



Hutchinson Institute for  
Cancer Outcomes Research

# Value in Cancer Care Summit 2025

**Stronger Together: Reimagining Systems to  
Empower Patients and Clinicians**

Scott Ramsey and Veena Shankaran  
Bell Harbor Conference Center, Seattle, WA  
November 6, 2025

# Welcome!







# Agenda

8:30-10:30am	Morning Sessions <ul style="list-style-type: none"><li>• <b>Patient Perspective on Navigating Insurance and Care</b>, Dr. Bárbara Segarra-Vázquez</li><li>• <b>Addressing Burnout from the Patient and Provider Perspective</b>, Dr. Fay Hlubocky</li></ul>
10:30-11:00am	Morning Break
11:00am-12:30pm	Mid-Morning Sessions <ul style="list-style-type: none"><li>• <b>Increasing the Accessibility of Early Palliative Care for Patients with Cancer</b>, Dr. Jennifer Temel</li><li>• <b>Hope, Prognosis, and Trust: Why the Ground is Shifting Beneath Us</b>, Dr. Anthony Back</li><li>• <b>Learning from Patients and Communities: Shared Decision Making for People Living with Cancer</b>, Gwen Darien</li></ul>
12:30-1:30pm	Lunch
1:30-3:00pm	Afternoon Sessions <ul style="list-style-type: none"><li>• <b>How Pain Management Can Impact the Patient Experience</b>, Dr. Dermot Fitzgibbon</li><li>• <b>Substance Use Disorder in Cancer Care</b>, Drs. Chris Chen and Julia Ruark</li></ul>
3:00-3:30pm	Afternoon Break
3:30-4:30pm	Mid-Afternoon Session <ul style="list-style-type: none"><li>• <b>Innovations in Patient Care and Coordination</b>, Dr. Sibel Blau, joined by Dr. Keith Eaton, Dr. Bárbara Segarra-Vázquez and Gwen Darien</li></ul>
4:30-5:15pm	Cocktail Reception

# 2025 Value in Cancer Care Steering Committee

Kristine Rinn, MD	Cancer Care Northwest
Erica Harrington	Compass Oncology
Julie Smith, MD	Confluence Health
Karin Larson-Pollock, MD	Fred Hutch Cancer Center
Janet Freeman-Daily, MS, Eng	GrayConnections.net
Eric Chen, MD	Kaiser Permanente
Blair Irwin, MD, MBA	MultiCare Regional Cancer Center, Auburn
Sibel Blau, MD	Northwest Medical Specialties
Susanne Quistgaard, MD	Premera Blue Cross
Perry Soriano, MD	Providence Regional Cancer Partnership
Nicole Saint Clair, MD	Regence
Kelly Mardesich, MHA, BSN, RN	Skagit Regional Health
Sara Grethlein, MD, MBA	Swedish Cancer Institute
Ashwani Rajput, MD	Swedish Cancer Institute
Nancy Thompson, RN, MSN, AOCNS	Swedish Cancer Institute
Camille Biggins, MHA	Virginia Mason Franciscan Health
Karen Hemeon, RN	Virginia Mason Franciscan Health
Joseph Rosales, MD	Virginia Mason Franciscan Health
Drew Oliveira, MD	Washington Health Alliance
Christopher Chen, MD, MBA	Washington State Health Care Authority
Heather Schultz, MD	Washington State Health Care Authority
Yarrow McConnell, MD	MultiCare Cancer Institute
Richard McGee, MD	Washington State Medical Oncology Society (WSMOS)



# Thank You to Patients, Advocates, and Community Partners

- Patients, advocates, caregivers and patient partners have contributed to the Summit and to HICOR's research program!
- Special welcome to those who are with us for the first time today.

# Thank You Summit Sponsors!

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COMMUNITY PARTNERS

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# Thank You Summit Sponsors!

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## GOLD



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## SILVER



## NETWORK BREAK

American Cancer Society

Puget Sound Oncology Nursing Society

Fred Hutchinson Cancer Center



# What we hope you will do today

- Engage with us
  - Ask questions
  - Share your story (briefly, so others can too!)
- Meet someone new
  - Take advantage of the opportunity to talk to someone with a different perspective
- Celebrate our unique and special cancer care community
  - Happy hour is on us!

# HICOR team is here to support you!



# Reimagining Systems to Empower Patients and Clinicians

Veena Shankaran

# Achieving Whole Person Collaborative Care





# Framing the Day: Patient and Provider Challenges

## Navigating Insurance



Access  
Cost  
Coverage

## Burnout

System Navigation  
Fatigue  
Logistics

## Trust and Communication

Understanding Care Plan  
Stigma Concerns  
Unfamiliar Context



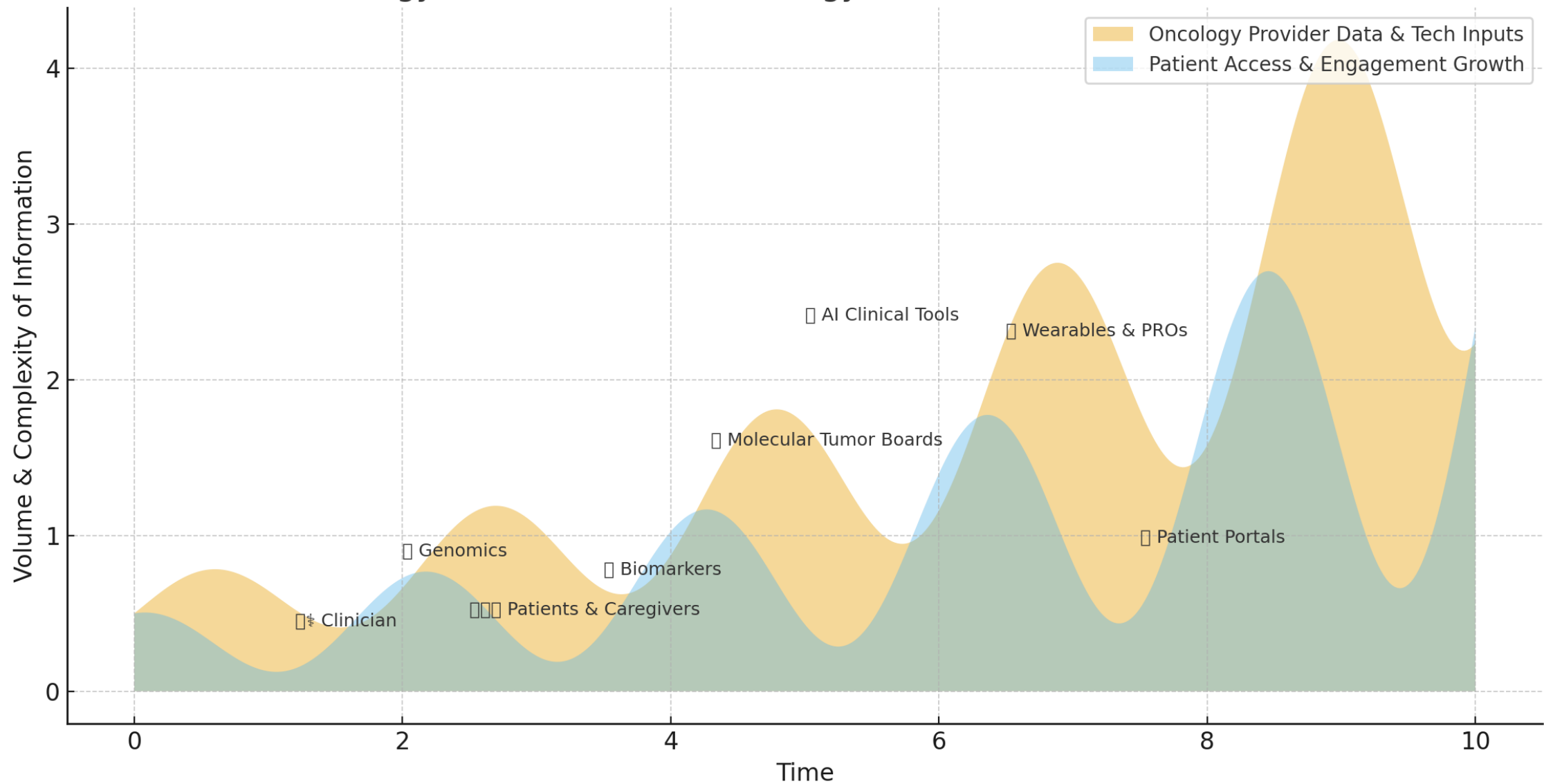
Patient Access  
Prior Authorization  
Pathways and Formularies

Volume  
Administrative Burden  
Time

Time to Listen  
Cultural Literacy  
Social Context



# The Oncology Data Tsunami: Technology, AI, and Information Acceleration



# 21<sup>st</sup> Century Cures Act

Mandated the immediate and direct release of electronic health record (EHR) information to patients.



- Lab and pathology results
- Radiology Reports
- Clinical Documentation

## Patient



- Difficult to interpret results
- Increased anxiety and confusion

## Provider



- Increase in direct portal messages from patients
- Negative impacts on in-clinic communication
- Burnout

# Immediate Radiology Result Release in Oncology

Impacts may be magnified in patients with cancer.

Radiology imaging studies represent the gold standard for staging/restaging in patients with cancer; often accompanied by heightened worry / anxiety – termed “scanxiety.”

## PROS:

Allowing patients / families to process good or bad news privately / prepare questions

## CONS:

- Non clinically-relevant findings may distract
- Overwhelm / despair
- Cancelling clinic visits
- Using AI / Chat GPT – incorrect information

# Patient Survey Results

## Mental Health Impacts

Most patients report feeling **fearful, anxious, worried** when they receive radiology reports before discussing with their doctor.

## Communication

68% contacted clinic right away after getting results

88% report that care team responds to calls and portal messages

## General Perspectives on 21<sup>st</sup> Century Cures Act

62% of patients felt that release of radiology results as soon as available was the best approach

Older patients (65+) were more likely to prefer immediate release than younger patients (<65) (76% vs. 48%, 0.004)

# Provider Focus Group Results

## Patient Autonomy & Access

Empowering transparency and patient control is a good thing

Enable patient choice in how to receive results

## Patient Emotional Distress

Unclear or alarming terminology often increases worry

High variability in patient reactions

## Workflow Burdens

Surge in patient calls, emails, and portal messages

Time spent clarifying benign findings reduces efficiency

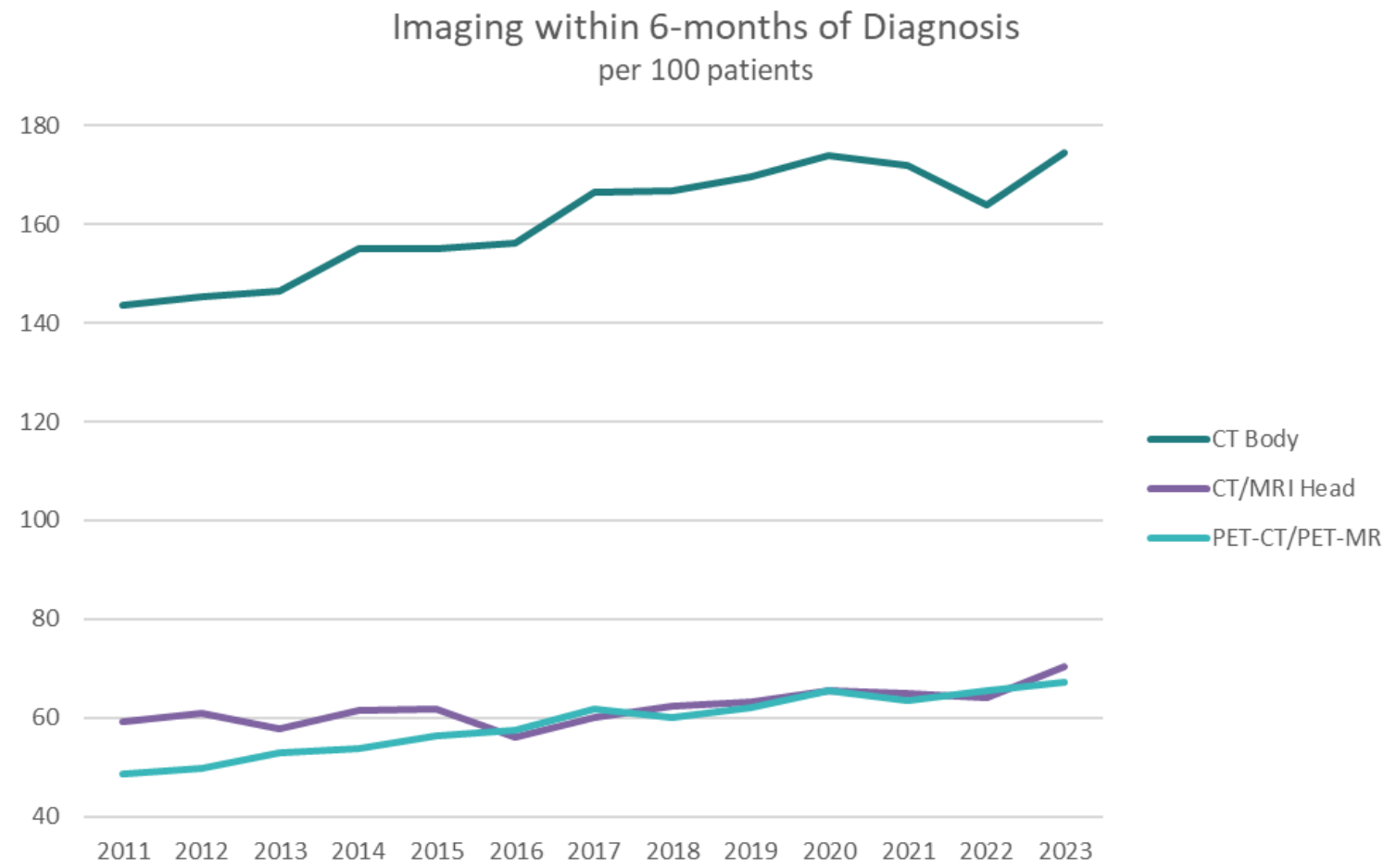
## Incidental Findings & Overdiagnosis

“Incidentalomas” lead to extra tests and anxiety

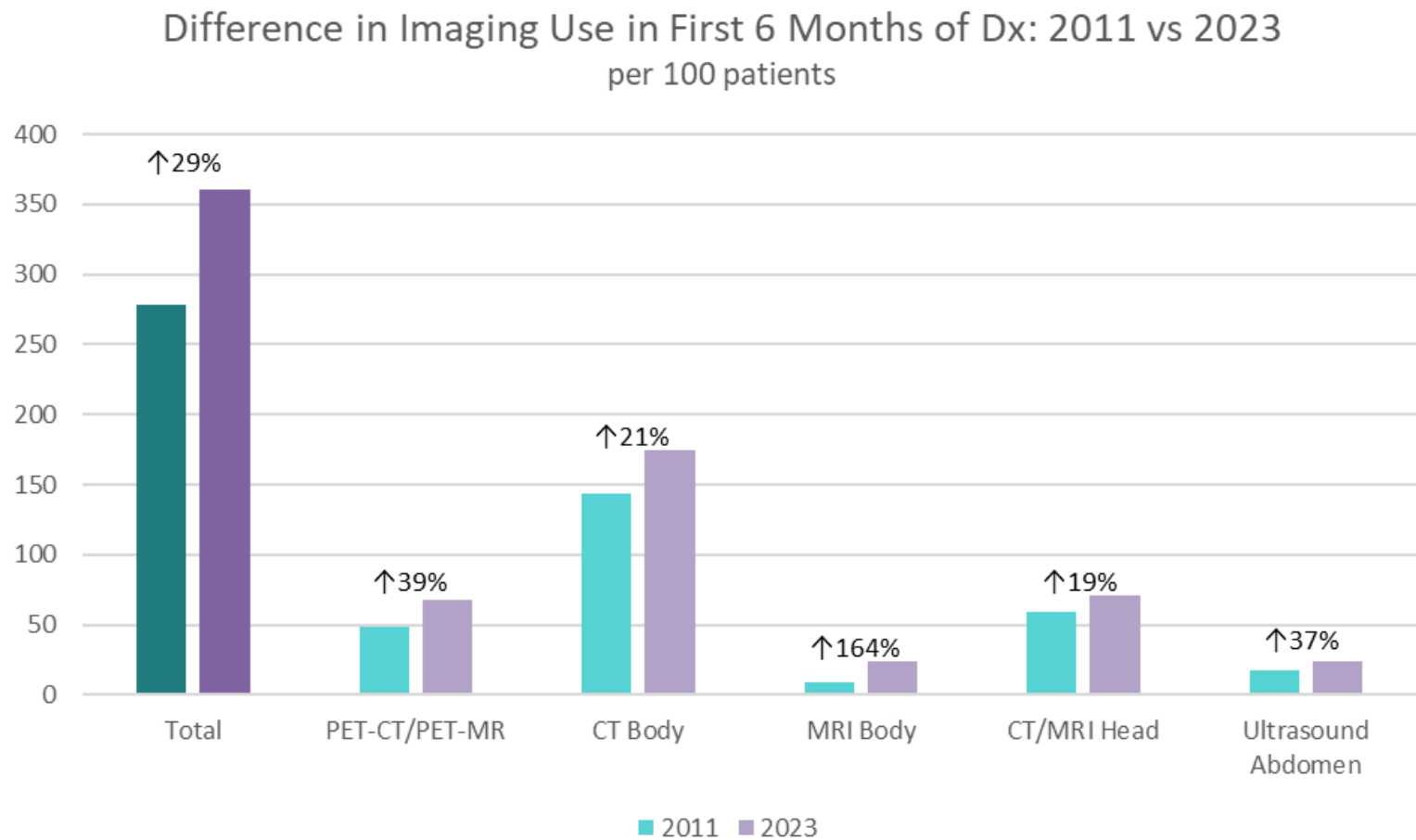
Radiologists face tension in under vs. over reporting findings



# Imaging Use is Increasing in Washington State



# All Types of Imaging Have Increased in Washington State

















# Potential Interventions – For Consideration

- AI generated patient-friendly translated report
- Provider templated EPIC message to patients – set expectations
- AI tool to help pull out actionable incidental findings
- Implementing a delayed release in advanced cancer pts

# Expanding Trials Program

Please contact  
Karma Kreizenbeck  
([kkreizen@fredhutch.org](mailto:kkreizen@fredhutch.org))  
to share your ideas or  
learn more about this  
work.

Title	PI	Overview	Target Enrollment	Partnering Clinic(s)
 DISCOVER	Scott Ramsey	Assess the relationship between insurance status, health-related social needs, and symptoms during chemotherapy.	60	 Spokane and Puget Sound
 PAYMENT	Veena Shankaran	Test a randomized intervention of unrestricted payments to cancer patients following diagnosis to improve outcomes.	20	 Vancouver
 PRO-ACTIVE	Erin Gillespie	Assess if virtual fitness program reduces cancer-related fatigue in patients undergoing radiation for breast cancer.	60	 Spokane and Puget Sound
 Talking About Cancer	Megan Shen	Assess if a remote training intervention helps patients with advanced cancer and their informal caregivers with advanced care planning.	40	 Mount Vernon  Everett
 REGENT	Hiba Khan	Assess feasibility, uptake, and patient/provider satisfaction of a remote, comprehensive germline genetic testing program.	50	 Burien
 FLoC	Allison Cole	Assess the impact of a social prescribing intervention on cancer survivor loneliness, quality of life, and receipt of guideline-concordant survivorship care.	20	 Mount Vernon  Ketchikan, AK

# HICOR Happenings

- Next HICOR Community Cancer Care Report – June 2026
- Updates:
  - Removing metrics with overall high adherence
  - Updating metrics to match current guideline specifications (e.g. Adding CLL to the population measured in hospitalizations during chemotherapy)
  - Adding new metrics (e.g. Use of sentinel lymph node biopsies for early-stage hormone receptor-positive breast cancer)