

# Implementation of a Web-Based Tool to Help Patients Prepare their Visits in Two Laval Primary Care Teaching Clinics



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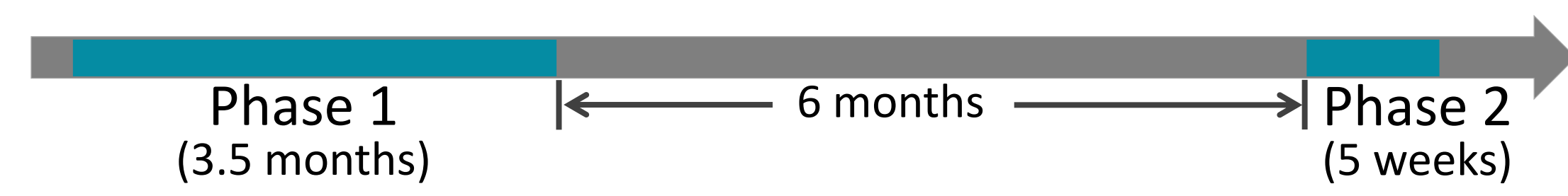
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## Background & Goals

- Engaged and informed patients participate more actively in discussions with their healthcare providers, enhancing the effectiveness of medical encounters.
- Discutons Santé* (Let's Discuss Health) is a francophone website, freely accessible. It helps patients prepare their medical visits.
- Previous work from our research group showed that *Discutons Santé* is adopted by 16.5% of the patients with chronic diseases in primary care (PC) clinics.
- Discutons Santé* was implemented in two PC teaching clinics in Laval (Qc) in 2017 as a cutting-edge practice.

### Goals:

- Evaluate the effectiveness of the implementation of *Discutons Santé* in two PC teaching clinics in Laval (Qc) (Phase 1).
- Evaluate the adoption of *Discutons Santé* six months post implementation in one of the two PC clinics (Phase 2).
- Identify factors facilitating and limiting its adoption by patients visiting one of the two PC clinics (Phase 2).



## Methods

**Design & setting:** Observational study in 2 PC teaching clinics for Phase 1 and in one of these two clinics for Phase 2.

**Participants:** Patients ≥ 18 years old (Phase 1 and Phase 2).

**Intervention:** *Discutons Santé* (DS) implementation between March and June 2017 (Phase 1).

Promotional strategies included: 1) bookmarks distributed by receptionist or trained volunteers; 2) posters and video displayed in waiting rooms; 3) *Discutons Santé* information added to the voice message and appointment confirmation e-mails; 4) individual website demonstrations by trained volunteers using electronic tablets.

Outcomes	Study instruments
Implementation reach	Volunteers' logbooks; website metrics measured by Google Analytics
Patient awareness, adoption rate, barriers and facilitators to the use of <i>Discutons Santé</i>	Self-administered questionnaire distributed to all adult patients in the clinic waiting room

## PHASE 1: Reach of implementation strategies

**1557 patients** (19.8% of all consultations) were approached by trained volunteers  
 > 10.5 % watched a demonstration

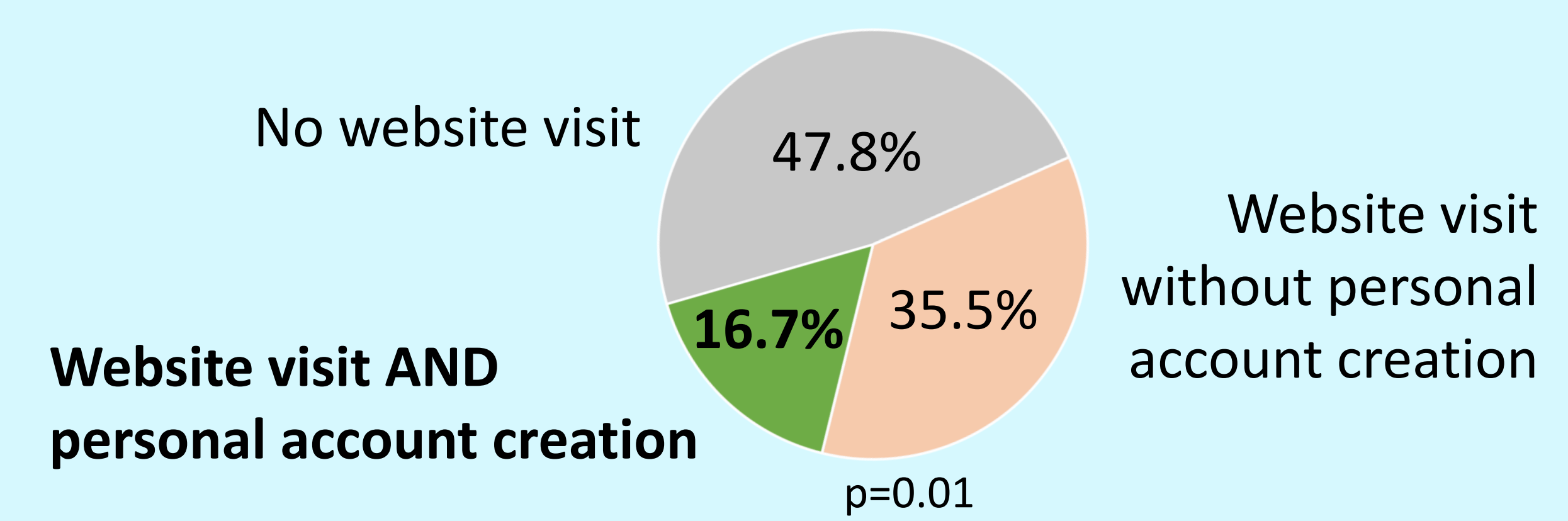
**@ Web traffic (average)**  
 > 364 users per month (+22.6%)  
 > 232 DS accounts created/month (2 fold increase)

## PHASE 2: Patient adoption, barriers and facilitators to the use of *Discutons Santé*

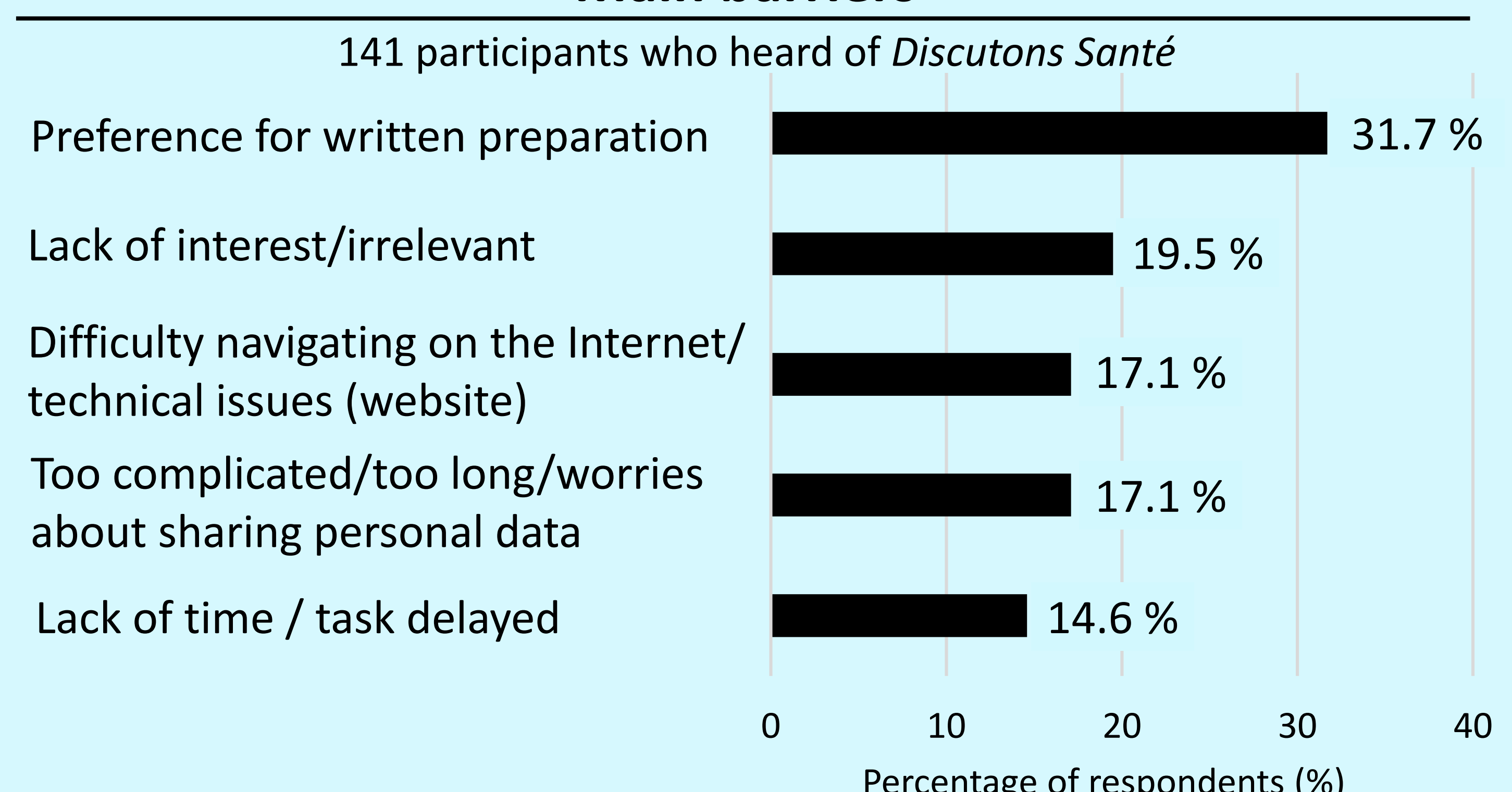
Characteristics, % (n)	Heard of <i>Discutons Santé</i> (n=141)	Not heard of <i>Discutons Santé</i> (n=351)	P-value
<40 y.o.	35.4 (50)	32.8 (114)	0.63
40-59 y.o.	24.8 (35)	33.1 (116)	
60+ y.o.	27.7 (39)	25.6 (90)	
Women	68.1 (96)	62.1 (218)	0.065
New patients at the clinic	2.8 (4)	11.1 (39)	<0.01

### Use of *Discutons Santé*, 6 months after implementation

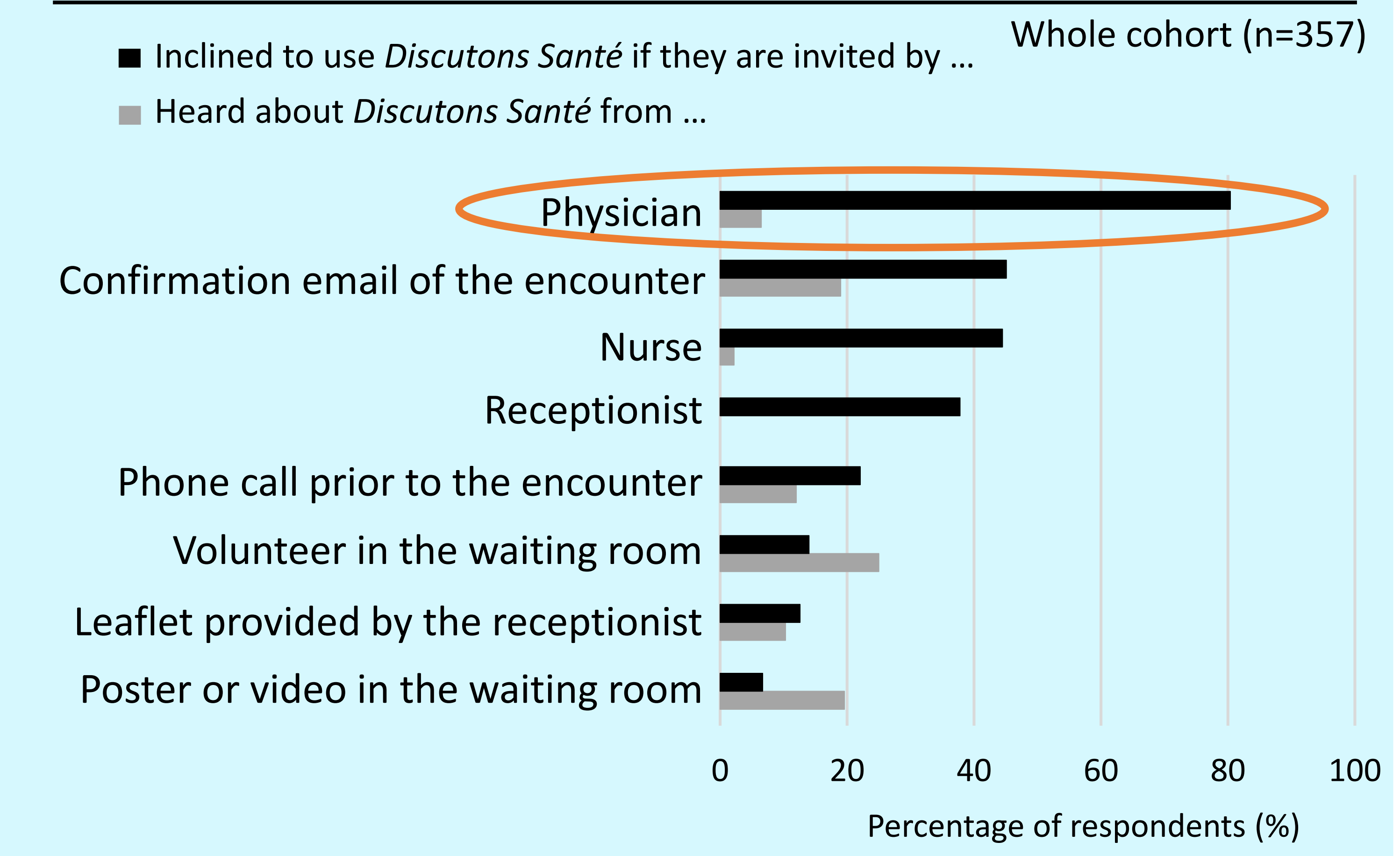
28.6 % (n=141) of patients reported having heard of *Discutons Santé*



### Main barriers



### Main factors increasing the interest of using *Discutons Santé*



## Discussion

- > **One in six** patients may improve their patient-healthcare provider partnership by using *Discutons Santé* to prepare their medical visits.
- > Still it remains a challenge to inform patients and get them involved in preparing for their medical visit.
- > The added-value of using a web-based tool to prepare the medical visits is not always perceived by patients.
- > Patients would be more inclined to prepare their medical encounters by using a web-based tool such as *Discutons Santé* if their **healthcare provider encourages its use**.
- > Results of this study confirm the importance of physician's opinion from the patients' point of view.

## Conclusion

Web tools are useful for supporting the patient-professional partnership, but physicians must play an active role in informing patients about their existence and usefulness.

## Acknowledgements

- PC teaching clinics for the clerical support during data collection in Phase 2;
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