



**LIVE WEBINAR**

**Advancing  
Caregiver Support  
in Cancer Care:  
Initial Results from  
the INCITE Training  
Program**

September 10, 2026  
1:00PM - 2:00PM ET



# About NAC

Established in 1996, the National Alliance for Caregiving (NAC) is a system change organization transforming how we value the 63 million family caregivers through **research**, **advocacy**, and **narrative change**.

## CANCER CAREGIVING

 COLLABORATIVE

Dedicated to championing systemic change that ensures cancer caregivers receive the equitable support, training, and financial relief they deserve.

## TRANSPLANT CAREGIVING

 COLLABORATIVE

Focuses on enhancing the recognition, inclusion, and support of family caregivers within the transplant system.

# 63 million family caregivers in the U.S.



*4.4 million of them are caring for a family member or friend with cancer*

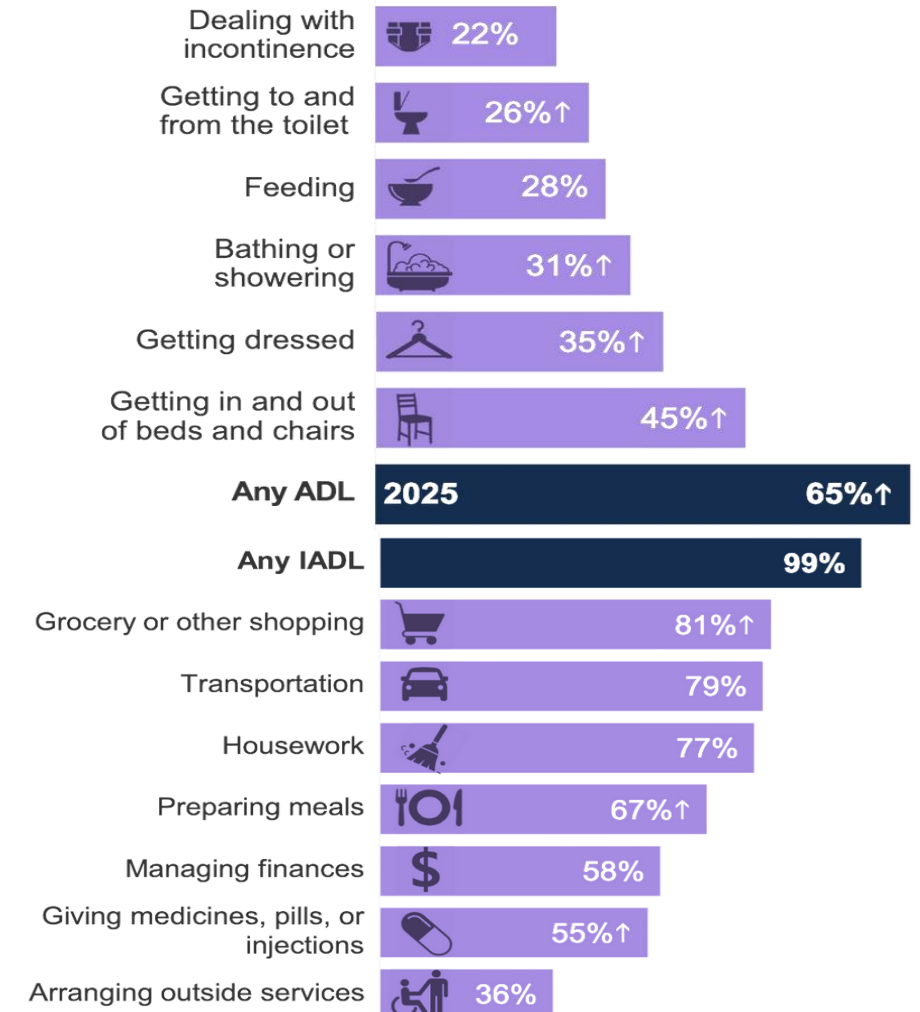
# Family Caregiving: Rising Demands and Responsibilities



Rising support needs of care recipients are **expanding the breadth and complexity** of family caregiving responsibilities.

- Emotional support
- Activities of daily living
- Instrumental activities of daily living
- Financial support
- Coordination across multiple specialists
- System navigation
- Digital health management

## Caregiver Support with ADLs and IADLs



# Medical Aspects of Caregiving

Family caregivers are increasingly functioning an extended but untrained part of the healthcare workforce

- 7 in 10 monitor the severity of their care recipient's health condition
- 55% routinely take on medical and nursing responsibilities
- Yet, only 22% report receiving training



What assumptions do health systems make about caregiver readiness to perform these tasks?



# Caregiver Recognition & Support



Caregivers themselves are asking to be recognized and assessed as part of routine care.

# 33%

Percentage of family caregivers who want policies that require health care professionals to assess their needs to care for their recipients.



# The Support Caregivers Need

## Stress & Emotional Support

- 30% need help managing emotional and physical stress

## Information & Training on Safety

- 27% need guidance to keep their care recipient safe at home

## Help Navigating the System

- 26% need assistance managing their recipient's paperwork and eligibility for services

## Care Coordination

- 26% report coordinating care is “very” or “somewhat difficult”



# An Intense, Episodic, and Challenging Experience

## *Intensity and Complexity*

- Higher levels of ADL assistance
- Higher levels of IADL assistance
- More hours caregiving per week (33hrs vs. 24hrs)
- Arranging for outside services (43% vs. 30%)

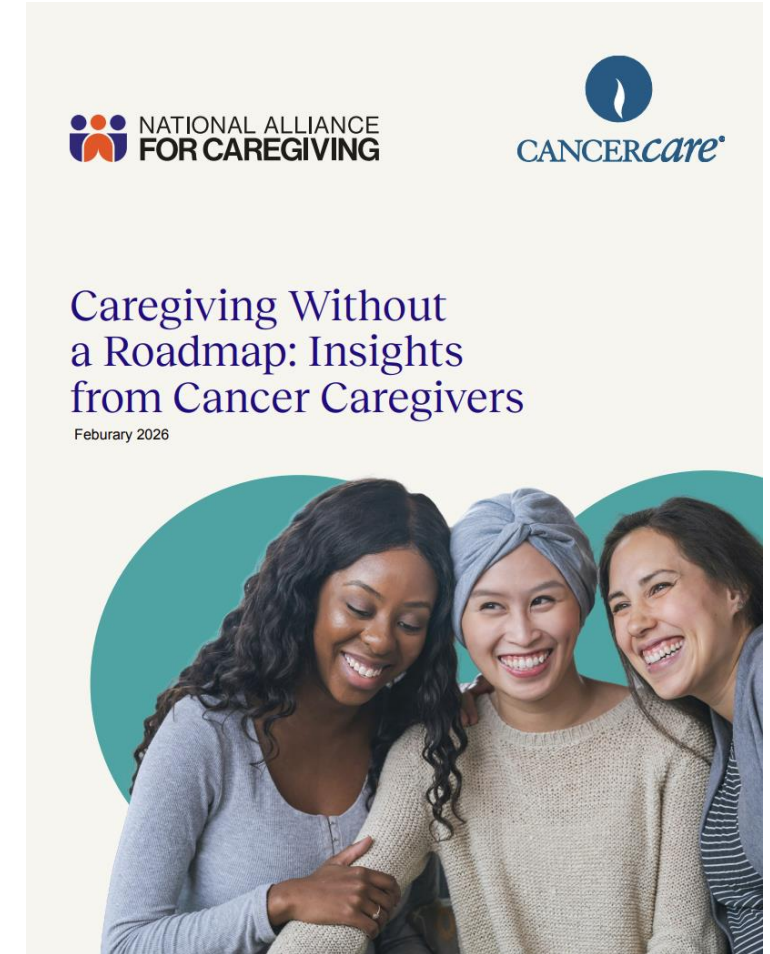
## *Medical Responsibilities*

- More medical and nursing tasks (72% vs. 56%)
- Making end of life decisions (40% vs. 21%)
- Monitoring severity of their care recipient's condition (76% vs. 66%)
- Communicating with health care professionals (82% vs. 62%)



# What Cancer Caregivers Tell Us

- **Recognition Gap**  
Caregivers are essential members of the care team. Yet, they rarely identified and often excluded from communication and care planning.
- **Training Gap**  
Caregivers are expected to perform complex medical and nursing tasks; most learn through trial and error.
- **Support Gap**  
Caregivers provide emotional support, financial assistance, and respite are hard to access. Their individuals needs often go unassessed.



# Most Cancer Centers Offer Caregiver Support, but Training Programs Remain Limited

- **75% of Commission on Cancer accredited cancer centers** offer at least one caregiver support program.
  - Information and referral services are the most common support offered (54%).
  - Only 22% offer caregiver training for medical or nursing tasks.
- **64% of community oncology practices** offer supportive care services for caregivers.
  - Group psychosocial support was the most common type of service offered
  - Only 20% provide caregiver training and education.

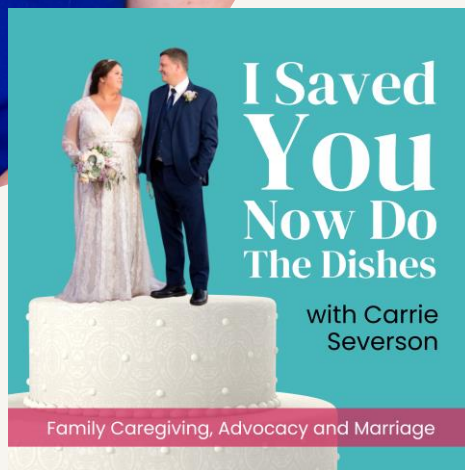


Most cancer centers provide some form of caregiver support, caregiver education and training are relatively uncommon.

Sources: Odom et al., Availability of Family Caregiver Programs in U.S. Cancer Centers; Nightingale et al., Cancer (2021).



**Carrie Severson**  
Writer, Speaker, Advocate,  
Caregiver





**Project INCITE:**  
**Increasing Caregiver  
support  
Implementation  
through Training and  
Education**

**Lessons Learned**

**September 10, 2026**



**INCITE**

Increasing caregiver support  
implementation through  
training and education

# Randomized Trials with Cancer Family Caregiver Outcomes

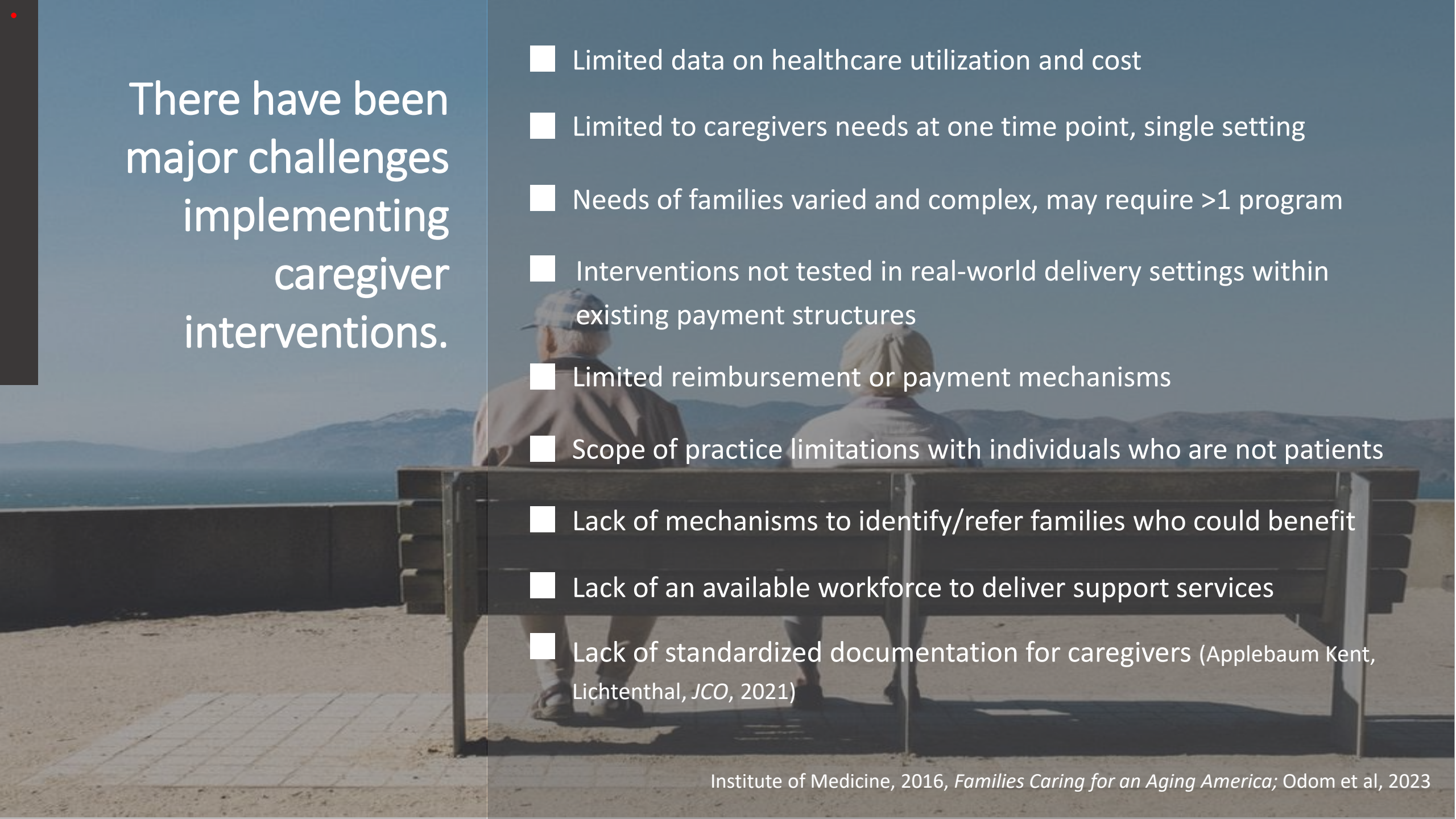
(Compiled from systematic reviews by Northouse et al., 2010; Ferrell & Wittenberg, 2017; Lee et al, 2021, Song et al, 2021)

**TED  
LASSO**



A photograph of a waiting area in a medical facility. In the foreground, a young man with dark hair, wearing a blue and white plaid shirt, sits in a black chair, looking down. Behind him, an older man with glasses and a blue shirt sits with his hand on his head, looking stressed. To his right, a woman with a red bow in her hair and a young girl are also seated. In the background, a healthcare worker in blue scrubs stands near a reception desk. The scene is overlaid with a semi-transparent dark rectangle containing white text.

**BUT, there are challenges  
to implementing evidence-  
based caregiver support...**



There have been  
major challenges  
implementing  
caregiver  
interventions.

- Limited data on healthcare utilization and cost
- Limited to caregivers needs at one time point, single setting
- Needs of families varied and complex, may require >1 program
- Interventions not tested in real-world delivery settings within existing payment structures
- Limited reimbursement or payment mechanisms
- Scope of practice limitations with individuals who are not patients
- Lack of mechanisms to identify/refer families who could benefit
- Lack of an available workforce to deliver support services
- Lack of standardized documentation for caregivers (Applebaum Kent, Lichtenthal, *JCO*, 2021)

Introducing...



**INCITE**

Increasing caregiver support  
implementation through  
training and education

Funded by:  **NATIONAL  
CANCER  
INSTITUTE**

# Project INCITE: Summary Overview

**Goal:** Train cancer centers and their staff to identify, implement, evaluate, and sustain cancer caregiver support

**Design:** INCITE Traineeship Program:

1. Pre-work preparation activities
2. In-person 2-day workshop in Birmingham, AL
3. Post-workshop monthly technical assistance x 6 mo.

**Participants:**

- Cancer center teams of 1-5 individuals
- Cohorts of up to 50 total participants (10-25 teams)
- 2 cohorts/year (total of 8 cohorts over project period)

**Other Program Features:**

- INCITE Online Hub created within CAPC website
- Comprehensive evaluation plan assessing 1) the INCITE Program training and 2) the impact of cancer center programs on their local family caregivers
- External faculty

**Funding:** NCI R25CA291554

# INCITE Traineeship Program

## Pre-work Preparation Activities

- 4 months before workshop: cancer center teams notified of traineeship acceptance; orientation calls with mPIs and program manager
- Pre-work: Cancer center teams to view Faculty videos and review reading materials; develop poster of caregiving program to be displayed at workshop
- 1.5 months before workshop: Cancer center teams submit their program preparation worksheet for mPI feedback



# Increasing Caregiver Support Implementation through Training and Education (INCITE)

in    

The INCITE Program is a national training initiative funded by the National Cancer Institute (R25CA291554) to help cancer services implement, evaluate, and sustain evidence-based programs for family caregivers. Participants in this initiative can use this toolkit to find essential administrative and logistical information about participating and attending the in-person events, as well as all the recorded presentations and available technical assistance.



Participants should review all Pre-Workshop Modules prior to the In-Person Workshop. Additionally, participants must complete the following preparation worksheet and poster by **April 15, 2026**.

- [INCITE Pre-Workshop Preparation Worksheet](#)
- [INCITE Poster Template](#)

Have questions or need more information? Email the INCITE coordinator, Elisha Underwood, at: [ecund@uab.edu](mailto:ecund@uab.edu)

## What's in the Toolkit

### Pre-Workshop Training, Readings, Modules

Materials to complete before the in-person workshop.

#### Module 1: Why Does Building Support for Family Caregivers Matter?

Last Updated: February 27, 2026

[VIEW](#)

#### Module 2: Mission Alignment and Winning Others Over

Last Updated: February 24, 2026

[VIEW](#)

#### Module 3: Business Planning for Caregiver Support Services

Last Updated: February 24, 2026

[VIEW](#)

#### Module 4: Clinical Pathways and Staffing Support for Caregiver Support Programs

Last Updated: February 24, 2026

[VIEW](#)

#### Module 5: Tracking and Conducting Systematic Program Evaluation

Last Updated: February 24, 2026

[VIEW](#)

#### Module 6: Adapting Evidence-Based Caregiver Support Programs to Align with Policy, Resources, and Local Populations and Settings

Last Updated: February 24, 2026

[VIEW](#)

#### Module 7: Leveraging Local and National Resources

Last Updated: February 24, 2026

[VIEW](#)

#### Module 8: Creating and Growing Caregiver Support Programs: Leadership is "Team-Ship"

Last Updated: February 27, 2026

[VIEW](#)

## Module 2: Mission Alignment and Winning Others Over

Dr. Rodney Tucker provides strategies to garner support for new initiatives by aligning program goals with the institution's mission and strategic priorities, as well as identifying decision-makers' leadership style to engage them effectively.



## Resources

1. [INCITE Module 2 Slide Deck: Mission Alignment and Winning Others Over](#)
2. [About Everything DiSC: Theory and Research](#)
3. [How to Influence People: 4 Skills for Influencing Others](#)

## Faculty

**Rodney O. Tucker, MD, MMM, FAAHPM** Director, UAB Center for Palliative and Supportive Care (CPSC)  
*Christine S. Ritchie Endowed Chair in Palliative Care Leadership, UAB*

# INCITE Traineeship Program

## 2-Day In-person Workshop: Day 1

| Time             | TOPIC                                                                                                                           | Faculty        |
|------------------|---------------------------------------------------------------------------------------------------------------------------------|----------------|
| 8:00 – 8:30 am   | Sign-in, poster hanging, and breakfast                                                                                          |                |
| 8:30 – 8:50 am   | Welcome, faculty introductions, and nuts and bolts of the workshop                                                              | Odom/Applebaum |
| 8:50 – 9:30 am   | Session 1: <b>Why does building support for family caregivers matter?</b> + Q&A                                                 | Applebaum/Odom |
| 9:30 – 10:00 am  | Team exercise: Refining the mission, objectives, and proposed services of your caregiver program                                |                |
| 10:00 – 10:15 am | BREAK                                                                                                                           |                |
| 10:15 – 11:00 am | Session 2: <b>Mission alignment and winning over the support of cancer center leaders,</b> clinicians, and administrators + Q&A | Tucker         |
| 11:00 – 11:30 am | Team exercise: Refining strategies and planning action steps to win over clinician and leadership support                       |                |
| 11:30 - 12:30 pm | LUNCH                                                                                                                           |                |
| 12:30 – 1:30 pm  | Session 3: <b>Developing a business and billing model and financial plan</b> + Q&A                                              | Silvers        |
| 1:30 – 2:00 pm   | Team exercise: Business and financial plan strategy development                                                                 |                |
| 2:00 – 2:15 pm   | BREAK                                                                                                                           |                |
| 2:15 – 3:00 pm   | Session 4: <b>Clinical pathways and staffing for caregiver program integration</b> + Q&A                                        | Applebaum      |
| 3:00 – 3:30 pm   | Team exercise: Clinical pathway and staffing planning                                                                           |                |
| 3:30 – 4:00 pm   | Wrap-up Day 1                                                                                                                   | Odom/Applebaum |
| 4:00 – 6:00 pm   | Poster and networking session                                                                                                   |                |

# INCITE Traineeship Program

## 2-Day In-person Workshop: Day 2

| Time             | TOPIC                                                                                                                                                                | Faculty        |
|------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------|
| 8:00 – 8:30 am   | Sign-in and breakfast                                                                                                                                                |                |
| 8:30 – 8:50 am   | Welcome and overview                                                                                                                                                 |                |
| 8:50 – 9:30 am   | Session 5 <b>Tracking and conducting systematic program evaluation</b> + Q&A                                                                                         | Bowman         |
| 9:30 – 10:00 am  | Team exercise: Identifying measures of success                                                                                                                       |                |
| 10:00 – 10:15 am | BREAK                                                                                                                                                                |                |
| 10:15 – 11:00 am | Session 6: <b>Adapting evidence-based caregiver interventions to align with policy (i.e., CARE Act), available resources, and local population and setting</b> + Q&A | Gray           |
| 11:00 – 11:30 am | Team exercise: Identifying needed changes to evidence-based programs to align with local setting and resources                                                       |                |
| 11:30 – 12:30 pm | LUNCH                                                                                                                                                                |                |
| 12:30 – 1:30 pm  | Session 7 <b>Leveraging local and national resources</b> + Q&A                                                                                                       | Stout          |
| 1:30 – 1:45 pm   | BREAK                                                                                                                                                                |                |
| 1:45 – 2:30 pm   | Session 8 <b>From program launch to sustainability</b>                                                                                                               | Loscalzo       |
| 2:30 – 3:00 pm   | Team exercise: Action planning for program piloting and launch                                                                                                       |                |
| 3:00 – 3:30 pm   | Wrap-up day 2: Final reflections, next steps for post-workshop technical assistance and monthly virtual collaborative support, and evaluations                       | Applebaum/Odom |
| 3:30 pm          | ADJOURN                                                                                                                                                              |                |

# INCITE Traineeship Program

## Post-Workshop Technical Assistance and Monthly Virtual Collaborative Support

- Zoom sessions with cohort split in half for each monthly session with either Nick or Allison
- Standing agenda:
  - Updates and team report out on progress
  - Challenges and issues
  - Solution Brainstorming
  - Action planning



# Cohort 1 Characteristics

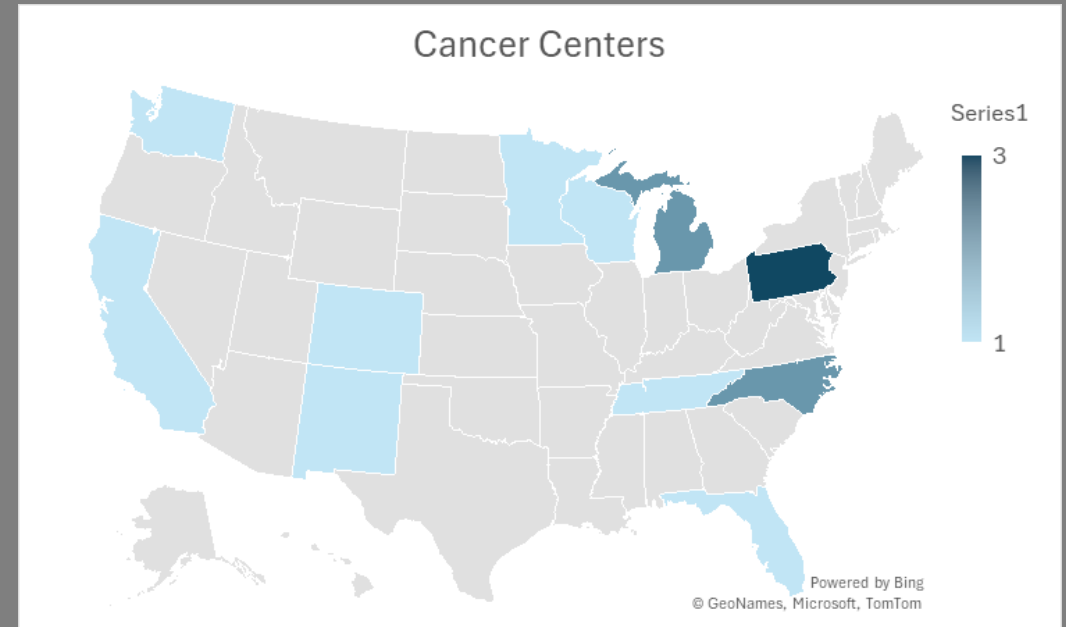
15 cancer center teams

58 participants

11 states

12 disciplines

Trinity Health IHA Cancer Center  
Sidney Kimmel Comprehensive Cancer Center  
Fred Hutchinson Cancer Research Center  
CS Mott Children's Hospital – Michigan Medicine  
U North Carolina, Chapel Hill  
U Wisconsin Carbone Cancer Center  
Stanford Cancer Center  
Penn State Health Cancer Health Institute



Tennessee Oncology  
Penn Medicine at Princeton Medical Center  
U New Mexico Palliative Care Program  
U Florida Health Cancer Institute  
Novant Health Cancer Institute  
Mayo Clinic  
U Colorado Anschutz Medical Campus



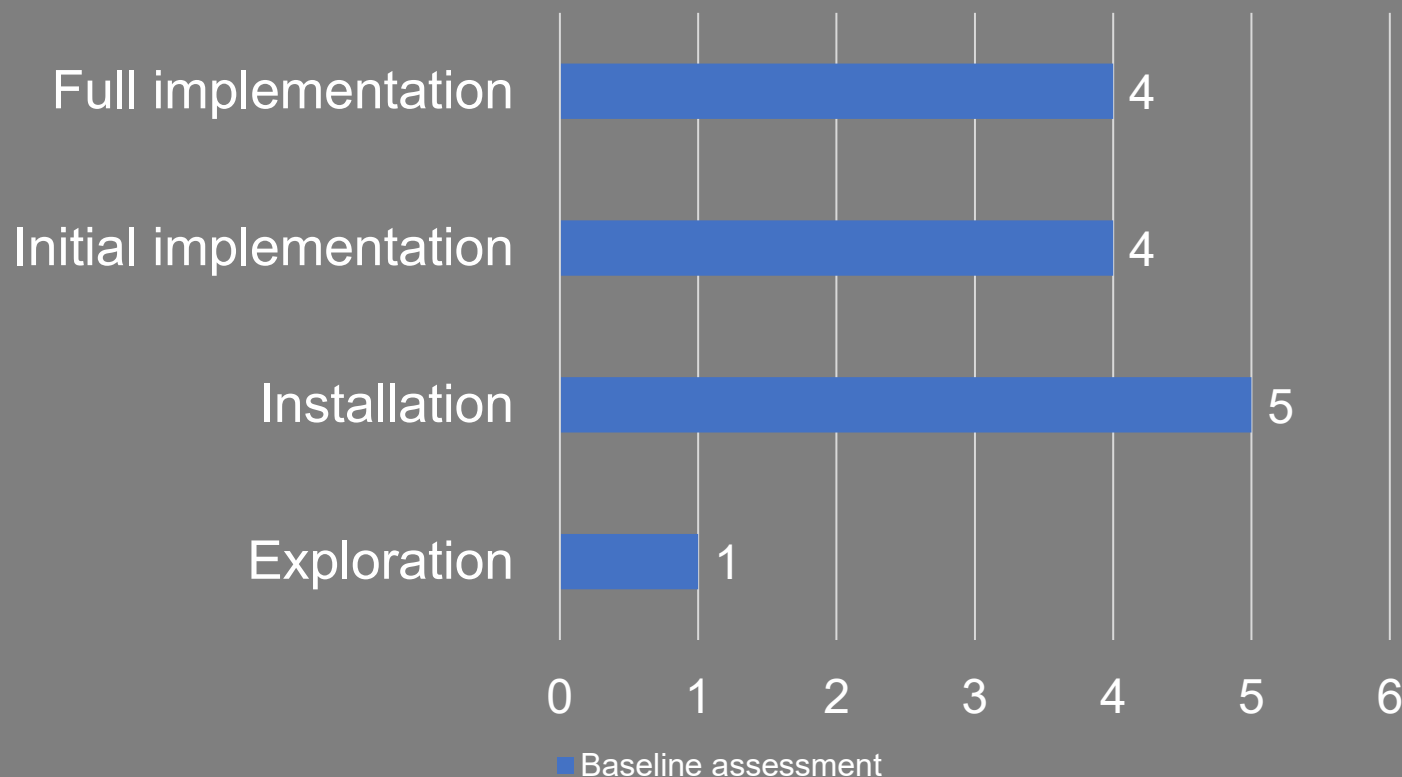
# 11 Disciplines

- Erie County Medical Center
- Hollings Cancer Center at the Medical University of South Carolina
- UPMC Hillman Cancer Center
- Wings of Hope



# Which best describes the stage your cancer center team is at with implementing your caregiver program or service?

Cohort 1 – Spring 2026



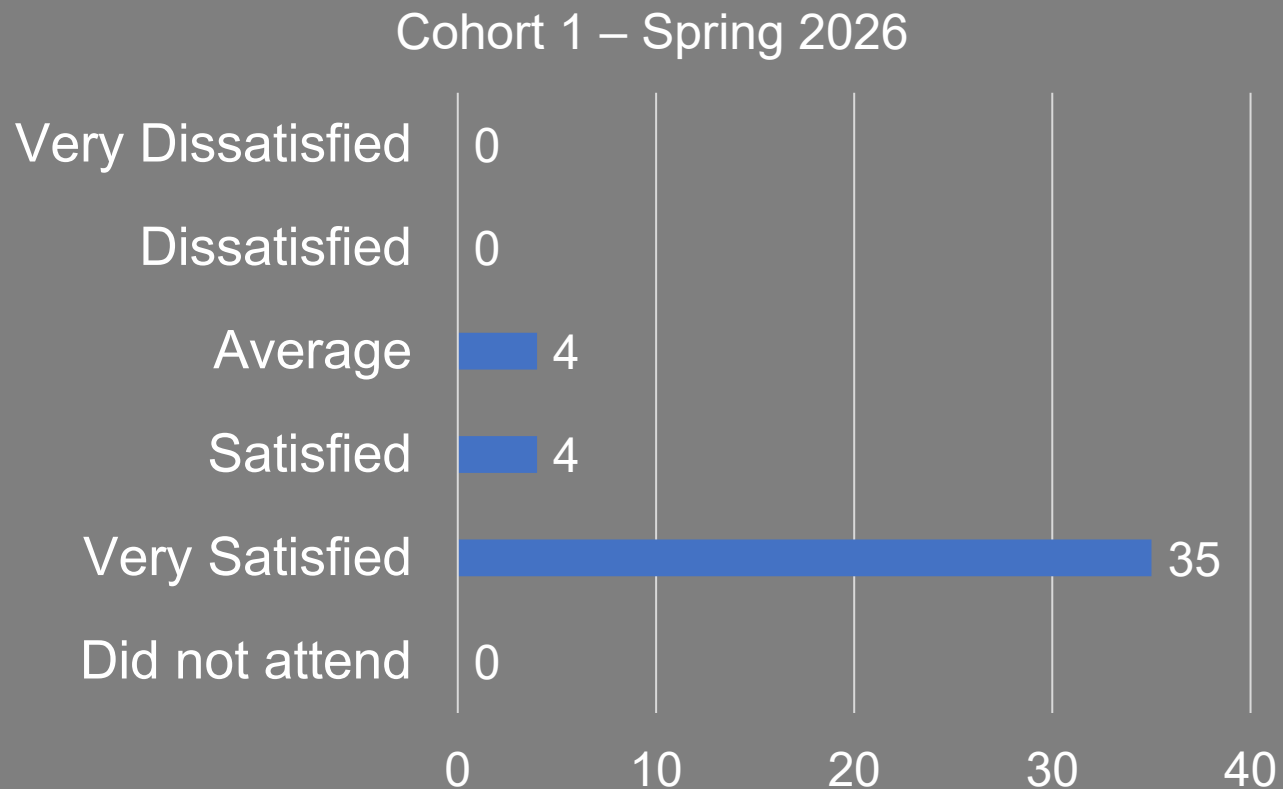
**Full implementation:** fully operational program, at least ½ of target CG population is being offered the program/service

**Initial implementation:** piloting phase, enrolling serving programs first caregivers, updating/fine tuning processes and materials

**Installation:** active planning, program activities and goals being formalized, training staff, developing pathways/processes

**Exploration:** pre-planning stage, exploring potential program goals, establishing team, getting leadership buy-in

**My overall level  
of satisfaction of  
the 2-day  
workshop was...  
(N=46)**



# Qualitative feedback (from workshop evaluations)

*What did you find most useful about the workshop?*

- Protected time for team planning
- Learning from peers
- Knowledgeable, approachable, engaging presenters
- Workshop's interactive design that included small group discussion, team exercises, poster session, Q&A time

# Strengths

- Recruitment/team diversity exceeded expectations
- High pre-work and workshop satisfaction
- Strong engagement from teams
- INCITE Website and online module set up
- Application process and center/program selection
- Participant travel and Birmingham accommodations
- Participant travel stipend payment
- In-person workshop event coordination



# Lessons learned from TA Calls

- **Institutional buy-in and stakeholder collaboration**

Finding supportive allies or champions appears especially important for overcoming resistance, territorial issues, and organizational barriers.

- **Billing and financial sustainability**

Teams are working to understand how caregiver services can be billed, implement new billing processes, and make programs financially sustainable before expanding. Participants also shared external billing resources and strategies with one another.

- **Program workflows and infrastructure**

Many teams are focused on building the practical infrastructure needed to make services work: referral processes, work groups, advisory committees, resource inventories, timelines, educational materials, surveys, and defined team responsibilities.

## Cohort 3

RFA-Opens

December 1, 2026

RFA-Closes

January 15, 2027

Notification of Acceptance

Mid-to-Late January, 2027

Access to online pre-workshop  
training

March, 2027

2-Day In-Person Workshop  
(Birmingham, AL)

May 10-11, 2027

Monthly virtual TA calls

June-November 2027





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## Increasing Caregiver Support Implementation Through Training And Education (INCITE) Training Program



Interested?  
Want to  
learn more?

[https://www.capc.org/incite-training-program/  
Questions?: ecund@uab.edu](https://www.capc.org/incite-training-program/Questions?)

# *Discussion & Questions*

# Thank you

