

Overall Foundation Impact

Total Patients Served in 2021

Total Patient Cases	153,636
Case Management Cases	20,374
Co-Pay Relief Recipients	60,536
Financial Aid Fund Recipients	59,908
Patient Services Email Helpline Sessions	12,818

Total Patients Served by PAF Between 1996 and 2022

1,710,349

DIAGNOSES SERVED BY PAF

748

DISTINCT PATIENT DIAGNOSES

337

DISTINCT RARE DISEASES

INCREASED
by 37% over 2020

The Programs Through Which We Deliver Direct Assistance

CASE MANAGEMENT

34

total unique programs

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

10% INCREASE in case management programs

FINANCIAL SERVICES

13

patient assistance programs provide financial support to patients across 132 unique funds

- 47 disease funds assist with medication costs
- 78 funds provide travel assistance to patients
- 12 funds provide cost-of-living assistance to patients
- 1 fund provides financial assistance to people impacted by COVID-19

What Our Patients Are Saying...

PAF uses a standardized, post-encounter survey instrument across all patient service areas to assess overall patient satisfaction and program impact levels. Each patient directly served by the organization receives a survey and an invitation to share feedback about their experience with PAF. The survey is available in English and Spanish, and can be completed online or in hard copy via mail. The 2021 combined survey **completion rate was 5%** with high rates of satisfaction across all patient programming. Respondents reported an **overall satisfaction rate of nearly 9**.

2021 Overall Patient Satisfaction Rating

9 of 10

Patient Ratings for PAF Service

4.6 of 5

knowledge & professionalism of staff

93%

indicated that PAF provided valuable help

94%

would recommend PAF to others

% of Respondents That Would Recommend PAF to Others by Program



Case Management



Co-Pay Relief

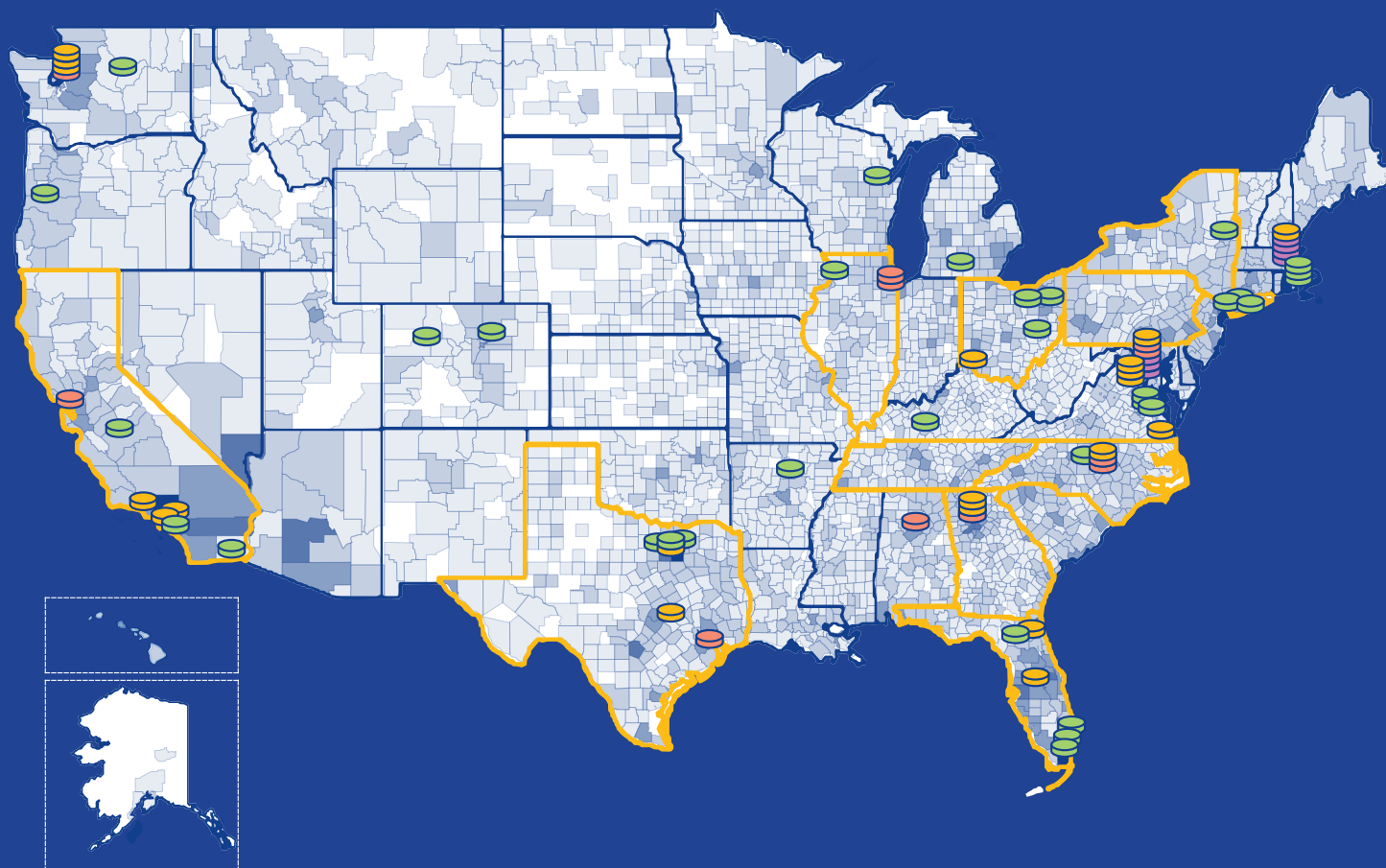


Financial Aid Funds

Service to All 50 States

PAF served patients in all 50 states and Washington D.C. in 2021. Using county-based data, the map below represents the locations of patients we served and provides insight into our national reach and engagement activities. The map depicts the number of PAF patients served by county while each chip represents a specific PAF engagement location.

The COVID-19 pandemic continues to impact conference and event participation, with the majority of events transitioned to interactive, virtual formats. While we missed face-to-face interaction, the virtual framework expanded PAF's reach and collaborations, providing access to larger, new, diverse and/or 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
- Academic Research, Evaluation & Patient Experience Partners
- Case Management Non-Profit Program Partners
- Scholarship for Survivors Awardees

PAF Top 10 Patient Service States

- | | |
|----------------|--------------------|
| Florida: 15% | North Carolina: 4% |
| Texas: 11% | Ohio: 4% |
| Georgia: 7% | Pennsylvania: 3% |
| California: 7% | Illinois: 3% |
| New York: 5% | Tennessee: 3% |