



North Carolina Oncology Management Society

Live Lecture with Virtual Streaming

Maintaining Meaningful Relationships... Navigating *Financial Toxicity* in a Patient's Oncology Journey

Wednesday – June 4, 2025

- 3:00 pm – 5:00 pm** **Registration & Exhibit Setup ~ Mezzanine**
- 6:00 pm – 8:00 pm** **Reception ~ North Lawn**
Introductions - Corporate Sponsors & Exhibitors and NCOMS Members

Thursday - June 5, 2025

- 7:00 am** **Registration ~ Mezzanine**
- 7:00 am – 8:00 am** **Breakfast ~ Coffee & Networking with Exhibitors**
- 8:00 am – 8:45 am** **Welcome and Opening Remarks**
Kandis Hill, Clinical Manager, RN, Physicians East, NCOMS President
- 8:45 am – 10:15 am** **Say What You Mean in a Nice Way: Communicating with Kindness and Compassion**
Sarita Maybin, International Speaker 20+ Years, “Work Together Better”, Author
- Discover how to transform uncomfortable conversations into constructive communication in this engaging presentation inspired by Sarita Maybin's second book *Say What You Mean in a Nice Way*. Learn practical solutions for communicating with compassion, kindness and civility—in person and online. Gain fresh insights on how to say what you mean and mean what you say in a nice way.
- Keynote Presentation highlights include:
- Communicate with C.A.R.E. for positive results
 - Gain cooperation even when you're not in charge
 - Navigate the dialogue dilemmas of online communication
- 10:15 am – 10:45 am** **Break ~ Networking with Exhibitors**
- 10:45 am – 12:15 pm** **Part II - Breakout Session - Say What You Mean in a Nice Way: Communicating with Kindness and Compassion**
Sarita Maybin, International Speaker 20+ Years, “Work Together Better”, Author
- Find out how to keep the contagious effect of others' negativity from rubbing off on you
 - Discover four behaviors that make or break relationships
 - Learn strategies for responding to difficult personalities and working together better
- 12:15 pm – 1:00 pm** **Lunch ~ Networking with Exhibitors**



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Thursday - June 5, 2025 (continued)

1:00 pm – 2:00 pm **Understanding the Governmental Programs that can help alleviate Financial Toxicity in Cancer Care**
Sharon Hurff, MSW, LCSW, LISW, Clinical Social Worker, Atrium-Levine Cancer Institute

Objectives:

- Provide a comprehensive overview of disability benefits, Medicare, and Medicaid, focusing on eligibility criteria and application processes for individuals affected by cancer.
- Discuss the concept of financial toxicity in cancer care, its impact on patients and families, and the importance of financial planning in treatment decisions.
- Encourage an interactive discussion where participants can ask questions, share experiences, and seek clarification on topics related to financial assistance and healthcare support.

2:00 pm – 2:30 pm **Break ~ Networking with Exhibitors**

2:30 pm – 4:00 pm **TBD**

4:00 pm – 5:00 pm **NCOMS Member Meeting– MEMBERS ONLY PLEASE**

5:00 pm **Adjourn ~ Dinner is on your own**

Friday - June 6, 2025

7:00 am – 8:00 am **Breakfast ~ Networking with Exhibitors**

8:00 am – 10:00 am **Strategies for Improving Patient Experience through Oncology Team-Patient Financial Dialogue.**
Jan Hailey, MHL, CMC, CMCO, CMIS, CMOM, CMCA-E/M, Independent Healthcare Consultant

Cancer treatment can be a daunting journey, not just due to the physical and emotional challenges, but also because of the significant financial burden it often imposes on patients and their families. As the cost of cancer care continues to rise, the need for effective financial dialogue between oncology teams and patients becomes increasingly critical. Addressing these financial concerns can significantly improve the patient experience, reduce stress, and enhance overall treatment adherence and outcomes.

Key Objectives:

1. Understand patient's financial concerns
2. Learn to build effective communication skills
3. Integrate financial navigation services
4. Leverage technology for financial transparency
5. Create a culture of openness
6. Discuss ethical considerations in financial discussions

10:00 am – 10:30 am **Break ~ Networking with Exhibitors**



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Friday - June 6, 2025 (continued)

10:30 am – Noon

Strategies for Mitigating Economic Burden in Cancer Care

Jan Hailey, MHL, CMC, CMCO, CMIS, CMOM, CMCA-E/M, Independent Healthcare Consultant

The economic burden of cancer care is substantial, impacting patients, families, and healthcare providers. This burden comprises both direct costs, such as treatment, medication, and hospitalization expenses, and indirect costs, including loss of income, travel, accommodation expenses, and caregiving costs.

Current economic challenges affect every aspect of the patient's life. Inefficiencies in healthcare delivery, limited access to affordable treatment due to high costs and insurance gaps, and significant economic disparities affecting low-income communities contribute to the increasing challenges. The financial burden of cancer care extends beyond the treatment phase, as survivors face medical debt and the uncertainty of future costs.

Innovative treatment approaches that offer integrated care and efficient resource utilization must be considered. Efforts to minimize the economic burden on cancer patients must be implemented to improve the patient's quality of life and treatment experiences.

Key Objectives:

1. Address the direct and indirect costs of cancer care
2. Discuss innovative care approaches and efficient use of available resources
3. Address socioeconomic disparities
4. Address insurance, coding, and billing challenges

Noon – 1:00 PM

LUNCH ~ *NCOMS Member's networking lunch and good byes!*

Grand Prize Give-A-Way & Door Prize Drawings

You must be present to win!

CEU INFORMATION

This program has been submitted for approval to AAPC and the North Carolina Nurses Association.