



Patient perceptions of the utility and impact of a same-day self-administered routine electronic patient-reported outcomes (PRO) assessment in HIV care in two North American clinics

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AIMS and METHODS

We assessed perceptions of patients living with HIV (PLWH) of the utility and impact of a same-day self-administered tablet-based patient-reported outcomes (PRO) assessment integrated into routine HIV care in two North American clinics.

PLWH self-administered a PRO assessment of several clinical domains (e.g., antiretroviral adherence, substance use, depression/suicidal ideation, sexual risk behavior, partner violence) on-site immediately prior to their routine care visit.

Providers were furnished with succinct summary results before seeing the patient

To evaluate patient perceptions of using PROs in their care, we conducted the following activities:

- 1) administered a post-appointment multiple choice patient survey querying utility of the PROs in the care visit, and
- 2) with a separate group of patients, conducted semi-structured 1:1 interview discussing utility and perceived impact of PROs in their appointment in more depth.

We aggregated quantitative data; qualitative data was collected by digital recorder, transcribed by an independent agency, and analyzed using qualitative software. We coded within pre-established thematic areas, and identified key sub-themes within each.

RESULTS

POST-VISIT SURVEY

In the post-visit survey, among PLWH (n=200; median age 50; 28% female; 41% Black, 37% white), 82% reported PROs 'made the visit better overall'.

In addition, PLWH reported that agreed PROs helped them:

- **consider overall health (89%)**
- **helped remind them of health concerns to raise (81%)**
- **helped discuss topics that might not have otherwise arisen (76%)**
- **helped discuss issues difficult to speak frankly about (71%)**
- **helped them decide what to talk about (67%)**

1:1 INTERVIEWS

- In individual interviews (n=30; mean age 48; 30% female; 43% Black, 36% white) PLWH concurred with and elaborated on these points.
- Several PLWH reported **feeling 'cared about'** by being asked about mental health and quality of life-related needs.
- Most patients reported not minding the sensitive nature of some questions, but two patients expressed concerns regarding confidentiality of drug use data.

RESULTS

Patients reported that PROs added value to their care by:

- **disinhibiting honest responses** to psychosocial and behavioral questions via remote response
- **improving recall and preparation** for topic areas to address
- **enriching patient-provider communication** and relationship by identifying mental health/quality of life-related needs
- **improving comprehensiveness** of their care
- **promoting self-evaluation** in psychosocial and behavioral areas

Patients had this to say about the **impact of PROs on discussing sensitive topics:**

- *I find that it's easier to answer to an iPad than it is to a person. I found certain questions, like the alcohol question, I was a little more honest about it on the iPad versus [in person]. (Patient, Toronto)*
- *It's a lot different to say things in person because you're scared of the facial expressions...the reactions. The iPad is not going to look at you because you say you do crack every day... so you can be a lot more open...if you don't feel comfortable talking to a doctor about it at first it's a lot easier at least when they come in [with the PRO results] and they already know. (Patient, Ft. Pierce, FL)*

RESULTS and CONCLUSION

Patients had this to say about the **impact of PROs on agenda-setting:**

- *...maybe if I...already have an idea of what the question gonna be, the person asked me, I wouldn't even answer, yeah. But just the fact that I already read [the PRO] and aware of it, so when the question asked, I was more prepared (Patient, Toronto)*
- *It really did a lot for me because you had a lot of questions that I probably wouldn't have asked the doctor, or she probably wouldn't have asked me. (Patient, Ft. Pierce, FL)*
- *The questionnaire is a good thing, because I imagine not everybody does come mentally prepared in terms of having questions and a goal, "I should have asked at the doctor that. Why didn't I ask him that when I was there?" So this is a good way for both parties, the doctor and the patient, to receive and give information. (Patient, Toronto)*

CONCLUSION:

- PLWH receiving care in two North American HIV clinics found PROs administered before the appointment to be useful for prioritizing discussion topics with their providers, helping initiate discussion on sensitive issues, and improving comprehensiveness of and satisfaction with care.
- Care should be taken to explain the purpose of PROs to patients, including how the data will be used, kept confidential, and reassured that they have the option of not responding.