational materials from GO2 Foundation saw a 38% decrease compared to the previous year. **Conclusion:** A majority of GO2 Foundation CCCOE programs noted a decrease in lung cancer diagnosis rates during the COVID-19 pandemic. In addition, patient support services offered by GO2 Foundation for Lung Cancer also saw a decrease in use compared to previous years. These changes highlight the far-reaching impact of COVID-19 on lung cancer diagnoses, treatments, and support services utilization by patients. Increased awareness of the pandemic's effects on lung cancer care throughout the medical community is important to prepare for meeting patient needs during the post-pandemic period. **Keywords:** lung cancer, covid-19, diagnosis rates

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Considering the Continued Impact of the COVID-19 Pandemic on Patient Advocacy and Support Organisations



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