



DiscussonsSante.ca

Let's Discuss Health

Implementing a Website to Help Chronic Disease Patients Prepare their Primary Care Consultation

Assemblée annuelle

Département de médecine de famille et de médecine d'urgence

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Interdisciplinary Study Team

- Marie-Thérèse Lussier MD, MSc, U. Montréal
- Claude Richard PhD, CISSS Laval
- Nathalie Boivin PhD, U. Moncton
- Élie Boustani MD, U. Montreal
- Catherine Hudon MD, PhD, U. Sherbrooke
- Marie-Josée Levert PhD, U. Montreal
- Christine Thoer PhD, U. du Québec à Montreal
- Jalila Jbilou MD, PhD, U. Moncton
- Fatoumata Diallo PhD, CISSS Laval
- Alain Gemme, Patient-partner
- Collectif Capsana

Study Funding

- Programme Santé des populations (2012-14)
- Dr Sadock Besrouer Chair (2014)
- Réseau-1 Québec (2014-15)
- CIHR (2015-16)
- Fondation Cité de la santé (2016-17)



Réseau-1 Québec
Réseau de connaissances en services et
soins de santé intégrés de première ligne



CIHR IRSC
Canadian Institutes of Health Research
Institut de recherche en santé du Canada



Background

- Website interventions directed at patients can increase patient participation in healthcare encounters
- Easy, accessible
- As effective as face-to-face interventions
 - less resource intensive
- Computer literacy
 - More than 70% of individuals (age of 55-64) access the Internet

Background

- ***Let's Discuss Health-Discutons Santé (DS)*** is
 - a unique French language free PHR
 - intended to activate chronic disease patients
 - help them prepare for healthcare encounters
- It was modeled after the *THT* website that showed significant changes in
 - Communication patterns
 - Post encounter recall of information
 - Proportion of patients reaching clinical targets

■ *Let's Discuss Health website*

...to build upon...

Vaccines (Shingles)

B12 Vitamin

Should take
Multivitamin

Omega 3 (600mg)

Magnesium act.

Strontium
for bones breakage
680 mg. per day

TRACTION

Lundi

Marie-Thérèse

* Pression ↓

✓ - Etourdissement

✓ - Changement de position

Kyste - Mini. pompe - tête

cébrale - Résultats cardio

si description

au Centre - Epic

✓ → Embes

✓ → Mammographie

R.V. Nov.

✓ → Résultats en labo

✓ → Piquure → antibio-



«*Quand on vit avec une maladie chronique, on peut se sentir submergé d'information, de rendez-vous et... d'émotions! Les Espaces Maladies peuvent aider à y voir plus clair.*»



DiscutonsSante.ca, c'est quoi?

DiscutonsSante.ca invite **les patients** et **les professionnels de la santé** à faire équipe dans une relation de partenariat où chacun connaît et joue son rôle dans la gestion des maladies chroniques.

Que vous soyez un patient ou un professionnel, *DiscutonsSante.ca* vous aidera à communiquer plus efficacement durant vos rendez-vous!

[Visionnez la vidéo de présentation](#)

Deux nouveaux Espaces Maladies!

Créés en collaboration avec des organismes réputés en santé, l'**Espace Maladies du cœur et AVC** et l'**Espace Cancer** regorgent d'information pratique et d'outils.

A web site that encourages and promotes collaboration between patients and healthcare providers

Let's Discuss Health

Patients

Providers: CIM

Communication
PACE

- Prepare
- Ask
- Check
- Express

My Medical
visits

Prepare a
medical visit

Manage my
medical visits

My Health Booklet

- Medication list
- Health conditions
- Allergies
- Operations
- Health habits
- Family history

Medical
conditions

- Cancer
- Diabetes
- CVD

Web site Format

- Video clips
- Audio clips
- Stand-alone texts and narrated texts
 - Grade 9 level
- Step-by-step medical visit preparation
- Note taking, priority setting
- Generates summary of visit preparation
- 30-60 minutes (initially)

Study Objectives

- Study the adoption and implementation of *Let's Discuss Health* in primary care clinics
- Assess
 - user experience of this website
 - its impact on healthcare encounters and patient activation, from the perspective of patients and HCP

Methods

- **Re-Aim** Framework guided data collection and analysis
- **Design** : Case study using mixed method approach
- **Setting** : 6 PC clinics in 2 French speaking provinces (Canada)
- **Participants** : 10 HCP and 50 adult patients per site
- **Intervention** : Introduction of *LDS* in clinical routines
- **Measures** : Patient and HCP questionnaires and 10 focus groups
- **Outcome variables** :
 - Uptake of *LDS*
 - Perception of its usefulness and its impact on the encounter

Methods

▪ Study conduct

Phase I

Preparatory and implementation of the intervention in the clinic

Phase II

Implementation and assessment of the project by patients

Phase III

Assessment of the intervention with HCPs and clinic champions

Phase IV

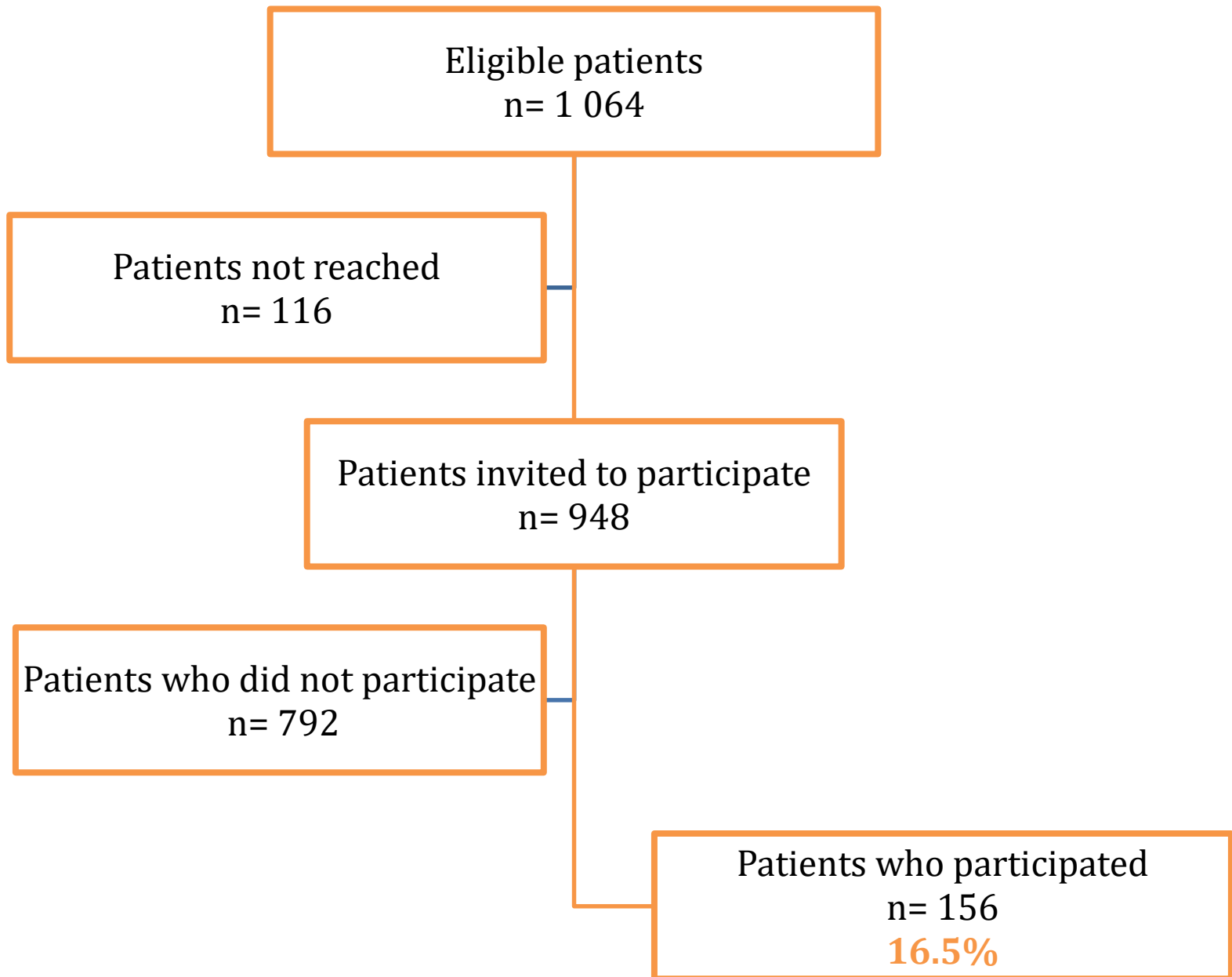
Assess maintenance and analyze the data -

Phase V

Validate the findings; prepare an implementation guide and knowledge transfer activities

- ✓ Quantitative analyses of questionnaire data were conducted using SPSS Statistical Package
- ✓ Qualitative analyses proceeded with QDA Minor, a coding software for thematic analyses

Results



Frequency of reasons of non participation (n=792)

Reason	N	%
Lack of interest for the project	201	25
Limited access to IT (computer or Internet)	106	13%
Limites skills in the use of a computer or Internet	36	5%
Project documents not received	36	5%
No show or late for medical appointment	33	4%
Lack of time	30	4%
Language barriers	24	3%
Other reason	10	1%
No reason given	316	40%

Providers (N=51)	N (%)
Sex	
Male	8 (19%)
Female	35 (81%)
Age	
40 years or less	29 (67%)
41-60 years	13 (30%)
61 years or more	1 (3%)
Unknown	8
Type of provider	
Family Physicians	27 (63%)
FM Residents	13 (30%)
Nurse/Nurse Practitioner	3 (7%)
Unknown	8

Patients (N=156)	N (%)
Male	69 (51%)
Female	73 (49%)
Age 40 years or less 41-60 years 61-80 years Unknown	23 (16%) 68 (48%) 51 (36%) 14
Level of education High school or less College Technical training University Unknown	44 (31%) 33 (23%) 15 (11%) 49 (35%) 15
Annual Family Revenues	
Less than 40 000\$ 40 000\$- 79 999\$ More than 80 000\$ Unknown	46 (35%) 62 (48%) 22 (17%) 26

Adoption and Implementation Patient Participation

- Mean Proportion (16.5%)
 - 15 to 20% of invited patients completed study
- Varied according to
 - Site
 - Presence of research staff onsite
 - Method of invitation (letter vs phone)

Let's Discuss Health User experience and impact on visit

Patients' perspective Mean % agreement		Providers' perspective Mean % agreement	
Web site characteristics		Pt is well prepared	87%
Words difficult to understand	28%		
Ease of navigation	91%		
PACE module		Clear reason for visit	87%
Intend to apply PACE	96%		
My visits module		Summary	
Is practical	93%	Easy to integrate	80%
Summary is complete	92%	Info. accurate	80%
Summary is useful	90%	Info. Complete	67%
Intend to use in future visits	88%	Helped organize visit	56%
		Provided new info	33%
My Health Booklet module		Clear Expression of concerns	89%
Is useful to manage my health	86%		
Is complete	86%		
Helps to remember info	94%		

Patient and provider post-visit questionnaire data

Let's Discuss Health impact on patient activation

Mean % Agreement

- Actively participated in the encounter 93%
- Better follow-up of my health conditions 91%
- I discussed all items on my Summary 99%
- Felt better understood by my HCP 86%
- I asked my Questions 94%
- I checked when I did not understand 88%
- I feel motivated to prepare visits 90%
- I intend to revisit the website 91%

Patient post-visit questionnaire data

Patient Activation Measure

PAM scores

Level of activation	N (%)
1	2 (3%)
2	5 (4%)
3	41 (30%)
4	87 (63%)
Missing	19

Patient post-visit questionnaire data

Focus group discussions

■ Patients' perspective

- Playing an active role in managing their health
- Decreased stress and worry about forgetting
 - limited time with HCP
- Increased feeling of partnership with provider
 - Helping their provider by giving accurate and complete information

■ Providers' perspective

- Do not perceive much *added value*
 - Content wise nor structure wise
- Timing of presentation of patient summary is crucial
- Do not appreciate the value patients' place on partnering with them

Discussion

- The rate of adoption is encouraging
 - Very little support given to clinics
 - No research staff onsite
 - No support staff to help patients access website, deal with difficulties etc.
 - Health literacy issues
 - Computer literacy for more complex use if IT
 - This was seen as a *project* not as a standard of care

This study contributes in filling a knowledge gap on how best to implement the use of such tools in practice

Discussion

- Most patients indicated a favorable evaluation of the web site: its functionalities and its usefulness in helping them adopt an active role in managing their care and engage in a partnership with their provider.
- There persists a certain disconnect between providers and patients perceptions that will need to be validated in future studies.

The fact that these individuals represent a sub group of motivated participants may be seen as a limitation

Lessons learned

- Success is long term
 - Must have buy-in by clinicians and clinic staff
 - Clinical routine
 - Implementation procedures need to be robust and multiprunged
 - Reception-reminders
 - Waiting room-website video
 - Volunteers to help patients register
 - Telephone trouble shooting

We are now implementing in 2 FMTU in CISSS Laval