

What's App Doc?



Empowering Patients and Families with a Consult Recording App

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Security features in the

app prompts patients to

them AHS does not keep

a copy of their recording

not record in a public

space, and reminds

Are you sure you want to delete this recording?

Allows

patients to

re-listen to

discussion at

Cautions

points

00:00:12

Notes Soire

My Questions

user at key

home

The Issue

Patients forget up to 80% of health care information discussed verbally after their clinic visit. Cancer patients have particularly poor recall at their first consult due to the highly emotional nature of learning they have cancer. Poor recall of health care information is a significant barrier to self-management, informed decision making and a patient's ability to partner in care.

The Opportunity

Research shows that patients who record their clinical consult have:

- Better recall of visit information
- Clearer understanding of treatment options
- More active engagement in treatment decisions
- Enhanced wellbeing
- Higher levels of satisfaction with care

The Innovation

The Design

Funding was secured 2 3 4 5 6 7 8 9 0 from the Alberta Cancer Foundation (ACF) to build a smartphone audio recording app to provide a pragmatic, cost effective, and efficient strategy to empower cancer patients in their own recall and decision making.

The App aligns with AHS's Patient First Strategy by

patient's hands, as evidence shows the desire to record

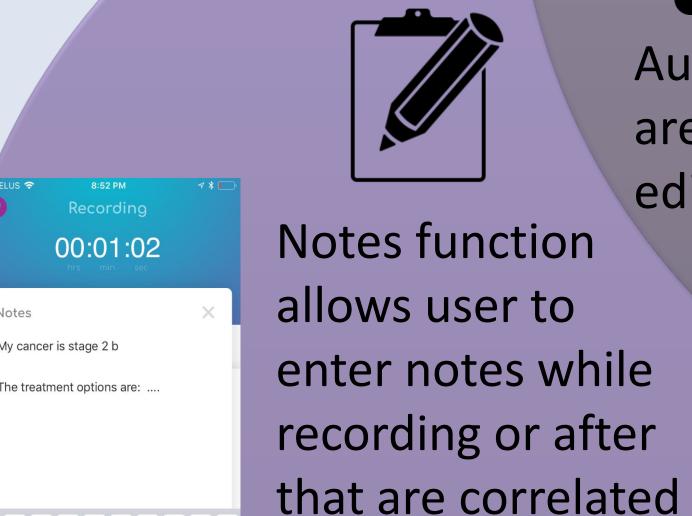
principles informed the App design along with specific

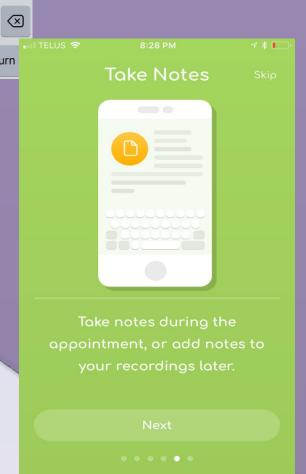
guiding principles outlined by the Canadian Medical

putting the choice to record their consult in the

Key AHS privacy, legal and communication design

consults is based on personal preference.



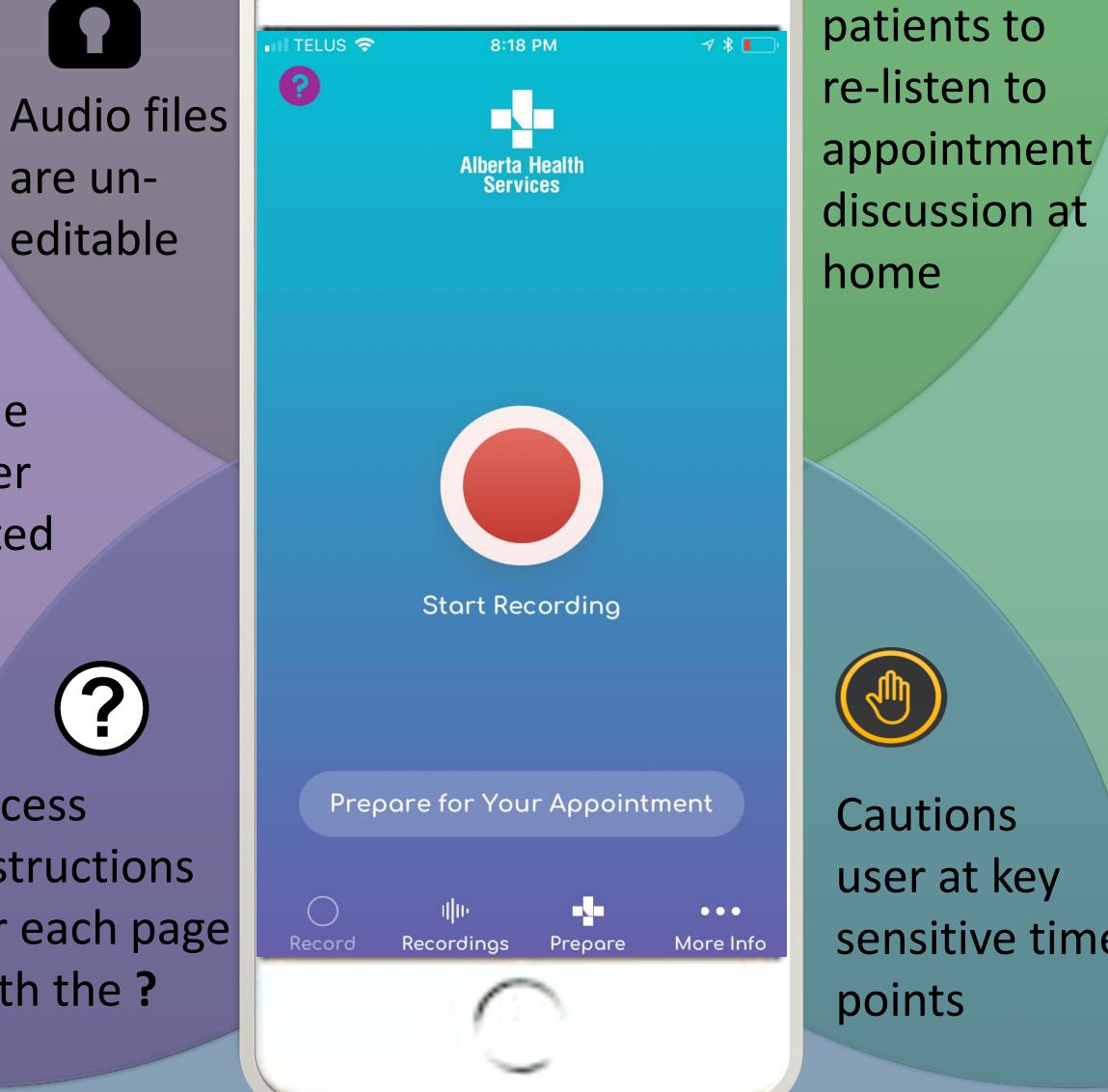


to the recording

Access Instructions for each page with the?

are un-

editable



Patients can prepare for their upcoming appointment by selecting or entering questions which will appear when next recording is started

Patient Advisors Feedback in Initial Testing Phase

"Something all patients should have access to " "Better than just a voice recording, has a place for notes and questions for future appointments"

My Recordings

My first consult

00:00:00

My first consult

43% of Patient Advisors said they found their appointments had "Much too much information to remember and understand"

> 66% of Patient Advisors said they would be "very likely" to download a free AHS cancer audio recording app

Key Lessons

Patient input throughout the design and build led to valuable modifications.

The patient friendly design had to also have low impact on clinic process.

Alignment of the App with AHS's recording policies enabled a safe environment for audio recordings for both clinicians and patients.

Continuous engagement with clinicians was pivotal in securing their support.

Easily save audio files to computer or share with trusted family or friends



Next Steps

Clinical validation is being completed to understand the key teaching points for both patients and clinicians. Once completed, these points will be delivered to CCA staff and to all new and existing cancer patients.

The App will be made available as a free download. Evaluation of the app's uptake and the impact on clinical practice will be conducted after it is widely available.

Making it Happen

Protective Association (CMPA).

User acceptance testing was conducted with a test version of the App which allowed for basic functionality and responsiveness on the participants' own phone or tablet. This simulated functionality allowed participants to move through simple App tasks and functions. Based on patient feedback, revisions were incorporated into the design prior to the actual App build.

Acknowledgements and Thanks

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