

Facilitating Oncology Patient-Clinician Communication via E-health Innovations

Robin M. Lally, PhD, MS, RN, AOCN, FAAN, Elizabeth Reed, MD, Pavankumar Tandra, MBBS, Jairam Krishnamurthy, MD, Christine M. Eisenhauer, PhD, APRN-CNS, PHCN-BC,CNE, Adam C. Mills, PhD, Ashok Mudgapalli, PhD, Kevin A. Kupzyk, PhD, Shanon Dunovan, BS, RN University of Nebraska Medical Center, College of Nursing and Fred & Pamela Buffett Cancer Center, Omaha, NE

CaringGuidance™ After Breast Cancer Diagnosis eHealth Program

- CG is a psychoeducational, self-management intervention with a focus on the needs of women within the first months after early-stage breast cancer diagnosis developed PI's team.
- The Summary Report (CGSR) was a new feature of CaringGuidance™ that allowed patients to generate a single page summary of their most important psychosocial concerns & rate these concerns on a 0 – 5 scale.
- Hypotheses:** 1. users would find the CGSR to be functional, usable, and satisfactory. 2. the CGSR would facilitate communication of psychosocial needs in the outpatient oncology setting

Problem/Purpose/Aims

Problem: Research indicates that oncology patients' psychosocial concerns are addressed during clinic visits 6 – 27% of the time.

Purpose: Assess satisfaction and feasibility of the CGSR to support patient-clinician communication in the outpatient breast oncology setting to inform program changes prior to future trial.

Aim 1: Describe recently diagnosed women's appraisal of CGPS functionality, content satisfaction, and usability.

Aim 2: Assess communication patterns, topics discussed, and patient-provider communication satisfaction during medical oncology consultations when the CGSR is available for use.

Methods

- Single group, mixed-methods design
- Inclusion: Stage I-IV breast cancer scheduled to see medical oncology at Fred & Pamela Buffett Cancer Center for 2nd or more visit.
- Subjects use the CaringGuidance™ program at home for 1-2 months & generate a Summary Report (CGSR) in the presence of the PI/RA prior to an oncology consultation.
- Usability, satisfaction with the CGSR, and consultation communication, captured with 1) a pre-consultation "think-aloud" interview, 2) System Usability Scale, 3) a post-consult interview, 4) recorded consultation transcripts, and 5) clinician post-consultation surveys.

Results

Sample

- N = 31 women consented; 27 complete
- Mean age 54.7 (SD = 9.17)
 - Range 35 – 72 years
- 58% Married
- 94% White
 - 3.2% Hispanic
- 51% College graduate
- 58% employed full-time
 - 48% were primary income provider for family
- Mean CaringGuidance program use = 2.25 hrs.

Psychosocial Status – Baseline (before access to CaringGuidance) & Day of Clinic Visit (approx. 1 - 2 months later) *clinically significant

Measure	Baseline Mean (SD)	Clinic Visit (Mean (SD))	t-test (p)
N = 27			
Distress (Distress Therm.)	5.19 (2.66)*	3.89 (2.47)	t(26) = 2.89 (p = .008)
Impact of Cancer Experience (IES)	27.00 (15.52)*	18.92 (12.04)	t(26) = 2.77 (p = .01)
Depressive symptoms (CES-D)	13.37 (8.97)	11.04 (8.11)	t(26) = 1.76 (p = .09)
Anxiety (PROMIS 7)	56.56 (8.13)*	51.29 (8.29)	t(26) = 6.19 (p < .001)

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robin.lally@unmc.edu

Functionality/Usability/Satisfaction of Summary Report

Functionality

- Perceived functionality increased with user experience
- Summary Report not created if no program use in calendar month.

Usability – System Usability Scale (n = 27)

Range 42.5 – 100; **Mean 74.44** (SD = 19.28) [above average]

- Wanted to edit a prior report not create a new report.
- Some difficulty creating pdf for printing.
- Able to understand what report was accessing from program use
- Most understood ranking concerns; some did not

Satisfaction

- Title "Summary Report" was unclear to users.
- Would use report again now that know it's there
- "Like to see progress – it's like journaling."

Communication

- Actual report infrequently used in clinic appointment
- Learning from CaringGuidance altered thinking & empowered women to speak-up & helped to create strategy
- Creating report before appointment helped memory of what to discuss
- Used text area to take notes while communicating with MD.
- Held iPad on lap to remind self of questions/communication.
- Communication was better after using CaringGuidance

Changes Made/Future Directions

- Renamed Summary Report to "Personal Summary"
- Moved report access above scroll line to increase visibility
- Created a step-by-step instructional video on CaringGuidance
- Created automatic creation of Personal Summary every two weeks. Saved to users Homepage/Dashboard.
- Personal Summary now included in ongoing versions of CaringGuidance for future use and testing.