



## How CancerAid changed the lives of front-line services, construction, and professional service employees impacted by cancer

**Minter  
Ellison.**

Professional Services:  
international law firm

2,500 employees



Multinational construction,  
property and infrastructure

>13,000 employees



Front-line services

10,000 employees



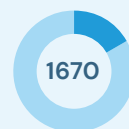
# Background

MinterEllison, Western Australia Police Force and Lendlease are leaders in employee wellbeing.

As cancer diagnosis rates in employee populations continue to rise, each employer wanted a solution to address the different ways cancer impacted their organization:

1. the health of diagnosed employees
2. the health of employee caregivers (caring for a family member with cancer)
3. return-to-work outcomes and productivity
4. managers and Human Resources teams
5. colleagues of those impacted by cancer
6. medical costs

## In company of 10,000 employees



will get cancer during their working life



will get cancer during their lifetime



employees are informal cancer caregivers right now

After speaking with each customer, CancerAid identified the following challenges:

- 1 Employers are concerned about overstepping the clinician-patient relationship
- 2 Employers are unsure when and how to intervene in the patient journey
- 3 Complexity: there are 120 disease sub-types, and a number of economic, financial, and work-related factors influencing recovery
- 4 Employers are uncertain with their ability to communicate with the employee effectively around diagnosis, progress, and recovery



# Problem

## Diagnosed employees

---

Approximately 45% of people diagnosed with cancer in the United States are of a working age. Unfortunately, around 40% of cancer survivors never return to work. In addition to poor return-to-work outcomes, employees experience unnecessary and avoidable hospital visits, typically arising from:

- Lack of self-support and toxicity management, resulting in costly hospitalizations
- Unaddressed depression and anxiety, hindering treatment and recovery
- Inadequate at home pain management (~40%), accounting for the majority of emergency presentations
- Inadequate physical activity, which worsens fatigue and delays recovery

## Employee caregivers

---

Providing unpaid care to someone diagnosed with cancer is an intense experience that comes at great cost to the carer's own health and wellbeing (up to 46% experience anxiety and depression). This also results in a 15% reduction in productivity for unsupported employee caregivers.

## Colleagues, Managers, Human Resources

---

Cancer doesn't exist in a vacuum. Managers, HR teams, and colleagues are severely affected when an employee is diagnosed with cancer or if an employee becomes a carer for someone with cancer. It was important to each business that our solution empowered these cohorts with the education and tools to enable them to support diagnosed employees.



# Solution

## Diagnosed employees

---

For diagnosed employees, each diagnosed employee had access to the 12-week support, education and coaching digital care platform (the Coach Program). The program covers the key areas of cancer self-management and recovery (for example, exercise, diet, and sleep).

Employees were assigned a personal health coach, who worked with the employees to take proactive steps to improve their physical and mental health. When employees were ready, CancerAid helped plan their return-to-work and build their self-confidence around work.

## Employee caregivers

---

CancerAid provided each employee caregiver a 6-week support and coaching program (the Carers Program), which has been designed by oncologists and caregiving experts to improve the physical and mental health of caregivers – as up to 46% of carers experience anxiety or depression. The program is also designed to empower carers with strategies and education to improve the health outcomes of their loved ones.

Each carer received a personal health coach who guided the caregiver through modules most relevant to the person (for example, living with fear and uncertainty, managing side effects, or self-care).

## Colleagues, Managers, Human Resources

---

After working with the organizations during the implementation, it was important that CancerAid's solution improved the overall awareness of cancer within the organization, which would have the effect of reducing stigma. This approach aligned with CancerAid's research, which identified that a supportive employer is a core determinant of return-to-work outcomes for diagnosed employees.

CancerAid designed a series of workshops and webinars to help managers and HR teams better understand their role, and how they can support employees impacted by cancer.



## Roll-out

---

CancerAid wanted to take a whole-of-company approach to ensure maximum engagement and awareness of the solutions. CancerAid worked closely with team leaders, marketing, human resources teams and employee wellbeing advocates. The diversity of industries required a customized engagement and roll-out plan for each customer.



Our goal is to support all our employees and to protect and care for them and their families during a difficult time. Employees have commented on the value of the program, its holistic approach and the continued support MinterEllison offers to its staff impacted by cancer.

Virginia Briggs  
MinterEllison CEO and Managing Partner



People are telling us it's probably one of the best programs we've offered at Lendlease

Jane Gardner  
Lendlease Head of Health and Wellbeing Strategy and Foundation Programs



# Results

## Engagement



31%

of diagnosed employees enrolled in the Coach Program



91%

Program engagement rate



98%

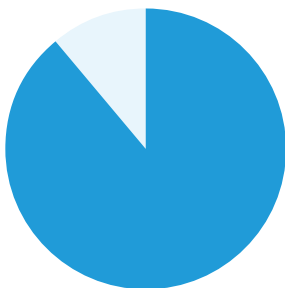
Customer Satisfaction



+84

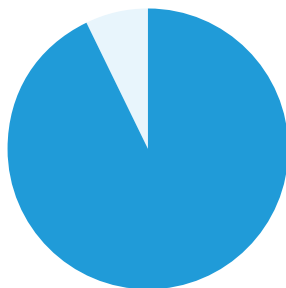
Net Promoter Score

## Company outcomes



89%

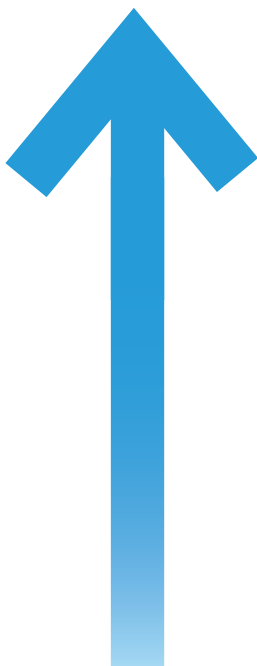
of employees reported CancerAid increased their trust in their employer



93%

of employees reported CancerAid made them feel more supported by their employer

## Health outcomes



50%

of employees reported an improvement in emotional problems

50%

of employees reported an improvement in fatigue

48%

of employees reported an improvement in overall quality of life

47%

of employees reported an improvement in physical health

48%

of employees reported an improvement in pain





## Return to work outcomes



73%

increase in the likelihood of employees returning to work



16.5 weeks

Employees returned to work 16.5 weeks sooner



80%

Report that CancerAid mostly improved their productivity

## Return on Investment

# ROI \$8.61

Estimated ROI (as a result of reducing absenteeism, presenteeism and staff turnover for diagnosed employees and employee caregivers)

Hear from  
a customer





# Achieve Lower Costs and Better Employee Outcomes with CancerAid

CancerAid is the only clinically validated digital care platform for employees with cancer that has been proven to reduce costs. We have worked with our customers to design a solution that empowers participants to thrive and enables employers to have a meaningful impact on employee health outcomes.

Reach out for a demo today at [contact@canceraid.com](mailto:contact@canceraid.com)

