

EMPOWERING PATIENTS THROUGH EDUCATING AND COUNSELLING FOR LIFESTYLE CHANGES USING THE WEB-BASED INTERVENTION “CARE INFORMATION EXCHANGE”: A MIXED METHOD SERVICE EVALUATION

A Dirksen¹, P Taraborrelli¹, F. Opoku¹, CW Lim¹, S Nagy¹, N Thomas², PB Lim¹

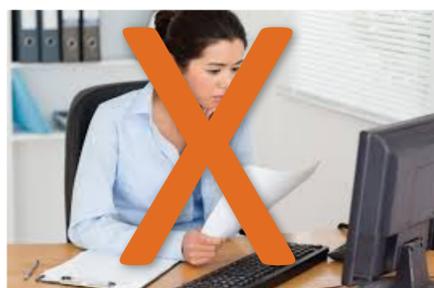
1: Imperial College NHS Trust London, 2: London South Bank University

Introduction



Orthostatic Intolerance (OI) is a common & debilitating long-term condition

Education and specialist support needs in patient care



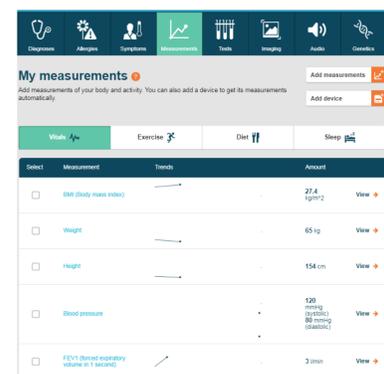
No current web-based intervention available to help patients with OI manage their condition

Methods

Phase 1

Confirm CIE as a shared-decision making (SDM) tool

Discussion with two patients (both female) regarding the use of CIE for the remote SDM process and support



Phase 2

Improvement evaluation

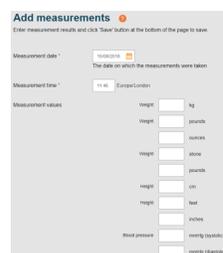
Patient recruited via convenience sampling

Inclusion criteria:

- Seen in Consultant-led syncope clinic
- Medication prescribed for a OI condition requiring follow-up support
- Internet access

After 4 weeks using the intervention an adapted System Usability Score (SUS) questionnaire was given to each of the 10 recruited patients to assess their perception on the usability of CIE.

- 9 patients returned anonymously the adapted SUS questionnaire via the zoho platform
- Mean age 31y with 8 Female



Phase 3

Extended in-depth evaluation

Semi-structured audio recorded interviews with 5 patients (4 Female) either via video-call using CIE or face to face

Interview schedule

Q1: How have you used CIE?

Q2: What was not useful in CIE or a disadvantage in using CIE?

Q3? How could we improve CIE?

Q4: Has the platform helped you managing your condition?

Results

Phase 1:

The discussions confirmed CIE as a SDM tool once adjustments were made

Phase 2:

SUS scale calculation (Bangor et al 2008) shows 77% of the 9 patients who returned questionnaires rated CIE as a usable and promising software

Phase 3:

Evaluation via semi-structured interviews with 5 patients

Six themes arose from the interviews:

- 1) CIE encouraged patients to **reflect on self-care behaviour**
- 2) CIE as a means to **communicating with healthcare professionals**
- 3) **Barriers** to self-care behaviour in managing OI
- 4) **Shared-decision making** process via CIE
- 5) Patient perception of **Empowerment through the use of CIE**

Conclusion

- The use of the SUS questionnaire confirmed CIE as a usable and promising software
- The majority of patients perceived CIE as a helpful tool to communicate with healthcare professionals and reflect on their self-care behaviour in managing OI
- This pilot study documented the potential enhancing effect on SDM and patient empowerment
- This evaluation may encourage other professionals in using CIE to empower patients