



## STAR Program® Certification FAQs

#### What is STAR Program® Certification?

STAR Program® Certification is Oncology Rehab Partners' flagship product and the gold-standard in cancer rehabilitation for hospitals and cancer centers that offer multidisciplinary survivorship care. STAR Program Certification includes a packaged set of training and protocols that allow healthcare facilities to establish or expand their oncology rehabilitation services quickly and effectively, using evidence-based medicine. STAR Program facilities that are undergoing certification receive on-line educational training, expert-directed webinars, on-site self-directed in-service instructions, implementation support, outcomes measurements and support, marketing materials and continuing education for as long as they remain STAR Program Certified.

STAR Program Certified hospitals and cancer centers address the unique health and quality-of-life issues of cancer survivors who are undergoing treatment or living with its aftermath. In addition, as part of the STAR Program Certification process, individual participants are eligible to become either STAR Clinician® Certified or STAR Provider<sup>TM</sup> Certified.

## How long will it take us to implement the STAR Program Certification?

Implementation of the STAR Program Certification takes 8-12 weeks, depending on a number of factors including the existing resources at your hospital or cancer center.

#### How much time do staff members have to devote to the training?

Most of the training is self-directed and computer-based so staff can do the training at home or during breaks in their clinical schedule at work. Each self-directed module will take about 2 hours to complete (approximately 20 hours total). Clinicians are usually eligible for CEU credits for this training if it is applied for by the hospital or cancer center prior to commencing the training. In addition to the on-line training, it is important to schedule in-services to bring the multidisciplinary team together. During the initial training, in-services are scheduled every 2-3 weeks. Thereafter, in-services are scheduled monthly.

## What are the benefits of STAR Program Certification?

STAR Program Certification benefits include:

- Increase patient referrals
- Advance survivorship care
- Systematically train dedicated clinicians to become oncology rehab experts



- Utilize existing interdisciplinary resources
- Create reimbursable oncology rehab program
- Implement evidence-based therapy protocols
- Track outcomes and expand survivorship research
- Obtain Continuing Education Units (CEUs) for clinicians

# What is the difference between the individual STAR Certified designation and the institutional STAR Program Certifications?

Institutional STAR Program Certification is based on training a multidisciplinary team committed to survivorship issues and in particular, oncology rehabilitation. Following the training, STAR Program Certified institutions implement specific therapy-based protocols that allow the systematic delivery of cancer rehab services and provide them with the ability to track outcomes and participate in clinical research. STAR Program Certified institutions attract many referrals because they have demonstrated a commitment to excellence in survivorship care.

Individual STAR Clinicians and Providers are based on completing a comprehensive training course in cancer rehab and meeting continuing education requirements.

## Are the protocols in the STAR Program Certification covered by medical insurance?

Yes, the services recommended are usually covered by 3<sup>rd</sup> party payors, including Medicare. Oncology rehabilitation fits into established E&M and CPT codes.

## Who should be referred to the STAR Program?

Anyone, who is undergoing cancer treatment, has recently completed cancer treatment, or who is living with unresolved problems from cancer treatment such as musculoskeletal pain, decreased endurance and strength, balance problems, fatigue, etc.

#### Do we need to hire new staff members to implement STAR Program Certification?

No. Through the STAR Program, Oncology Rehab Partners works with hospitals and cancer centers to utilize existing resources including physical, occupational and speech therapy services. However, some of our clients do decide that they want to add additional rehab services to enhance their oncology services. Nonetheless, we've designed the STAR Program Certification to work with the existing resources at your cancer center or hospital.

## Who should be part of the multidisciplinary STAR Program team?

Since the STAR Program is an oncology rehab program, it is essential to include available clinical rehabilitation professionals including physiatrists, PTs/PTAs, OTs/COTAs and SLPs/SLPAs. These are the core team members along with those in oncology who will be working with survivors on survivorship issues and any referring team members. Quite often the team also includes many other health professionals such as social workers, pastoral care, exercise physiologists and nutritionists.



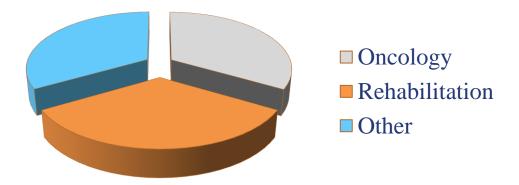
## Who should be trained in the STAR Program?

The answer to this question is based on several factors. We encourage training all participating rehabilitation staff and, in addition, any interested members of the oncology staff, integrative medicine team and administration. In our experience, it is ideal to invite as many staff members to participate as possible. Including additional staff adds depth to your institutional cancer rehabilitation program and encourages people to work together and refer to each other.

Typically there are three different groups of people who participate in the STAR Program Certification Course. The first group includes healthcare professionals and administrators who are part of the rehabilitation medicine department. The second group includes healthcare professionals and administrators who are part of the oncology department. The third group includes "other" individuals who have an important role in implementing cancer and/or rehabilitation care but are not necessarily members of the oncology or rehabilitation departments.

Oncology Rehab Partners recommends that STAR Programs aim to have at least 1/3 of the rehabilitation medicine department and 1/3 of the oncology department trained. The other 1/3 may be from either of those departments or part of the "other" group. Developing a robust cancer rehabilitation program involves training the rehabilitation and oncology departments to work closely together using evidence-based care.





## Will the staff be eligible to become an individual STAR Clinician or Provider?

Yes. The staff members who complete the training and pass the STAR Program Post-Test will receive either a STAR Clinician Certified or STAR Provider Certified designation.



These certifications are valid anywhere the participant works (even if he/she changes jobs and moves to a facility that does not have an institutional STAR Program Certification). We encourage all individuals who work with cancer survivors to become either a STAR Clinician or Provider. The guidelines for these two certification designations follow:

## STAR Clinician Certified

Clinicians eligible for certification include those who have a conventional medical/allied health degree, active licensure in their respective fields, their services are usually reimbursed by third party payors, and they are typically part of a multidisciplinary rehabilitation team. These include:

- Physicians
- Physician Assistants
- Nurse Practitioners
- Nurses
- Physical Therapists
- Occupational Therapists
- Speech & Language Pathologists
- Recreational Therapists
- Nutritionists/Dieticians
- Social Workers
- Psychologists

#### STAR Provider Certified

Providers who are eligible for certification include those who have a healthcare background/training. STAR Providers may include (this is not meant to be a complete list):

- Patient Navigators
- Administrators/Care Coordinators
- PT Assistants (PTA)
- Certified OT Assistants (COTA)
- Speech Assistants
- Exercise Physiologists/Trainers
- CAM/Integrative Medicine Practitioners
- Case Managers
- Orthotists/Prosthetists
- Vocational Counselors
- Certified Wellness Coaches
- Radiation Therapists
- Pastoral Care
- Cancer Registrar

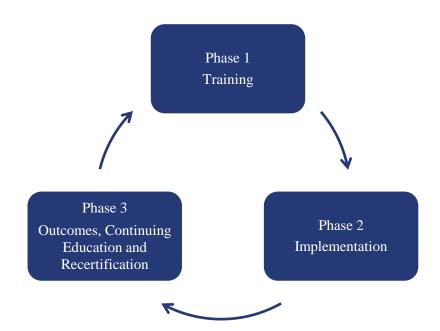


## How much time do staff members have to devote to the training?

Most of the training is self-directed and computer-based so staff can do the training at home or during breaks in their clinical schedule at work. Each self-directed module will take about 2 hours to complete (approximately 20 hours total). Clinicians are eligible to submit for CEU credits for this training. In addition to the on-line training, it is important to schedule in-services to bring the team together. During the initial training, in-services are scheduled every 2-3 weeks. Thereafter, in-services are scheduled monthly.

## What is the process to become STAR Program Certified?

A facility can become STAR Program Certified by contacting Oncology Rehab Partners at info@OncRehab.com. To make the STAR Program Certification quick and easy to implement, we have created a three phase process for certification.





Phase 1—Training

Phase 1 is the training component and includes:

- 1. Completion of 10 Modules for STAR Program Certification Course (on-line)
- 2. Completion of 4 STAR Program In-services (on-site)
- 2. Participation on 2 Web-Based Modules (webinars)

We recommend having someone, a STAR Program Coordinator, identified at your site to coordinate this training process.

Many institutions want more training and optional additional training is available via online modules and expert-directed webinars.

#### Phase 2—Implementation

Implementation of the STAR Program begins once the team completes the STAR Program on-line training. STAR Program institutions must approach oncology rehabilitation in a systematic, evidence-based and functional manner. Use of the STAR Program Recommended Tools and STAR Program Evaluation and Treatment Templates will make this a seamless process. Once the STAR Program training and implementation of protocols is complete, the institution becomes STAR Program Certified and will receive a certificate from Oncology Rehab Partners. Receipt of the certificate signals the official launch of your STAR Program which may be announced formally to the media, referral sources, patients, etc.

*Phase 3—Outcomes, Continuing Education and Recertification* 

Phase 3 begins during the year following the initial STAR Program Certification (year 2).

During Phase 3, we work with you to track outcomes and demonstrate excellence in cancer survivorship care. Specifically, four outcomes are measured.

- Clinician knowledge: The online training course begins with a pre-test and is completed with a certification test. The questions are the same on both tests, and it is evident that the training increases clinician knowledge considerably. The average score on the pre-test is 44% and the average post-test score is 90%. As a STAR Program, you are provided with a report of all your clinician/provider pre and post-test results.
- **Patient function:** All STAR Programs implement specific protocols which include evidence-based tools that have been tested in the cancer rehabilitation population. The tools are used to measure an increase in physical function, emotional wellbeing and quality of life.
- Patient referral and revenue: Developing a strong referral program not only ensures the success of your STAR Program and that all patients who need cancer rehabilitation receive the care they require. You will be provided with a tool to



track your STAR Program's referrals and revenue.

• **Patient satisfaction:** STAR Program patient satisfaction surveys help the patient give feedback in a constructive manner. These surveys can then be synthesized to see if any trends emerge.

**Continuing Education:** We provide additional on-line modules annually for continuing education to meet the recertification requirement of 3 hours/year for each STAR Clinician and Provider. We also recommend that in-services are held monthly-every other month should be didactic sessions with the STAR Program In-service content. Alternate months should be patient case presentations by various team members.

**Recertification:** This occurs annually and includes confirmation that the institution has completed the continuing education minimum requirement of 3 hours of on-line STAR Program continuing education training modules. Additionally, institutions are required to provide documentation that they are continuing to evaluate and treat patients in a systematic and evidence-based manner utilizing appropriate protocols that may be adapted for their institutional requirements.

## How do I get our patients to use the STAR Program?

We understand how important internal awareness (to your hospital community and referral sources) and external awareness (to your local community) is to the success of your STAR Program. To aid you in outreach, we have created the STAR Program Marketing Kit that includes marketing materials, patient information templates, awareness campaign and fundraising kits and much more. Additionally, the personalized STAR Program Survivor Guidebook is a great way to let people know you have implemented a state-of-the-art cancer survivorship program.

#### Is the STAR Program Certification part of complementary medicine?

STAR Program Certification includes conventional evidence-based medical protocols that should be part of every cancer program (as it is for cardiac and orthopedic rehab). The STAR Program Certification includes protocols for a multidisciplinary approach that includes physical and occupational therapy evaluation and treatment plans. The STAR Program training modules include integrative medicine content, where it is appropriate.

#### What is the STAR Program Survivor Guidebook?

The **STAR Program Survivor Guidebook** is designed for cancer survivors and helps to reinforce what they are doing with their STAR Clinicians and Providers. This guidebook was written and developed by the award-winning writer and co-founder of Oncology Rehab Partners, Julie Silver, MD. It is offered to survivors exclusively from STAR Clinicians and Providers and STAR Programs. Used in conjunction with rehabilitation clinical services, this book provides survivors with the ability to track their goals while also giving them additional information on healing and optimal function following acute cancer treatment. The STAR Program Survivor Guidebook provides great marketing "buzz" for



STAR Programs and encourages cancer survivors to become engaged in and committed to their care.

How does the STAR Program help address the American College of Surgeons' Commission on Cancer (CoC) requirements for accreditation?

Implementation of the STAR Program can help your institution meet or exceed the accreditation standards set by the CoC. To learn more, click here to download "What You Need to Know About the CoC's New Standards"

#### What is STAR Program Prehab?

STAR Program® Prehab is an evidence-based and best practices model for cancer prehabilitation that is designed to decrease morbidity and mortality due to treatment side effects.

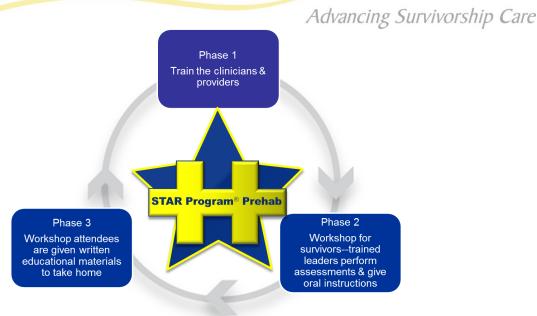
Prehabilitation is the precursor to rehabilitation and includes evaluations and interventions that are designed to obtain a baseline status and improve pain or functional limitations prior to beginning cancer treatments. Prehabilitation is critically important because getting patients ready for upcoming cancer treatments, which are typically toxic and leave them with significant functional limitations (negatively impacting both their physical and mental function as well as quality of life), is an emerging and important new field in medicine.

In cancer prehabilitation, there is a growing body of research exploring a multidisciplinary approach that encompasses exercise, nutritional and psychological strategies to better prepare patients for the challenges of cancer treatments, including surgery, chemotherapy, radiation therapy and other debilitating interventions.

STAR Program Prehab may be offered to patients individually or in a group setting. STAR Clinicians and/or Providers assess newly diagnosed survivors to determine his/her baseline status and to identify existing health problems that may be quickly improved before cancer treatments begin. Each participant also receives both oral and written instructions that focus on strategies to improve health and well-being before cancer treatment.

## What are the phases of STAR Program Prehab?

STAR Program Prehab was designed with maximum flexibility while still offering consistent, evidence-based care. The model may be thought of as a puzzle with each piece made up of three phases:



## Phase 1-Training

STAR Program Prehab training begins with a module titled Overview of Evidence-Based Cancer Prehabilitation and then the leader chooses which puzzle pieces will make up the workshop. There are a variety of prehab puzzle pieces available.

## Phase 2

Workshop for survivors where leaders provide oral and written instructions.

#### Phase 3

Patient is given written educational materials to take home.

## In summary, STAR Program implementation will result in:

- Complying with national mandates in survivorship care
- Ensuring cancer survivors have a care plan
- Promoting better health outcomes in cancer survivors