

# Overall Foundation Impact

## Summary of PAF Total Patient Cases and Contacts in 2020

Total Patient Case Count	192,881
Case Management Cases	21,161
Co-Pay Relief Recipients	71,115
Financial Aid Fund Recipients	61,197
PAF COVID Financial Support Recipients	23,866
Patient Services Email Helpline Sessions	15,542

increased by 32%  
over 2019

Total Patients Served by PAF Between 1996 and 2020

1,556,713

## DIAGNOSES SERVED BY PAF

629

DISTINCT PATIENT DIAGNOSES

246

DISTINCT RARE DISEASES

## The Programs Through Which We Deliver Direct Assistance

### CASE MANAGEMENT

31

total unique programs

- 16 serve patients living with a diagnosis other than cancer
- 15 serve patients living with cancer
- 4 programs fully administered by PAF for other non-profit organizations

### FINANCIAL SERVICES

16

patient assistance programs provide financial support to patients across 92 unique funds

- 59 disease funds assist with medication costs
- 20 funds provide travel assistance to patients
- 8 funds provide cost-of-living assistance to patients
- 5 funds provided financial assistance to people impacted by COVID-19

## What Our Patients Are Saying...

PAF uses a standardized survey to assess overall patient satisfaction and program impact levels. Each patient directly served by the organization is invited to share feedback in either English or Spanish. The overall **survey completion rate of 5%**, results reflect high rates of satisfaction across all patient programming, with patients and their caregivers reporting that PAF was helpful, knowledgeable, compassionate and well-informed on issues of importance to them.

## 2020 Overall Patient Satisfaction Rating

9.7 of 10

## Patient Ratings for PAF Service

4.9 of 5

knowledge & professionalism of staff

98%

indicated their issues were resolved and/or PAF provided valuable help

99%

would recommend PAF to others

## % of Respondents That Would Recommend PAF to Others by Program



Case Management



Co-Pay Relief

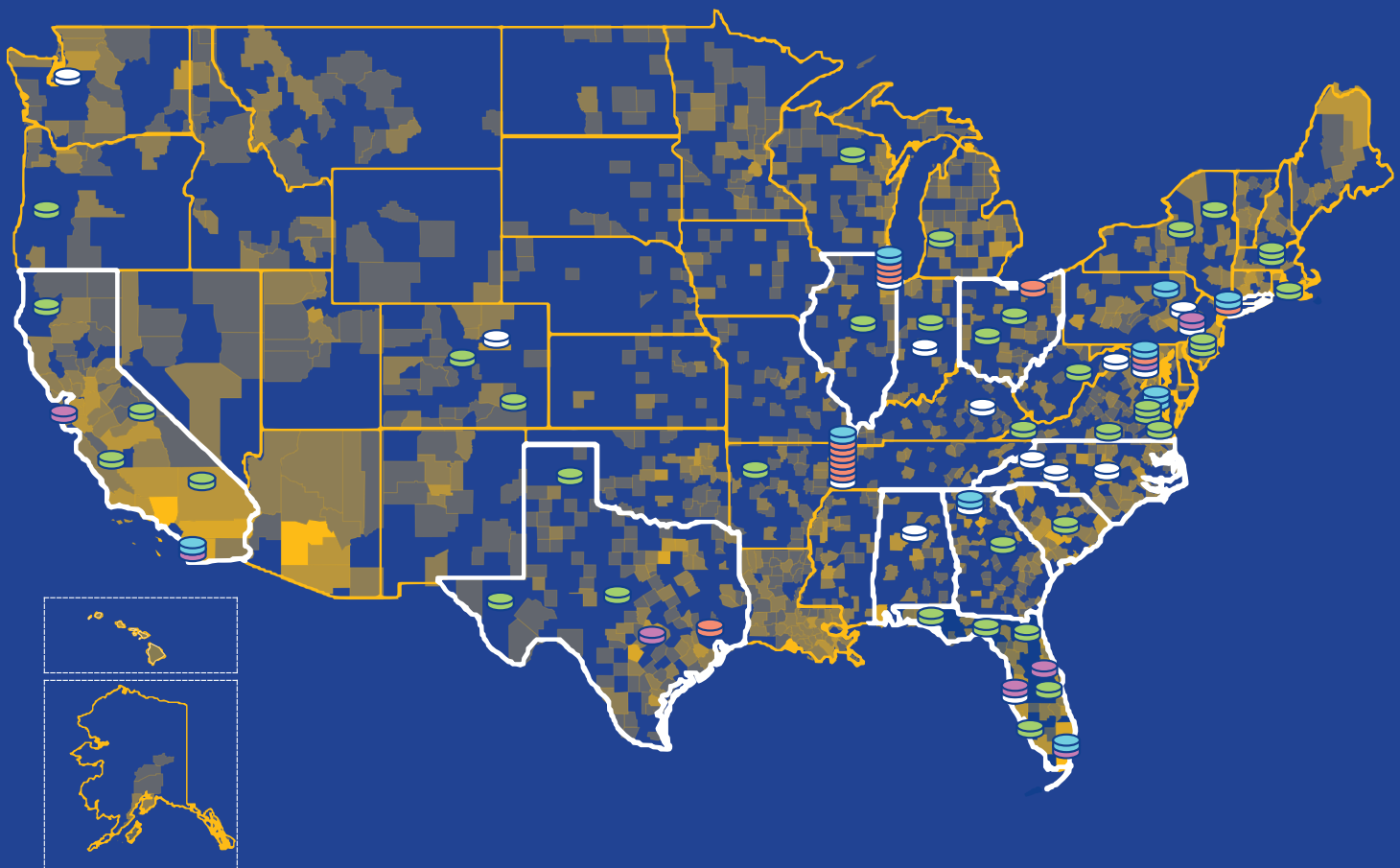


Financial Aid Funds

## Service to All 50 States

PAF served patients in all 50 states and the U.S. territories in 2020. Using county-based data, the map below represents the locations of patients we served and provides insight into the number and type of engagement activities in specific locations. Shading by county depicts population density of PAF patients. Chips represent a specific location for a PAF program, event or activity. The top ten patient service states are outlined in white.

Some in-person conference and event participation took place in early 2020; however, the onset of COVID-19 required a pivot to innovative, virtual participation formats. This successful transition provided PAF with access to larger, new, more diverse and non-traditional audiences.



### PAF Population Hotspot Indicators

- Less than 10
- 11 - 100 Patients
- 101 - 500 Patients
- 501 - 1,000 Patients
- > 1,001 Patients

### PAF National Impact

- Research Dissemination through Conferences
- Health Equity Workshops & Events
- Academic Research Partners & Stakeholders
- Speaking Engagements & Event Participation
- Scholarship for Survivors Awardees

### PAF Top 10 Patient Service States

Florida: 12%	North Carolina: 5%
Georgia: 10%	Alabama: 5%
Texas: 8%	South Carolina: 5%
California: 6%	Ohio: 4%
New York: 5%	Illinois: 4%