

ACS Cancer Conference 2025

March 12-14 | Phoenix, AZ

Reducing Access Disparity Through Lodging Partnerships to Cancer Patients Cared for in a Comprehensive Cancer Center

Karline Peal, MBA



VUMC Main Campus



New Jim Ayers Tower

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Vanderbilt-Ingram Cancer Center

Patient Care Center Quick Facts



>240K

patient visits
per year

>9000

analytic cases



>430

FTEs including
Regional and Inpatient

>180

providers across all
cancer specialties

15 sites across **7** counties in Middle TN



156

Exam Rooms



133

Infusion Chairs



9

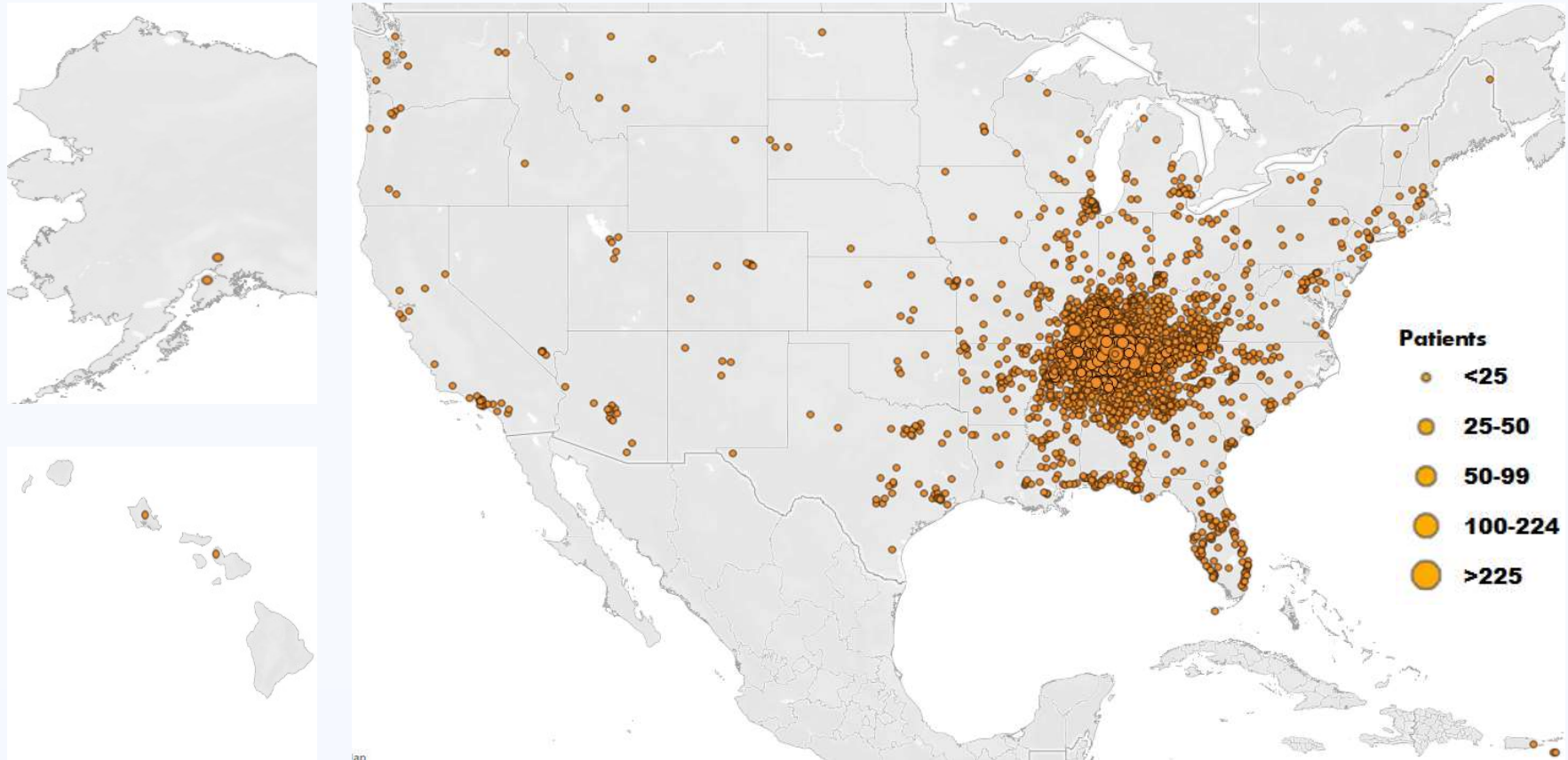
Linear
Accelerators



- ❖ NCI Designated Comprehensive Cancer Center
- ❖ Commission on Cancer
- ❖ National Comprehensive Cancer Network
- ❖ FACT Accredited
- ❖ NAPBC Accredited
- ❖ Quality Oncology Practice Initiative

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FY24 Vanderbilt-Ingram Cancer Center Patient Origin



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>47K Distinct Patients across 50 states

Patient Lodging Background

- Lodging partnerships are crucial in **reducing financial toxicity and improving access to healthcare** for patients diagnosed with cancer
- Treatment often requires multiple visits on a weekly or daily basis
- **Travel costs** further impose **financial strain** on patients and families, exacerbating high costs of cancer care, often **detering patients from seeking care**
- According to the American Cancer Society:
- Each year, 200,000 people travel 40+ miles to receive the cancer treatment they desperately need, and this number is growing. With a typical cancer regimen of surgery and radiation lasting six to eight weeks, travel often skyrockets the cost of care

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Sherry Vick

Lodging Coordinator

- **Lodging coordinator services are available Monday to Friday, 8:00 a.m. to 4:30p.m**
- Sherry assists with finding hotels and other accommodation options in Nashville that meet the patient needs and budget
- Sherry also helps patients with any lodging benefits they may have



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Our Partners



Hope Lodge



Hospitality House



Marriott

- These locations are a just snapshot of our key partners. We leverage many other locations across Nashville and Middle TN to accommodate our patients in need

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Patient Communication Flyer

VANDERBILT UNIVERSITY
MEDICAL CENTER

VANDERBILT-INGRAM-CANCER CENTER



American Cancer Society Hope Lodge



Hospitality House of Nashville

Patient Lodging Assistance

If you are a cancer patient and in need of lodging assistance while you receive treatment with us, we are here to help!

Please use the QR code below to complete the online intake form to get started. Our Lodging Coordinator will then call you to discuss your options.



If you prefer, our Lodging Coordinator can be reached directly at (615)-322-2278

Electronic QR Patient Intake Form

Cancer Patient Lodging Intake

AAA

Please complete the survey below to initiate the Vanderbilt-Ingram Cancer Center lodging assistance process. After completing, our lodging coordinator will be reaching out to you to discuss your options.

Thank you!

Patient Name

First

Last

Email Address

Address & Demographic Information

Home Street Address

City

State

Zipcode

Primary Phone

☐ Home ☐ Cell

Primary Language

☐ English

☐ Spanish

☐ Other

Diagnosis Information

Diagnosis Date (if known)

Today

M-D-Y

Type of Cancer (if known)

Type of Cancer Treatment

☐ Chemotherapy

☐ Radiation

☐ Surgery

☐ Stem Cell Transplant

☐ Immunotherapy

☐ Clinical Trial

Treatments per Week (if known)

Key Contact Information

Caregiver Name (first & last)

Relation to Patient

☐ I am the patient

☐ Family Member

☐ Friend

Caregiver Phone

Emergency Contact Name (first & last)

Relation to Patient

☐ I am the patient

☐ Family Member

☐ Friend

Emergency Contact Phone

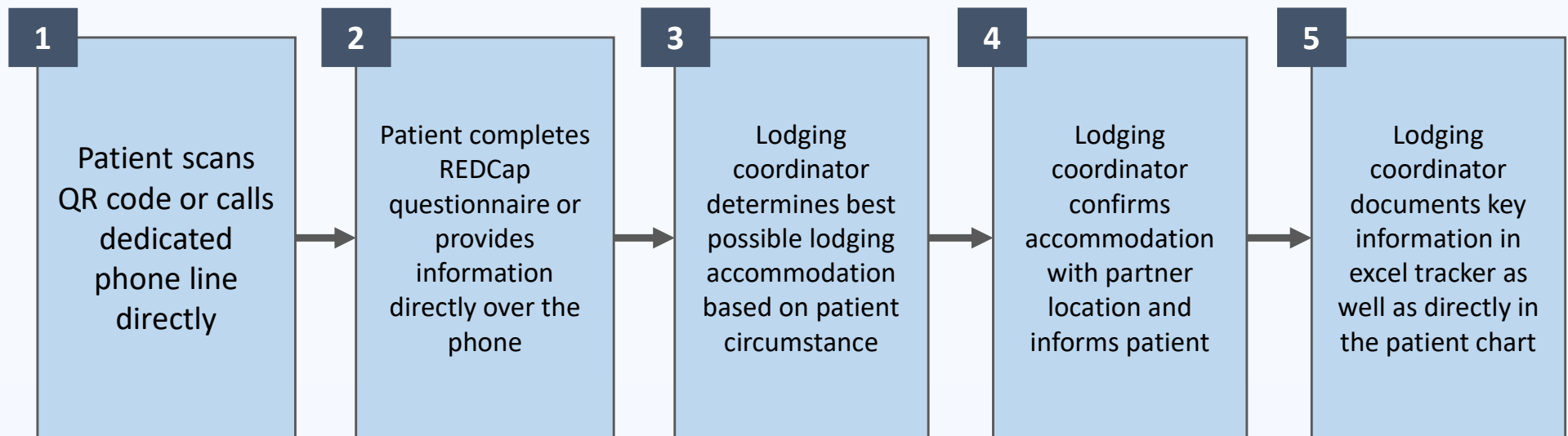
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Our Process



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Examples of Coordinated Guest Upgrades

- **Leather electric oversized recliners** for patients that cannot either lay flat or need to sit up to sleep due to esophageal cancer etc.
- **Stand Alone toilet grab bars** (removable) for patients needing assistance going from standing to sitting
- **Shower chairs** for patients unable to stand in the shower or able to climb in a bathtub
- **Wheelchairs** for non-mobile patients while on their property
- **Ginger Ale** to settle upset stomachs from chemo (these are waiting in the room for the patients when they arrive)
- **Kitchenettes** for patients staying more than one night without an additional charge
- **Free parking**
- **Crushed Ice Machine** for patients
- **Waive Pet Fee**
- **Complimentary Breakfast** for all



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Lodging Coordinator Data Tracking

	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W
1927	1/6/2025	1/9/2025	hotel	1	1	\$129.21	Hampton Inn Elliston													
1928	1/6/2025	1/7/2025	hotel	1	1	\$117.59	Courtyard Marriott West End													
1929	1/6/2025	1/9/2025	hotel	1	1	\$117.59	Courtyard Marriott West End													
1930	1/6/2025	1/13/2025	hotel	1	1	\$117.59	Courtyard Marriott West End													
1931	1/6/2025	1/22/2025	hotel	1	1	\$117.59	Courtyard Marriott West End													
1932	1/7/2025	1/7/2025	hotel	1	1	\$129.21	Hampton Inn Elliston													
1933	1/7/2025	1/13/2025	hotel	1	2	\$117.59	Hampton Inn Elliston rate was \$129.21 was able to have \$117.59 savings \$11.62													
1934	1/7/2025	1/7/2025	hotel	1	1	\$129.21	Hampton Inn Elliston													
1935	1/7/2025	01/14/2025	hotel	1	1	\$117.59	Courtyard Marriott West End													
1936	1/7/2025	02/07/2025	hotel	1	21	\$100.00	Hampton Inn Elliston rate was \$129.21 was able to have \$100.00 savings \$484.25													
1937	1/7/2025	1/12/2025	hotel	1	2	\$129.21	Hampton Inn Elliston													
1938	1/7/2025	1/21/2025	hotel	1	1	\$117.59	Courtyard Marriott West End													
1939	1/7/2025	1/20/2025	hotel	1	1	\$117.59	Courtyard Marriott West End													
1940	1/7/2025	1/14/2025	hotel	1	3	\$129.21	Hampton Inn Elliston													
1941	1/7/2025	1/12/2025	hotel	1	2	\$117.59	Courtyard Marriott West End													
1942	1/8/2025	1/9/2025	apartment	1	100	\$109.00	Finesse Apartments waive security deposit, will need to pay administration fee \$150.00 patient and \$35.00 for caregiver, taxes have been waived because of 100													
1943	1/3/2025	1/5/2025	hotel	1	1	\$65.28	Hampton Inn Elliston rate was \$129.21 was able to have \$65.28 savings \$63.93 full breakfast no parking fee													
1944	1/3/2025	1/5/2025	hotel	1	1	\$65.28	Hampton Inn Elliston	*****												
1945	1/3/2025	1/5/2025	hotel	1	1	\$65.28	Hampton Inn Elliston	*****												
1946	1/3/2025	1/4/2025	hotel	1	2	\$65.28	Hampton Inn Elliston	*****												
1947	1/3/2025	1/4/2025	hotel	1	2	\$65.28	Hampton Elliston	*****												
1948	1/8/2025	1/10/2025	hotel	1	2	\$198.86	Vanderbilt Marriott 2525 West End													
1949	1/8/2025	1/20/2025	hotel	1	3	\$129.21	Hampton Inn Elliston													
1950	1/8/2025	1/20/2025	hotel	1	2	\$129.21	Hampton Inn Elliston													
1951	1/8/2025	1/12/2025	hotel	1	3	\$117.59	Courtyard Marriott West End													
1952	1/8/2025	2/5/2025	hotel	1	1	\$129.21	Hampton Inn Elliston													
1953	1/8/2025	4/21/2025	hotel	1	1	\$129.21	Hampton Inn Elliston													
1954	1/8/2025	1/15/2025	hotel	1	1	\$117.59	Courtyard Marriott West End													
1955	1/8/2025	2/3/2025	hotel	1	1	\$129.21	Hampton Inn Elliston													
1956	1/9/2025	1/29/2025	Hope Lodge	1	2	\$0	Hope Lodge													
1957	1/9/2025	1/22/2025	Hope Lodge	1	35	\$0.00	Hope Lodge													
1958	1/9/2025	1/15/2025	Hope Lodge	1	1	\$0.00	Hope Lodge													
1959	1/9/2025	1/14/2025	Hope Lodge	1	3	\$0.00	Hope Lodge													

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Key Patient Data

	2023 (May-Dec)	2024	Total
Hotel	1,534	2,325	3,858
Hope Lodge	324	493	817
Total Patients	1,944	2,945	4,889
Total Nights Stayed	6,923	10,323	17,246
Total Savings	\$1,547,612	\$2,187,938	\$3,735,551

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Patient Feedback

- “Sherry Vick has been outstanding assisting me with housing.”
- “Lodging Coordinator is Excellent! Very efficient and quick response make sure we had a room for all the multiple stays we had over the past year in Nashville.”
- “I was forwarded to Ms. Sherry with lodging to help us have a place to stay during our son's chemotherapy. I want you to know as a mother going through this nightmare how much we appreciate Ms. Sherry's compassion, friendliness, and efficiency as she took the burden of finding lodging off of my already overwhelmed plate. Ms. Sherry answered questions about the area as we live out of state and even took time to wish (our son) well on his treatment. Please thank her for being a light in a dark, unfamiliar time for our family.”

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Key Takeaways

- An established process/workflow allows for greater patient access to highly specialized cancer services across a broader region
- Awareness of program to patients and staff is essential to ensure maximum utilization
- A dedicated coordinator reduces emotional and time burden on patients, staff, and clinicians
- Community partners *want* to help and have been very engaged
- Patient & Family Advisory Council support and promotion

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