

Report on Analysis of the PaCER Data from the KOASK Patient Interviews

**Knee OsteoArthritis and Self-management Knowledge
(KOASK) Project**

Report on the Analysis of the PaCER Patient Interviews from KOASK Phase 2

REPORT ON 5 TASKS

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Introduction

This is a report on the analysis of the data from the OA participant interviews carried out by Jean Miller and Sylvia Teare for the KOASK SMART Research Project. The interviews were carried out in the fall of 2018 just prior to OA patients pre-testing the app. The notes from 18 individual interviews was submitted to Dr Marshall and used for reporting out on KOASK2. For that report Brittany Shewchuk created individual documents for each participant with responses organized by interview question. (The interview questions are in Appendix A)

In December 2018 Dr Marshall and her team requested further analysis of the interviews. We (Jean and Sylvia) agreed to these analysis tasks: 1) key messages related to each app feature (dashboard, activities, goals, red flags & resources) and the concluding more general questions; 2) comparison of suggestions for improving the app made by those with high (high 25th percentile) and low (low 10th percentile) Patient Activation Measure (PAM) scores; and 3) commonalities in improvement suggestions for family physicians and those with high activation scores.

After discussing our report on these tasks with the research team we agreed to carry out 2 more analysis tasks: 4) comparison of suggestions for improving the app made by those with PAM scores in the top quartile and those in the bottom quartile and 5) comparison of suggestions for improvements by the top quartile and all other participants

Data sources

Table 1: The tasks and the data sources

| Task | Data source |
|---|--|
| Key messages for each app feature (dashboard, activities, goals, red flags & resources) and concluding general questions | The interview documents of the 18 patient participants |
| Comparison of suggestions for improving the app made by those with high and low Patient Activation Measure (PAM) scores | Interview documents of 6 participants whose scores were in the top 25 percentile (2 of these were in the top 10 percentile) and 2 whose scores were in the bottom 10 percentile |
| Commonalities in improvement suggestions for family physicians and those with high activation scores | Interview documents of 6 participants whose scores were in the top 25percentile (2 of these were in the top 10 percentile) and the report on the qualitative interviews with 7 family physicians |
| Comparison of suggestions for improving the app made by those with PAM scores in the top quartile and those in the bottom quartile. | Interview data of 6 participants whose scores were in the top quartile and 5 who were in the bottom quartile |
| Comparison of suggestions for improvements by the top quartile and all other participants | Interview data of 6 participants whose scores were in the top quartile and the remaining 12 participants |

Task 1: Key Messages for the 5 App Features and Concluding Questions

For each of the app features (dashboard, goals, activities, red flags, and resources) we created a document of participants' answers to each interview questions. From there we created descriptive statements that reflected the scope of the responses for each of the app features. (See Appendix B.) We present the key messages related to the app features.

Key messages for the app features

The descriptive statements for each app feature were compiled into a table using these headings: likeability; usefulness; areas lacking/suggestions; and usability. These headings are in line with the interview questions. (See Appendix C). Readers looking for information on specific features are referred to that appendix. Here we describe what we see as participants' key messages about the app.

Participants responded positively to the app noting it looked simple enough to use and wouldn't be too onerous. In general they didn't anticipate any problems during the pre-test. As their interviews occurred prior to the start of the actual pre-test most participants had not tried out the app to any degree and in fact found the interview served as a good orientation to app. They saw the app as giving them a complete picture of how things were going with their OA providing a visual record to help them keep track of what they are doing. Participants also thought the app would encourage them to create goals which in turn would encourage them to do their activities. They were quite enthusiastic about the resources feature. They thought the information links looked credible and they looked forward to using them. Of all of the features, this was the one they were most likely to have tried out.

Participants also pointed to a number of areas where the app could be improved:

- 1) Improve data input and make the app more user friendly:
 - a. Improve the instructions, for example, when you click on an actual date there needs to be more explanation on how to mark that one.
 - b. Clear up confusion in the activity choices, for example, biking could be an aerobic exercise or a muscle building exercise
 - c. Icons need to be consistent, for example the icon of a man running used to depict activity is different in the top navigation, and goal is depicted as both a trophy and a star.
 - d. Terminology needs to be consistent, for example, 'information for self-management' and 'knowledge' are used interchangeably
 - e. Need to be able to activate more than one red flag at a time
 - f. Need to be able to type in more than one activity
 - g. Allow for entering data for past dates
 - h. Activities need to be expanded and more specific, for example they should be able to type in more than one activity including its duration
 - i. Put the link to SMART goals under that feature rather than burying it in resources: this will make goal setting less intimidating

Report on Analysis of the PaCER Data from the KOASK Patient Interviews

- j. Create a pop-up that asks “did you know?”
- 2) Make the app more meaningful to the individual:
 - a. For the activities feature you need to be able to add a personal note, for example, that after overdoing an activity you were stiff and sore the next day
 - b. Need to be able to enter all activities you do each day
 - c. Red flag categories need to be clearer and more specific, for example, why would inflammation and joint pain be a red flag when they common problem of OA
 - d. For the ‘other’ selection of red flag you need to be able to explain what it was
 - e. Need to be able to specify what the flag refers to, not just show a flag
 - f. Add a feature that reminds a person to input their data
 - g. Build in an activity reminder
 - 3) Enhance the content:
 - a. Add a place to track pain medications
 - b. Give a more detailed description on the benefits of exercise
 - c. Include more strengthening exercises as opposed to so many stretching
 - d. Give guidance on which exercises to use
 - e. Use My Health Alberta for goal setting & losing weight
 - f. Provide a link on how to craft a pain reduction goal.

At the end of the interviews participants were asked questions pertaining to: what feature they thought would help them the most in communicating with their family doctors; whether the app would enhance their understanding of OA; and whether it would help them self-manage their OA.

Most useful feature in communicating with family doctors

Most often participants thought the dashboard was the feature that would improve communication with their family doctors: it would show their doctors what is going on with their OA, providing an overall picture. Having the dashboard in front of them would help them remember what they wanted to talk to their doctors about. They also thought the dashboard and red flags would also be useful at annual check-ups and that the red flags feature would help them talk about any issues they were having such as pain, in relation to activity levels.

Participants’ thought the app would be useful in documenting their issues, what was of greatest to concern to them and how they were dealing with them. They thought it would help their doctors understand how OA was impacting them, getting them to focus on what was happening right now. The point was made that logging things would add validity to the issues they bring to their doctors. They also thought that their doctors’ involvement would show they support what they are doing to stay active and help their doctors’ work with them.

While there was a sense that the app would be an asset in communicating with their family doctors, there was a notable degree of tentativeness about this. Participants weren’t certain what their doctors would do with the information. They reflected on past appointments where doctors didn’t give much time to their OA or pay attention to information they brought

them, wondering if it would be the same for the app. They suggested doctor receptivity would depend on the individual and that perhaps doctors should be educated about the app.

The app as a resource for increasing their knowledge of OA

Participants thought the app would likely improve their knowledge of OA. They anticipated it would help them pay more attention to what was happening to them and what their limits were. There was particular interest in the resource feature as a way to increase their knowledge: even though it was early in their use of the app they thought some of the resources looked particularly helpful. Those who reported knowing quite a bit about OA, either as a result of their professional backgrounds or their personal research, were less likely to think the app would increase their OA knowledge.

The app as a resource for self-management of OA

Participants were hopeful that the app would help them self-manage their OA, for example: knowing their degree of functional impairment, setting goals, monitoring their situation, doing activities, and avoiding acute episodes. Some were tentative about whether the app would help them manage their OA: they would have to wait and see. One person noted this would depend on whether she actually set goals and followed up on them.

Before concluding key messages from the 18 interviews we draw your attention to the comments of two people with self-described expertise in app development. Although their comments are reflected in key messages above, we believe their insights into the scope of the app are worth highlighting. Both participants commented on what they considered to be a limitation of the app: its focus on data entry and tracking/monitoring. Participant 224 questioned what the driver would be for people to keep using the app over time. He noted there was no “candy” (reward) for keeping at it. Participant 412 thought there should be a value-added component to app and suggested using logic or information to encourage app use by make connections between how and what people are doing: for example, if you report increased pain every time you bike, the app should alert you to this. In this way it would move from being just a tracking document to one that enhances self-management. This person also thought the app missed out on “teachable moments”, for example, when people rate their pain there should be a link to information on how to deal with pain.

Task 2: Comparison of Suggestions for Improving the App from Patient Participants with High PAM Scores (top 25th percentile) and Low PAM Scores (bottom 10th percentile)

Here we were looking to see if the improvement comments made by patients in the top 25 percentile were different from those in the low 10 **percentile. Improvement**. Suggestions for the app features made by each of the 6 patient participants in the top 25 percentile were gleaned from their individual interviews. The same was done for those in the bottom 10 percentile. (See Table 2)

Report on Analysis of the PaCER Data from the KOASK Patient Interviews

Table 2: Areas for app feature improvement identified by patient participants with high and low PAM scores
 (*: suggestions from participants in the top 10 percentile)

| Features | Highest PAM Scorers (6 participants) | Lowest PAM Scorers (2 participants) |
|------------|--|---|
| Dashboard | Writing pretty small on instruction links Wonders where can put in notes, ie stiffness Wants to note increase in stiffness likely due to being on her knees all day while painting the house | Needs explanation |
| Goals | Some things are redundant, e.g. how often & when System should remind you when you haven't done an activity – thinks this is important Suggests building in a reward system Separate out duration and intensity | Beside indicating active/on hold/completed, need to be able to input what did specifically |
| Flags | Doesn't seem specific enough 'Other' doesn't give opportunity to indicate 'what' to have flag indicated what the problem was Would like dashboard to show what flag is about Other – needs to ask what I did Need to be able to see specifically what flag refers to when you click on it Need to be able to have more than one flag When entering date – have no more than 3 clicks - needs selection on other = 4 | Useful if can list info under flag |
| Activities | When click on actual date – give more explanation – says can mark but not how Bigger writing Bullet form Not complete – wants to be able to type in activities Several things reported out just as one blue square Need some way to put type of activity and duration Wants to be able to specify which aerobic activity as does more than 1 Can't show more than 1 activity *Would be good to be able to write in what actually done Does 5-6 activities in day – no way to differentiate Needs better definitions – WW has clock filling in different portions with colors re activity/time/duration This category is non-descript – not specific enough to the person How is activity related to goals? | Doesn't offer enough Categories need expanding, eg. Activities 'Other' – no way to say what this is Aerobic – what activities are included? Eg. Yoga – where does it fit? |
| Resources | *Links not working for "info" Stretches: quads picture shows person leaning forward – not as good for body, should hold on to chair Put the link to SMART goals "up front" – was buried in resources Thinks Drs should be educated about this tool | Some of links don't work |

Report on Analysis of the PaCER Data from the KOASK Patient Interviews

This table shows that most areas for improvement came from those with high PAM scores. It also shows that high scorers' suggestions were more substantive. The suggestions from both groups are included in the Task 1 analysis which provides a more comprehensive picture of participant feedback. Of note: just 2 of the suggestions from high PAM scorers were from participants in the top 10 percentile.

Task 3: Commonalities in Improvement Suggestions Made by for Family Physicians and Patient Participants with High PAM Scores

Here we were looking for improvement comments that were made by both the patients with high PAM scores and the family physicians. For the patients we used the improvement suggestions made by the 6 patient participants in the top 25 percentile. For the family physicians we used the KOASK MVP Evaluation Summary, 20July 2018 (Appendix D), creating a document of their improvement suggestions (Appendix E). We found suggestion commonalities related to: app font size; note making in the app; reminders; rewards for patients; flag descriptions; number of clicks; explanations; and specifying activities. (See Table 3)

Report on Analysis of the PaCER Data from the KOASK Patient Interviews

Table 3: Commonalities in areas for improvement by patients with high PAM scores and family physicians

| Improvements | Highest PAM Scorers (6 patients) | Family Physicians (7 physicians) |
|------------------------|---|--|
| Font size | Writing (on dashboard) pretty small on instruction links Bigger writing (Activities) | Be sure the scale/date is big enough for people with impaired vision (Dashboard) Make font larger (Goals) Font too small (Activities) |
| Note making in the app | Wonders where can put in notes (dashboard), i.e., stiffness Wants to note increase is likely due to being on her knees all day while painting the house (Dashboard) Not complete – wants to be able to type in activities Need some way to put type of activity and duration Would be good to be able to write in what (activities) actually done | Need to be able to insert information in the ‘other’ option (Activities) Needs to be a record of what you’ve done (Activities) Be able to record aerobic activity: type & how long Have a free text area for ‘other’ or take out (Activities) Provide a space to describe ‘other’ so concerns can be entered (Flags) Be able to record that having extreme pain, different kind of pain, or having a bad day (Flags) Add a free text box (Flags) Create a place for people to enter notes (Flags) Provide a place for seniors o write things down (General suggestion) |
| Reminders | System should remind you when you haven’t done an activity – thinks this is important | Include a statement that patient should see doctor e.g. for infection (Flags) Add prompts and be more directive so user knows what they need to do (General suggestion) |
| Rewards for patients | Suggests building in a reward system | Make it so goals can be removed when reached Set 1 goal for each area and when reached allow them to enter another goal |
| Flag descriptions | ‘Other’ doesn’t give opportunity to indicate ‘what’ to have flag indicate what the problem was Would like dashboard to show what flag is about Need to be able to see specifically what flag refers to when you click on it | For red flag need to be able to say what led to the flag and what goals were set Be sure flags links back to dashboard Give examples of red flags |
| Number of clicks | When entering date – have no more than 3 clicks - needs selection on ‘other’=4 clicks | Have just one click for exercise & activity instead of multiple Make it so can scroll instead of so much clicking Add a legend and a scrolling function for activities done vs using clicking |

Report on Analysis of the PaCER Data from the KOASK Patient Interviews

| Improvements | Highest PAM Scorers (6 patients) | Family Physicians (7 physicians) |
|-----------------------|--|--|
| Explanations | When click on actual date - give more explanation – says can mark but not how Needs to show more info Needs better definitions –WW has clock filling in different portions with colors re activity/time/duration | Add a link to definitions of stiffness and function showing good vs bad functioning Provide lay person definitions e.g., trauma, inflammation |
| Specifying activities | Several things reported out just as one blue square Wants to be able to specify which aerobic activity as does more than 1 Can't show more than 1 activity Does 5-6 activities in day – no way to differentiate This category (activities) is non-descript – not specific enough to the person | Have buttons for each activity/category Make list of categories less limited and more meaningful to patients Categories need to be defined for patients who don't exercise e.g., swimming, walking: use Exercise is Medicine Canada website Categories need to be more relevant to the population |

Report on Analysis of the PaCER Data from the KOASK Patient Interviews

Our observations on this comparison:

- Both groups thought the font is too small
- Both patients and physicians want the app to allow patients to add their own notes throughout the app. (This is in line with the key messages from all participating patients.)
- Patients want to be reminded to do their activities while physicians want patients to be reminded when they should seek help.
- Family physicians provided two specific goal-related examples with respect to building in rewards for patient
- Both groups thought the red flags need more specificity
- Both thought there were too clicks to reach some parts of the app with the physicians suggesting these be replaced with scrolling
- Both groups thought there should be more explanations and definitions, with the physicians suggesting lay terms vs. medical terms
- Patient and physician suggestions for activities suggest they should be more comprehensive and meaningful to patients

Task 4: Comparison of Suggestions for Improving the App from Patient Participants in the Top Quartile and Those in the Bottom Quartile

Here we were comparing improvement comments made by participants in the top quartile (n=6) with those in the bottom quartile (n=5). Improvement suggestions for the app features were gleaned from their individual interviews.(See Table 4)

Ned an appendix

Table 4: Areas for app feature improvement identified by participants in the top quartile and those in the bottom quartile

| Features | Top Quartile PAM Scorers (6 participants) | Bottom Quartile PAM Scorers (5participants) |
|-----------------|--|---|
| Dashboard | <p>Writing pretty small on instruction links</p> <p>Wonders where can put in notes, ie stiffness</p> <p>Wants to note increase in stiffness likely due to being on her knees all day while painting the house</p> | <p>Needs explanation</p> <p>Explain how knowing that my OA is moderate can help me.</p> <p>Make pain rating more specific</p> <p>Remind when data needs updating</p> |
| Goals | <p>Some things are redundant, e.g. how often & when</p> <p>System should remind you when you haven't done an activity – thinks this is important</p> <p>Suggests building in a reward system</p> <p>Separate out duration and intensity</p> | <p>Beside indicating active/on hold/completed, need to be able to input what did specifically</p> <p>Should be able to use own words when writing goals</p> <p>Need a way to track what you did</p> <p>Goals don't work well for pain: they work better for activity and exercise</p> <p>Would like a NOTES area to add health history</p> <p>Make goal setting less complicated and intimidating</p> |
| Flags | <p>Doesn't seem specific enough</p> <p>'Other' doesn't give opportunity to indicate 'what' to have flag indicated what the problem was</p> <p>Would like dashboard to show what flag is about</p> <p>Other – needs to ask what I did</p> <p>Need to be able to see specifically what flag refers to when you click on it</p> <p>Need to be able to have more than one flag</p> <p>When entering date – have no more than 3 clicks - needs selection on other = 4</p> | <p>Useful if can list info under flag</p> <p>Want to click on more than one(persistent pain – activity avoidance, low mood)</p> <p>'Other' should allow you to put something in</p> <p>When click on a flag need to see what it was specifically</p> <p>Categories aren't specific enough</p> <p>Need to be able to enter own specifics</p> <p>Need to be able to describe in own words</p> <p>Need to keep track of pain</p> |
| Features | Top Quartile PAM Scorers (6 participants) | Bottom Quartile PAM Scorers (5participants) |

Report on Analysis of the PaCER Data from the KOASK Patient Interviews

| | | |
|-------------------|--|--|
| <p>Activities</p> | <p>When click on actual date – give more explanation – says can mark but not how Bigger writing Bullet form Not complete – wants to be able to type in activities Several things reported out just as one blue square Need some way to put type of activity and duration Wants to be able to specify which aerobic activity as does more than 1 Can't show more than 1 activity Would be good to be able to write in what actually done Does 5-6 activities in day – no way to differentiate Needs better definitions – WW has clock filling in different portions with colors re activity/time/duration This category is non-descript – not specific enough to the person How is activity related to goals?</p> | <p>Doesn't offer enough Categories need expanding, eg. Activities 'Other' – no way to say what this is Aerobic – what activities are included? Eg. Yoga – where does it fit? Need to be able to enter more details: eg. on one day did "extreme" activity and next was very stiff and sore Link to activity apps (Garmin Fit) instead of in this app Do as Garmin does: can enter different activities and see all</p> |
| <p>Resources</p> | <p>Links not working for "info" Stretches: quads picture shows person leaning forward – not as good for body, should hold on to chair Put the link to SMART goals "up front" – was buried in resources Thinks Drs should be educated about this tool</p> | <p>Some of links don't work more strengthening exercise: most are stretching Link setting goals to goal setting resources Exercise 6: add another calf muscle stretch exercise Clarify connection between resources and goal setting Needs a link to info on goal setting at the top of the goals page</p> |

Report on Analysis of the PaCER Data from the KOASK Patient Interviews

This table which includes the bottom quartile (5 participants) looks quite different than our task 2 Table where we included the bottom 10th percentile (2 participants). After concluding task two we observed those with higher PAM scores made more as well as more substantive suggestions. The same cannot be said for this task: both groups made numerous suggestions and appear similar with respect to substance. It appears that adding 3 participants ‘wash-out’ group differences.

Task 5: Comparison of Suggestions for Improving the App from Patient Participants in the Top Quartile and Remaining Participants

Here we were comparing improvement comments made by participants in the top quartile (n=6) and those made by the remaining participants (n=12). Improvement suggestions for the app features were gleaned from their individual interviews. (See Table 5)

Table 5: Areas for app feature improvement identified by participants in the top quartile and remaining participants

| Feature | Top Quartile PAM Scores (6 participants) | Remaining PAM Scores(12 participants) |
|-----------|---|---|
| Dashboard | <p>Writing pretty small on instruction links Wonders where can put in notes, ie stiffness Wants to note increase in stiffness likely due to being on her knees all day while painting the house</p> | <p>Needed explanation Explain how knowing that my OA is moderate can help me. Need to be able to track pain medications Change ‘help’ to ‘more information’ The date scale should say specific date, not 1 to 30 Allow entry of information on past dates Make pain rating more specific Remind when data needs updating Pain and Activities appear ‘related’: should not be Allow for choosing both knees vs one over the other Make measurement scale more meaningful to patients (vs clinic staff)</p> |
| Goals | <p>Some things are redundant, e.g. how often & when System should remind you when you haven’t done an activity – thinks this is important Suggests building in a reward system Separate out duration and intensity</p> | <p>Beside indicating active/on hold/completed, need to be able to input what did specifically Should be able to use own words when writing goals Need a way to track what you did Goals don’t work well for pain: they work better for activity and exercise Explain benefits of exercise Create a pop up “did you know” Need explanation about what a goal is, why and what to do Difficult to create a pain reduction goal: need to link to resources to do that Pain reduction may be an outcome not a goal ???Doesn’t keep track of daily activities – walking downtown leads to pain and treadmills don’t Would like a NOTES area to add health history Make goal setting less complicated and intimidating</p> |
| Flags | <p>Doesn’t seem specific enough ‘Other’ doesn’t give opportunity to indicate ‘what’ to have flag indicated what the problem was Would like dashboard to show what flag is about Other – needs to ask what I did Need to be able to see specifically what flag refers to when you click on it Need to be able to have more than one flag When entering date – have no more than 3 clicks -</p> | <p>Useful if can list info under flag Why are persistent inflammation and joint pain flags: they are part of OA Want to click on more than one(persistent pain – activity avoidance, low mood) Not intuitive or exhaustive: why these categories? ‘Other’ should allow you to put something in When click on a flag need to see what it was specifically If choose ‘persistent inflammation’ it should show up on dashboard as that Categories aren’t specific enough Need to be able to enter own specifics</p> |

Report on Analysis of the PaCER Data from the KOASK Patient Interviews

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|------------|--|--|
| | needs selection on other = 4 | Need to be able to describe in own words Put flag descriptors in order most likely to occur Flags are generic – not specific to the person Need to keep track of pain |
| Activities | When click on actual date – give more explanation – says can mark but not how Bigger writing Bullet form Not complete – wants to be able to type in activities Several things reported out just as one blue square Need some way to put type of activity and duration Wants to be able to specify which aerobic activity as does more than 1 Can't show more than 1 activity *Would be good to be able to write in what actually done Does 5-6 activities in day – no way to differentiate Needs better definitions – WW has clock filling in different portions with colors re activity/time/duration This category is non-descript – not specific enough to the person How is activity related to goals? | Doesn't offer enough Categories need expanding, eg. Activities 'Other' – no way to say what this is Aerobic – what activities are included? Eg. Yoga – where does it fit? Need to specify and report on more than 1 activity Need to be able to see <u>all</u> activities they've done The selections: some fit in more than one category, e.g. swimming Need a more specific list Need to be able to indicate duration Need to be able to enter more details: eg. on one day did "extreme" activity and next was very stiff and sore (224) Provide direct link to activities to those on My Health AB The box at the top that says "this month" should be gone as has no function Link to activity apps (Garmin Fit) instead of in this app (715) Icon need to be specific, e.g. goals is depicted as both star and trophy Categories are very broad What kind of activity is biking? Do as Garmin does: can enter different activities and see all |
| Resources | *Links not working for "info" Stretches: quads picture shows person leaning forward – not as good for body, should hold on to chair Put the link to SMART goals "up front" – was buried in resources Thinks Drs should be educated about this tool | Some of links don't work Need to be improved & 'created with care' Instruct user to press back arrow to go back When doing it on phone: no way to close window or go back Use My Health AB for goal setting Mind tools: don't use as after 3 articles have to pay Need more strengthening exercise: most are stretching Link setting goals to goal setting resources Exercise 6: add another calf muscle stretch exercise The My Health Alberta link is missing & is good for weight loss Clarify connection between resources and goal setting Include a general exercise program on the list Consider including squats as an exercise Vet exercises through BJHSCN physiotherapists to ensure currency Use Alberta resources Use one, not both of these terms: 'info for self management' and 'knowledge |

Report on Analysis of the PaCER Data from the KOASK Patient Interviews

This table shows that both groups (those with high PAM scores and the remaining participants) made numerous and substantive suggestions for improvements. While there are more items in the other PAM score column this is likely because there were twice as many people in that group than in the high PAM score group.

This concludes our analysis of the patient participant interviews.

Thank you for the opportunity to do this work

Respectfully

Jean Miller and Sylvia Teare

Appendix A: Interview Guide

These probes act as a general interview guide for the interviewer.

Introduce and frame the question: We have provided you with a link to the KOASK App Minimum Viable Product (MVP), which is the product of multiple interviews and co-design sessions with family physicians, early knee osteoarthritis patients, and researchers. The MVP represents a balance of patient- and physician-identified priorities, budget, and timeline. The tool is to be used as a self-management tool by patients. In addition, patients may also bring the App to their physician visits, therefore we are seeking to understand your initial impression of the App's usability, quality, and impact on the patient-physician visit. This is only the first iteration of this App, so it is valuable to gain your perspective in order to inform future versions of the App as we pursue further grant funding.

I would like to talk through the App with you, and have you provide your immediate reactions and feedback. Following the talk-aloud we require you to complete a short questionnaire (either the interviewer can complete this for you or you can complete it on your own). Lastly, we would like to ask your thoughts on which features you think strengthen or do not strengthen patient-physician communication about KOA.

Probes for interviewers: impact of features on patient-physician communication

1. I am going to walk you through the five tabs, each which represent one of the main App features. Tell me what you think about this feature? (*repeat for Dashboard, Goals, Activities, Flags, Resources*)
 - What do you like about this feature? What do you not like about this feature? Why?
 - What do find useful about this feature? What don't you find useful about this feature? Why?
 - Is there anything that you think this feature is lacking or would change? Why?
 - Were there any features that you found difficult to use? Why?
2. Of what we have reviewed so far, what feature do you think would most improve communication during visits with your health care provider (s)?
3. Did you think the App was easy to use?
 - Why or why not?
4. Do you think the App is likely to increase your knowledge/understanding of knee osteoarthritis?
 - Why or why not?
5. Do you think that the App is likely to improve your self-management of your knee osteoarthritis (frequency/length of activities, goal setting, etc.)?
 - Why or why not?

Appendix B: Descriptive Statements for the 5 App Features

| Questions | DASHBOARD | Descriptive Statements |
|---|---|--|
| <p><i>What do you like about this feature?</i></p> | <p>No opinion right now (110) So far – interesting to see patterns (188) Looks good (197) Will be able to use, OK (197) Like (206) Thought had to move dots on graph but when found it happened as he put his data in was impressed (206) Looks OK (210) Yes, OK (215) Complete picture is great (215) Seems to work (251) Provides record – visual – that may never have had before (251) It’s fine, not cluttered (412) Simple(614) Straight Forward (614) Very clear (715) Not sure will help but will do it every day different (817) Easy enough to do (817) Needed explanation (1016) Will be better with data (1016) Helps him track his exercise better (1313) Help to understand numbers for mild, moderate, severe (1313) Provides into on the whole picture – where I am at (1313) Would not come up, but can use tabs – at end could get to it (1412) Yes (1511)</p> | <p>Overall participants thought this feature looked clear and useful. They liked the fact it provided a complete picture, a visual record that will help them keep track of what they are doing and how things are going for them.</p> |

Report on Analysis of the PaCER Data from the KOASK Patient Interviews

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| | That she will be able to see the changes in herself, though function is harder as just keep going (1610) | |
| What do you not like about this feature? | <p>Need to try it out (188)</p> <p>Writing pretty small on instruction links (215)</p> <p>Pretty bland (614)</p> <p>Need to use it for awhile (1016)</p> <p>Not much on charts and graphs (1214)</p> <p>Does not appeal to me (1214)</p> <p>Will likely be more interested after inputting more data (1214)</p> <p>Can't say – haven't used it yet (1313)</p> <p>No, fine now that understand (1511)</p> | <p>Participants' responses to this question suggested they weren't all the excited about the look of this element: unappealing and bland.</p> <p>Font on instructional links is small.</p> |
| What do you find useful about this feature? | <p>Just wants to stay active and mobile and this will help her do that (110)</p> <p>Think so (206)</p> <p>The graph will be useful to see a trend (210)</p> <p>Will get him thinking more about function - his pain score is low even though his pain on standing is severe (224)</p> <p>Shows where you stand (224)</p> <p>Can't tell yet (614)</p> <p>Need to use it for awhile (1016)</p> <p>Allows me to track – there may be a pattern that arises (1214)</p> <p>Recording of info (1313)</p> <p>Yes, may have some difficulty (1412)</p> <p>Looking forward to seeing when has data in it (1511)</p> <p>She now uses Google calendar to show her Dr. things that are happening (1610)</p> <p>This will be more visual (1610)</p> <p><i>Nice to see graph across when data is in (188)</i></p> <p><i>Looks useful (251)</i></p> | <p>Participant said this feature is useful for these reasons: it shows them where they stand and once they've entered data it will show trends/patterns over time. One participant thought it would get him thinking more about how he functioning.</p> |
| What | Don't know yet (206) | In the context of them not having actually used the |

Report on Analysis of the PaCER Data from the KOASK Patient Interviews

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| <p><i>don't you find useful about this feature?</i></p> | <p>How does it help me to know what ??? means to me (715) Knows it's moderate? – how does it help me (715) May be depressing to see it rather than just living it (1214) Can't say – haven't used it yet (1313) Yes, may have some difficulty (1412) Looking forward to seeing when has data in it (1511) Wonders where can put in notes, ie stiffness (1610) Wants to note increase likely due to being on her knees all day while painting the house (1610)</p> | <p>feature, a couple of points were raised. One person is not sure how knowing he has pain that is classified as 'moderate' will actually help him another suggested seeing it as it is might be more depressing than actually living with it day-to-day. There was a query about where to add personal notes, got example the reason why a person is more stiff than usual on a particular day.</p> |
| <p><i>Is there anything that you think this feature is lacking or would change?</i></p> | <p>Can't say yet (110) Would be useful to be able to track pain medications (197) Don't know yet (206) Might not have clicked on "help" – maybe call it "more information" or something like that (210) The date scale should say date, not 1 to 30 (210) Not intuitive (210) Need to be able to enter data for past dates (210) Pain rating is "generic" – not specific enough (224) Would like a reminder that he needs to update (224) It looks like Pain and Activities are "related" – make it look like these 2 things aren't related (412) Can't tell yet (614) "Is habituated" to pain so it seemed worse 5 years from now (715) Putting a name on it really doesn't help <u>me</u> with the pain – the pain is there (715) Walking down the stairs still frustrates me even though my function is okay (715) Regardless of the number, can't do what I want to do (715) Not sure she'll be doing this everyday – takes a while (715) Wouldn't change anything right now (715)</p> | <p>Suggestions:</p> <ul style="list-style-type: none"> • Add a place to track pain medications • Rename 'help' link to 'more information' as would be more inclined to click on the latter • Consider adding a feature that reminds a person to input their data • Data scale should state the date vs using numbers 1 to 30 • Allow for entering data from past dates <p>A few comments seemed to be getting at the fact the app doesn't tell the whole story: e.g. putting a name on the pain doesn't help him manage it; seeing that my function is OK doesn't help me deal with the fact he has trouble doing things, for example walking down the stairs</p> |

Report on Analysis of the PaCER Data from the KOASK Patient Interviews

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| | <p>Need to use it for awhile (1016) Nothing as this is her first view of it (1214) Can't say – haven't used it yet (1313) Can't say (1511)</p> | |
| <p><i>Were there any features that you found difficult to use?</i></p> | <p>She had to one choose knee over the other, and it's in both knees and that changes over time (110) Don't know yet (206) Measurement scales is a "mystery" to me – this is meaningful to clinics not patients (412) (see additional comments at bottom of table) Can't tell yet (614) Tends to down-play her pain – as has had pain for some time – now it doesn't seem too bad (1214) No issue – easy to use (1313) Can't say (1511)</p> | <p>One person found it difficult to use because she has problems with both knees and you had to choose one knee over the other. Another said the measurement scale would have meaning to staff but not to her as a patient: used the term 'mystery' with respect to the scales.</p> |

Report on Analysis of the PaCER Data from the KOASK Patient Interviews

| Question | Goals | Descriptive Statements |
|---|---|--|
| <i>What do you like about this feature?</i> | Likes it 1214 Like the prompting to set SMART goals 1016 Doesn't seem to hard to use 1016 Good, but do lot of activity and will need to set many goals 817 Good idea 614 Made 1 for each area 614 Good tool 614 Looks good 251 Doesn't usually track activity although is very active, but will for project 251 Quite nice 715 Being asked about confident – thinks this is NB 412 Looks ok 210 Yes – doesn't generally set goals but this will make it easier 206 Looks good197 Like 188 | Overall participants thought this feature looks good. Prompting to read what is meant by a SMART goal is good. One person volunteered s/he doesn't usually set goals but this would prompt her to do that. |
| <i>What do you not like about this feature?</i> | Finds some things redundant 1511 No, need to use it 1412 Not sure yet 1313 Too soon to say 1016 No, not that seen so far 206 Can't tell until try out 188 | Nothing of note here as they've not used it yet |
| <i>What do you find useful about this feature?</i> | I think so – will keep him interested 1313 As long as he can create his own goals / using his own words 1313 She needs a goal or he won't do this 1214 Forces her to fill in proper info 1214 Something to hang onto – give her the extra push | Participants thought this feature is useful as it would encourage them to create goals, giving them a push to use them. Seeing it in writing will remind them they have goals. |

Report on Analysis of the PaCER Data from the KOASK Patient Interviews

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| | <p>1214 Too soon to say 1016 Useful – think so, can’t really tell 817 Yes, useful 614 It will “nag me” 210 It will reminder her she has a goal, so will do activities more regularly 210 Yes – accountability monitoring self 206 Less likely to skip out on activity 206 Simple to use 197 Intuitive 188 Need to have way to track what did, eg. 2x amount of goal time 188 Seeing it in writing will be beneficial 110 It’s what she’s looking for: you see it 110 Tried weight loss programs (weight loss is her goal) – would be happy to lose 5+ pounds by end of the 6 weeks 110</p> | |
| <p><i>What don’t you find useful about this feature?</i></p> | <p>How often & when [is] redundant 1511 Not sure yet 1313 Too soon to say 1016 Wasn’t clear on ??? goals ??? didn’t see the drop down 715 Makes good sense for activity and exercise but not so much for pain 715 May not make a big difference to him as he is quite disciplined: will try it 224 Don’t know yet 206 Not until try it 197 Have to try first 188 <i>Pain: goal setting questions for pain do not work</i></p> | <p>Participants had not used the app yet so this was hard to answer. Two points: goals will likely work for activity and exercise, but not as well for pain or function; if you are disciplined already this probably won’t help much</p> |

Report on Analysis of the PaCER Data from the KOASK Patient Interviews

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| | <i>all that well, eg. how much will you – not all fit for function either 715</i> | |
| <i>Is there anything that you think this feature is lacking or would change?</i> | <p>System should remind you when you haven't done an activity – thinks this is important 1610</p> <p>Also suggests building in a reward system 1610</p> <p>Separate out duration and intensity 1511</p> <p>Not sure yet 1313</p> <p>A bigger description of benefits of exercise – why to do it 1214</p> <p>Likes reasons for doing things, eg. exercise, weight loss 1214</p> <p>Pop up “did you know” 1214</p> <p>Too soon to say 1016</p> <p>No explanation about what a goal is, why and what should be 412</p> <p>Don't know yet 206</p> <p>Beside indicating active/on hold/completed need to be able to input what done specifically 188</p> | <p>These suggestions were made:</p> <ul style="list-style-type: none"> • People should get a reminder when they haven't done an activity • Build in a reward system • Give a more detailed description on the benefits of exercise • Create a pop-up that asks “did you know?” • Separate duration and intensity • Need to be able to add what did specifically |
| <i>Were there any features that you found difficult to use?</i> | <p>Not hard to use 1313</p> <p>Too soon to say 1016</p> <p>Can't tell until use 614</p> <p>Difficult to create a pain reduction how to reduce goal – may not know pain; need to link to resources to do that 412</p> <p>Pain reduction may be an outcome not a goal (pertains) 412</p> <p>“Not a good goal person” 210</p> <p>Don't know yet 206</p> <p>Beside indicating active/on hold/completed need specifically 188</p> | <p>Here there is a useful comments on goals: may need to link to a resource to create a pain reduction goal and the suggestion that pain reduction was an outcome not a goal.</p> |

Report on Analysis of the PaCER Data from the KOASK Patient Interviews

| Questions | ACTIVITIES | Descriptive Statements |
|---|---|---|
| What do you like about this feature? | Not really (188) Yes – is there a way to update activities? (206) Another visual cue (210) OK (215) Helps to plot month (251) Looks ok (614) Can see whole month (614) Easy to use (715) Can check on day (715) Look good (1214) Looks like can go to any day within a month and add activities, so if don't get it entered on a day, can do it the next (1313) <i>Don't see anything to dislike (206)</i> | Overall interviewees like the look of this feature and thought it would be easy to use. They commented on these likeable elements: there's a way to update activities; can plot activities for the month; can see the whole month and can check on a specific day; (One person said it looked like she could add an activity for a past day but I don't think you can.) |
| What do you not like about this feature? | Doesn't offer enough (188) Click on actual date – give more explanation – says can mark but not how (215) Bigger writing (215) Bullet form (215) Not complete – wants to be able to type in activities (817) Categories need expanding, eg. Activities (1016) 'Other' – no way to say what this is (1016) Aerobic – what activities included? Eg. Yoga – where does it fit? (1016) Several things reported out just as one blue square (1511) Needs to show more info – need some way to put type of activity and duration (1511) Wants to be able to specify which aerobic activity as does more than 1 (1610) Can't show more than 1 (1610) <i>Good, not complete (817)</i> | Interviewees thought this element needs to be expanded and more specific. They thought the categories need expanding, for example they should be able to type in more than one specific activity, for example, more than one aerobic activity and duration. They think information should be presented as bullets and the font should be larger. Instructions could be improved, for example, when you click on an actual date there needs to be more explanation on how to mark that one. |

Report on Analysis of the PaCER Data from the KOASK Patient Interviews

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| | <p><i>Ok, but not as good as goals (1016)</i> <i>Yes, but would like to be able to report more than 1 (1412)</i></p> | |
| <p>What do you find useful about this feature?</p> | <p>It will remind her if she's not doing activities (110) Think it will be (206) At a glance you can see if were active (210) Yes (215) Probably a good idea (251) Might be (1016)</p> | <p>Participants thought this feature would likely be useful as you'd be able to see how you are doing at a glance and would remind them to do their activities.</p> |
| <p>What don't you find useful about this feature?</p> | <p>Don't know yet (206) Questions the necessity (251) The selections ??? remote: swimming can be an aerobic activity (412) Can be confusing to user (412) Need a more specific list (412) Too soon to say (1016) Falls short of being useful (1214) Needs to be more specific (1214) ?How related to goals? (1511) <i>Not too useful (817)</i> <i>Some people will want to see <u>all</u> activities they've done (210)</i></p> | <p>Participants didn't seem convinced on the usefulness of this feature. They thought it might be confusing to users, for example, swimming as an activity could also be classified under aerobic activity. They thought it needs to be more specific and wondered how it linked back to goals.</p> |
| <p>Is there anything that you think this feature is lacking or would change?</p> | <p>Would like to be able to specify activity and number of activities (197) No way to indicate duration of activity (197) Don't know yet (206) Not that useful as can't enter own details, eg. on one day did "extreme" activity and next was very stiff and sore – would like to be able to input that (224) There needs to be a resources link to those activities from My Health AB – teachable moments (412) Could do this one activities page if had just one month. (412) Knee health was off exercising (412)</p> | <p>People thought this component wasn't specific or descriptive enough to the individual. You need to be able enter personal details. For example, would like to be able to enter that you overdid exercise one day and was stiff and sore. They also thought you need to be able to enter all the specific activities you do each day, as for example with Garmin Vivo Fit. There was also a suggestion to be able to link to apps such as Garmin.</p> <p>Suggestion: a link to resources to this component: one</p> |

Report on Analysis of the PaCER Data from the KOASK Patient Interviews

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| | <p>The box at the top that says “this month” should be gone as has no function; by accident did find out clicking it took her back the [previous?] month (412)</p> <p>Would be good to be able to write in what actually done (614)</p> <p>May do 2-3 aerobic activities in a day (614)</p> <p>Garmin Vivo Fit - can enter different activities and see all of them there (715)</p> <p>Is it possible to <u>link</u> to activity apps (Garmin Fit) instead of in this app? (715)</p> <p>Too soon to say (1016)</p> <p>Needs better definitions – WW has clock filling in different portions with colors re activity/time/duration (1511)</p> <p>This category is non-descript – not specific enough to the person (1610)</p> | <p>person said this was using the principle “most teachable moment” (412). Also, you also need to be able to enter data on your own calendar</p> <p>The box at the top of says “this month” but it wasn’t live.</p> |
| <p>Were there any features that you found difficult to use?</p> | <p>When clicked on Options she asked what biking is, aerobic or muscle – she will have to choose which it will be (110)</p> <p>Don’t know yet (206)</p> <p>Disconnect: Icon is a running man and top navigation is different – not congruent (412)</p> <p>Same for goals – trophy or star (412)</p> <p>Categories are very broad (1214)</p> <p>What is biking in terms of activities? (1214)</p> <p><i>Does 5-6 activities in day – no way to differentiate (817)</i></p> | <p>Participants thought categories were too broad making it difficult to use: for example, would they put biking as an aerobic exercise or a muscle building exercise.</p> <p>The icons need to be congruent: the icon of a man running to depict activity is different in the top navigation as is so for goal: a trophy or a star. Need to be consistent.</p> |

Report on Analysis of the PaCER Data from the KOASK Patient Interviews

| Question | Flags | Descriptive Statements |
|---|---|--|
| <i>What do you like about this feature?</i> | Yes 1511 Good way to keep track for discussing with FP 1412 Good idea 1313 “I like that” 1313 “Neat” 1313 Interesting choices – glad to see ‘infection’ 1313 Interesting 1016 Not sure FP will be keen on using 1016 Yes, useful 817 Drop down menu good 215 Pretty straight forward 215 This is great – gives picture of WHY not doing activities 206 OK 188 | Overall participants liked this feature. They thought it would help them keep track of what to discuss with their doctors. However, there was also a suggestion that doctors wouldn’t be all that keen on that feature. They also thought it would provide evidence of why you weren’t doing activities. |
| <i>What do you not like about this feature?</i> | As activities, doesn’t seem specific enough 1610 ‘Other’ doesn’t give opportunity to indicate ‘what’ to have flag indicated what the problem was 1511 When pull down menu – can’t click on item – unless holding menu down – turned out to be a Mac issue 1412 Too soon to say 1016 Would like dashboard to show what flag is about 817 “Inflammation” is a typo 210 | There was the view this feature could be mores specific, for example, while you could choose ‘other’ as a flag you can’t describe what the problem was. Also, the flag on the dashboard should show what the flag was about One person found the feature hard to click on an item in the drop down menu then discovered holding down menu worked: said it turned out to be a Mac issue. |
| <i>What do you find useful about this feature?</i> | Too soon to say 1016 Flag suggestions are useful 210 Activity avoidance is a good one 210 Yes, especially to talk with Dr. 206 Make her to be more diligent the next day - to | Participants thought the flag suggestions were useful (e.g. activity avoidance). The flags made her more diligent from day-to-day, for example, fixed the flag/problem of activity avoidance. |

Report on Analysis of the PaCER Data from the KOASK Patient Interviews

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| | correct the problem, eg. activity avoidance 110 | |
| <i>What don't you find useful about this feature?</i> | <p>What's not useful will show up after he's done it for a while (on overall view) 1313</p> <p>Persistent inflammation and joint pain – that is part of OA 1214</p> <p>Some categories are redundant ??? a function of OA 1214</p> <p>Wish could click more than one (persistent pain – activity avoidance, low mood) 715</p> <p>Thinks maybe this would appeal more to older people 224</p> <p>Not intuitive or exhaustive: why these categories? 224</p> <p>Other – needs to ask what I did 215</p> <p>Probably not that useful for now as OA is minimal 210</p> <p>Over time it would be useful to know something had gone wrong on a certain day 210</p> <p>Don't know yet 206</p> <p>If can list what info is under flag 188</p> | <p>Participants had some reservations about the usefulness of this feature. They wondered why these specific categories were chosen and felt they weren't intuitive or exhaustive. An example: inflammation and joint pain are part of OA so one wondered why it would stand out as a flag. They wished they could click on more than one flag: persistent pain, activity avoidance, low mood. There was also the positive point: that over time it would be useful to know something had gone wrong on a certain day.</p> |
| <i>Is there anything that you think this feature is lacking or would change?</i> | <p>Need to be able to see specifically what flag refers to when you click on it 1610</p> <p>Also need to be able to have more than one flag 1610</p> <p>When entering date – no more than 3 clicks but needs selection on other = 4 1511</p> <p>'Other' should allow you to put something in 1412</p> <p>Too soon to say 1016</p> <p>Garmin Vivo Fit - can enter different activities and see all of them there</p> | <p>Adding to the points above, participants felt it was important to be able to specific the flag...what it is exactly....not just a flag. One explanation helps here: when you go doctor there will be 5 flags on the dashboard but no information on what each was about. There was a suggestion that categories should be more specific, (or likely better yet) individually defined/described.</p> |

Report on Analysis of the PaCER Data from the KOASK Patient Interviews

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| | <p>When click on a flag – doesn't show what it was specifically – so when go to Dr. with 5 red flags, you can't really see what exactly what happened on each (lack of personalization)715 Chose persistent inflammation but does not show up on red flag on dashboard, though can see if go to Flags part of App, click a date 412 Needs to show on dashboard what the flag is 412 Categories aren't specific enough 224 Need to be able to enter own specifics – if can't do that, why would he complete it 224 Need to be able to describe in his own words 224 Need to be able to enter info for 'other' 210 Wants to indicate what red flag is about 206 Order that would expect most likely to least 197 Would like to be able to look at dashboard and see what red flag refers to 197</p> | <p>One person noted that on Garmin Vivo Fit you can enter different activities and see them all on the app.</p> |
| <p><i>Were there any features that you found difficult to use?</i></p> | <p>The flag is generic – not specific to the person 1214 Too soon to say 1016 Can't type into the 'other' category 224 Don't know yet 206</p> | <p>The generic nature of the flags and the fact you can't type an item into the 'other' category made this feature hard to use</p> |

Report on Analysis of the PaCER Data from the KOASK Patient Interviews

| Questions | RESOURCES | Descriptive Statements |
|---|--|---|
| <p><i>What do you like about this feature?</i></p> | <p>She would check these out 1610 Very good – has tried some of exercises 1511 Yes 1412 Good info – I like this 1313 Really like exercises with pictures – can identify ones I use 1313 Has started using exercises 1016 Useful looking but links not working for “info” 817 Willing to try 817 YouTube illustration are terrific 715 Guidance for goal setting: for activity and weight 715 Good idea but <u>links won't open</u> – will go back and try 614 Need to be “created with care” 412 Needs to be done better 412 Useful 251 The exercise category is more user friendly 224 Likes the fact it can have reliable resources 224 Great idea – more informative 215 Good to see 210 Especially exerciser therapies 206 Good to have 188 Lots of websites to go to and will do so 110 Is familiar with lots of the exercises – hip flexor is difficult to do with sore knees 110</p> | <p>Participants were quite enthusiastic about the resources feature. Unlike other features, they had actually tried some of the exercises. They thought the websites had good information from reliable resources. The look forward to linking to these resources</p> |
| <p><i>What do you not like about this feature?</i></p> | <p>Need to press back arrow – maybe need instruction to do that 210 Links under self-management don't work (phone) 197 On phone for resources, no way to close window or go back 197</p> | <p>The ease of use was a problem for some, in particular some of the links didn't work.</p> |

Report on Analysis of the PaCER Data from the KOASK Patient Interviews

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| | Some of links don't work 188 | |
| <i>What do you find useful about this feature?</i> | <p>Yes 1016</p> <p>Looks like it's quite helpful 715</p> <p>Exercise part looks good 412</p> <p>Use My Health AB on goal setting 412</p> <p>Mind tools: see 3 free articles then you have to pay: don't use this 412</p> <p>Gives opportunity to learn something new 251</p> <p>This area is a bit more practical 224</p> <p>Exercise therapies good, however stretches, eg quads picture shows person leaning forward – not as good for body, hold on to chair 215</p> <p>Good info – looks useful 210</p> <p>Thinks goal setting will be most useful and will do so 110</p> <p><i>Exactly what needed – looks forward to reading through 206</i></p> | <p>Participants thought this was good practical information, particularly the information on exercises, along with goal setting resources. It was noted in the mind tools you get 3 free articles then you have to pay if you want more.</p> <p>Suggestion: Use the My Health AB for goal setting</p> |
| <i>What don't you find useful about this feature?</i> | <p>Looks ???” pain, treatment – as Dr. says not Rx for OA 1214</p> <p>Has seen the exercises many times – not new info 1214</p> <p>Too soon to say 1016</p> <p>Exercises: has been doing for years 1016</p> <p>Info for self management – none of those links work even when refreshed 215</p> <p>Difference on iPad? 215</p> | <p>For some, the information on exercises was not as useful as they already do them.</p> <p>(The links for self-management didn't work.)</p> |
| <i>Is there anything that you think this feature is lacking or would change?</i> | <p>A way to keep track of medications 1610</p> <p>Put the link to SMART goals “up front” – was buried in resources 1610</p> <p>Contains NB information for setting up goals 1610</p> <p>How do you decide which exercises to do? 1214</p> | <p>Things they would change:</p> <ul style="list-style-type: none"> • Include a way to keep track of medications • Put the link to SMART goals at the front rather than burying it in resources: this might make goal setting less intimidating |

Report on Analysis of the PaCER Data from the KOASK Patient Interviews

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| | <p>Most exercises are stretching – more strengthening ones needed 715 Goal setting resources – link to setting goals 715 Exercise 6: another calf muscle stretch exercise 715 Missing: The My Health Alberta link, for example, on weight loss 412 Needs to be the link to info on goal setting on the goals party on the top 412 Finds the goal setting piece intimidating, rather complicated 224 The connection between this and setting goals is not clear 224 There’s an AHS exercise program, 6 weeks, run by therapist; did it in the mall 210 A general exercise program should be on the list 210 Exercises: wonders why squats aren’t there 210 Can’t think of any 206 ** Exercises need to be vetted by BJHSCN physio as these are not current 197</p> | <ul style="list-style-type: none"> • Re exercise: include more strengthening (vs so many stretching) and would like some guidance on which exercises to use <p>Suggestion: My Health Alberta has a good section on losing weight</p> |
| <p><i>Were there any features that you found difficult to use?</i></p> | <p>Local resources: are all Alberta 1214 Disconnect: between “info for self management” and Knowledge” don’t use different terms 412 Others all work 215 Can’t think of any 206</p> | <p>A few points:</p> <ul style="list-style-type: none"> • There is a disconnect between ‘info for self-management’ and ‘knowledge’: use one term • Consider if all resources are Alberta |

Appendix C: Descriptive Statements

| | Dashboard | Goals | Activities | Red Flags | Resources |
|--------------------|--|--|---|---|---|
| Likeability | <p>Overall participants thought this feature looked clear and useful.</p> <p>They liked that it: - provided a complete picture, -a visual record that will help them keep track of what they are doing & how things are going</p> <hr/> <p>Some participants' found it: -unappealing and bland -the font in the instructional links was too small.</p> | <p>Overall participants thought this feature looked good.</p> <p>Prompting them to read the info re SMART goals is good.</p> <p>One person who doesn't set goals thought this would prompt her to do so</p> <hr/> <p>Participants indicated had not used this feature enough to identify things they didn't like about it.</p> | <p>Overall interviewees like the look of this feature and thought it would be easy to use.</p> <p>They liked: -being able to update activities; -can see & plot activities for the month; -can check specific days.</p> <hr/> <p>Needs to be expanded and more specific, for example they should be able to type in more than one activity including its duration.</p> <p>Instructions could be improved, for example, when you click on an actual date there needs to be more explanation on how to mark that one.</p> <p>Information should be presented as bullets and font larger.</p> | <p>Overall participants liked this feature.</p> <p>Would help them keep track of what to discuss with their doctors. (However, suggestion that doctors may not be all that keen on this.)</p> <p>Would provide evidence of why you weren't doing activities.</p> <hr/> <p>Could be more specific, for example, while you can choose 'other' as a flag you can't put what it is.</p> <p>The flag on the dashboard should specify the problem.</p> <p>Drop down menu hard to use – it turned out to be a Mac issue.</p> | <p>Quite a bit of enthusiasm about this feature</p> <p>Unlike other features, they had actually tried some of the exercises.</p> <p>Thought websites had good information from reliable resources.</p> <p>The look forward to linking to these resources.</p> <hr/> <p>The ease of use was a problem for some as some of the links didn't work.</p> |

Report on Analysis of the PaCER Data from the KOASK Patient Interviews

| | Dashboard | Goals | Activities | Red Flags | Resources |
|-------------------|--|---|--|---|---|
| Usefulness | <p>Useful in these ways: -shows where they stand -it will show trends/patterns over time. - Would get one participant thinking more about how he is actually functioning.</p> <hr/> <p>One person not sure how knowing the classification of his pain (moderate) would actually help him,</p> <p>One thought seeing his OA as it really is might be more depressing than actually living with it day-to-day.</p> <p>Wondered where personal notes could be added, e.g. why they would stiffer than usual on a particular day.</p> | <p>Though feature looked useful as: - it would encourage them to create goals, giving them a push to use them. -Seeing it in writing will remind them they have goals.</p> <hr/> <p>Participants indicated had not used this feature enough to identify things that weren't useful.</p> <p>Thought the goal feature work better for the activity and exercise features than for the pain and function features.</p> | <p>Some thought this feature would likely be useful as: - you'd be able to see how you are doing at a glance -it would remind them to do their activities.</p> <hr/> <p>Some weren't convinced of the usefulness of this feature as: - they found it confusing (e.g. a particular activity would also fit under aerobic activity). -activities needed more specificity and should be linked back to goals.</p> | <p>Participants thought the flag options were useful (e.g. activity avoidance).</p> <p>Flags would make one person more diligent at working to overcome it (e.g. activity avoidance)</p> <p>Over time they'd be able to look back and find what had gone wrong on a certain day.</p> <hr/> <p>Some reservations about usefulness: -didn't know why these specific categories were chosen -categories weren't intuitive or exhaustive (e.g. inflammation and joint pain are part of OA unsure why that would be a red flag) so one wondered</p> <p>Want to be able to activate more than one flag at a time: pain,</p> | <p>Participants thought this was good practical information, particularly related to exercises, and goal setting resources.</p> <hr/> <p>In the mind tools resource you get jus 3 free articles then you have to pay.</p> <p>Some found the exercise information less useful as they already do them.</p> |

Report on Analysis of the PaCER Data from the KOASK Patient Interviews

| | Dashboard | Goals | Activities | Red Flags | Resources |
|--------------------------------|---|---|--|--|---|
| Lacking/ suggestion | <p>Some comments seemed to be suggesting that the app doesn't tell the whole story (for a person):</p> <ul style="list-style-type: none"> -putting a name on the pain doesn't help manage it. -knowing function is rated as "OK" doesn't help deal with the fact it is hard to do things, e.g walking down the stairs. <p>Suggestions:</p> <ul style="list-style-type: none"> -Add a place to track pain medications -Rename 'help' link to 'more information' as would be more inclined to click on the latter -Add a feature that reminds a person to input their data -Date scale should state the date vs using numbers 1 to 30 Allow for entering data from past dates | <p>Suggestions:</p> <ul style="list-style-type: none"> -Build in an activity reminder -Build in a reward system -Give a more detailed description on the benefits of exercise -Create a pop-up that asks "did you know?" -Separate duration and intensity -Need to be able to add what did specifically | <p>Feature not specific or descriptive enough to the individual.</p> <p>You need to be able enter personal details, (e.g. overdid exercise one day and was stiff and sore the next).</p> <p>Need to be able to enter all the specific activities you do each day, (e.g. as with Garmin Vivo Fit.</p> <p>Suggestions:</p> <ul style="list-style-type: none"> -Enable linking to other apps such as Garmin -Link directly to the resources for this feature: one person said this was using the principle "most teachable moment" (412). | <p>activity avoidance, low mood.</p> <p>Need to be able to specify what the flag means, not just show a flag, (e.g when go to doctor it's not helpful if 5 flags show on the dashboard without any information.</p> <p>Categories should be more specific, or likely better yet) individually defined/described.</p> <p>On Garmin Vivo Fit you can enter different activities and see them all on the app.</p> | <p>Suggestions:</p> <ul style="list-style-type: none"> -Include a way to keep track of medications -Put the link to SMART goals at the front rather than burying it in resources: to make goal setting less intimidating -Re exercise: include more strengthening vs so many stretching -Give guidance on which exercises to use -Use My Health Alberta for goal setting & losing weight |

Report on Analysis of the PaCER Data from the KOASK Patient Interviews

| | Dashboard | Goals | Activities | Red Flags | Resources |
|------------------|---|---|---|---|---|
| Usability | <p>Participants thought the app was/would be easy to use: -the set-up is good -there aren't a lot of "clicks", -doesn't seem to take too much time.</p> <hr/> <p>Person who has problems with both knees could enter information for just one</p> <p>Measurement scale would mean something to professionals but not necessarily to patients: One person called the scales a 'mystery'</p> | <hr/> <p>Provide a link on how to craft a pain reduction goal.</p> <p>Consider pain reduction is an outcome rather than a goal.</p> | <hr/> <p>Hard to use as categories are too broad, e.g. is biking an aerobic exercise or a muscle building.</p> <p>Icons need to be congruent/consistent, e.g. icon of a man running to depict activity is different in the top navigation and goal is depicted as both a trophy and a star.</p> | <hr/> <p>The generic nature of the flags and the fact you can't type an item into the 'other' category made this feature hard to use.</p> | <hr/> <p>A disconnect between 'information for self-management' and 'knowledge': use just one term.</p> <p>Are all resources accessible in Alberta.</p> |

Appendix D Summary of Family Physicians Evaluation

KOASK MVP Evaluation Summary 20July 2018

DASHBOARD

All participants liked the score/numbers on the bottom of scale and thought that the Colours & icons were clear and user friendly. One participant commented that they assumed the colours were 'ok for people who are colour blind'. The visual presentation of the graph, i.e. month view and month worth of data, and the ability to track when activity had been completed was also viewed as helpful by the majority.

Items that participants did not like were the "Scale/date itself in that it might be too small if someone has vision problems. All participants commented on the use of a scale of 0-100, they stated their preference would be to use 1-10. One participant commented that the colors used (red black & blue) didn't make sense. In addition, one participant commented that the measurement of Pain Stiffness & Function (PSF) was counter intuitive, mainly because on the graph when data is entered it looks as if functioning is improving but in fact its impairment in functioning that is getting worse so a higher score indicates an increase in suffering. Function is in fact an impairment score. Participants liked that patients could identify goals but their addition to this graph makes it very busy with too much data. The Scale/axis is not labeled and when you click on the red flags they don't say what it was that the patient experienced to create a red flag i.e. what activity was it that they did, what goals were set on what date? It was also suggested that the position of the red flags was not aligned and should be at the top or bottom of the page and not on the graph itself. Two participants found the dashboard very confusing.

Features that some participants found difficult to use included: "The screen being white, it wasn't clear on the dashboard where to record activities". One participant commented that they spent an hour trying to figure out how to use this app feature and they consider themselves computer literate, adding most seniors are not. In regards to monitoring stiffness one participant said that they had never asked a patient this, as most would report morning stiffness as a symptom of OA.

Suggestions for improving the Dashboard tab were "This needs to be a communication tool that requires a quick glance so that Dr. can deduct quickly but it takes time to figure out each item and is time consuming and not helpful in the patient visit" also, "Needs a legend Change and grid patterns should use darker lines". One participant commented on the classification of Pain Stiffness and Function stating that "Most patient's goals are to control pain symptoms and be able to do things they want to do not sure how useful stiffness & function would be" They also recommended changing the font size to make it larger and reducing the reading level to grade 7. Another participant suggested adding a legend and the ability to scroll through and see what activities were completed on what days rather than click through. Add a link to definitions of pain stiffness and function, showing good function vs bad function. Red flags and PSF are currently floating above the X axis – move closer.

GOALS

Report on Analysis of the PaCER Data from the KOASK Patient Interviews

Participants liked that it automatically populates the statement of actions. Great feature which gives the patient accountability for setting goals and how they are going to achieve them. Two participants commented that following SMART goals with the inclusion of confidence is significant to success. Participants also liked how the patient can set their own goals. Seeing the next activity that the patient is scheduled to complete was useful.

Although clear one participant commented that this tab was too busy, with too many categories. One participant didn't like much about this tab commented that this tab was plain and not very clear and too busy on the lower part.

All commented on the exercise & activity items that were listed multiple times, asking "Why so many categories"? One participant tried to delete some activities and another commented that it "Doesn't say when created on – there are no dates on this page, "another added the actions made no sense. The font was described as too small and to some it was not clear if they were seeing one goal in each area. One participant was not sure if the patients make the goals alone or with physician, also were not sure if this page links to the dashboard. Having to scroll through all the items and not being on one page was considered too much for a senior patient. One participant shared that this tab doesn't help much, and asked what it is all about?

Suggestions for adding: Make it visual and present in a different way. Have buttons on each activity. Keep the page to one screen so you don't have to scroll down. Have one button for each category. When the goal is achieved it should be removed from the page. Set one goal in each area then when achieved then allow the user to set another goal. Only have one click for exercise and activity instead of multiple entries? "You have to use your brain to interpret what to do – the tab is lacking context" need to add more context to this page. Take out red & yellow colors and use different shades of green (traffic light of warnings effect) the current use of colours can trigger some patients.

ACTIVITIES

Generally, the participants agreed that it was straightforward to enter data on this tab. That its specifically about exercise provides a nice snap shop. This is tab was described by one participant as the best tab very clear, easy to use.

Features that participants found difficult included the layout and colours, they need more of a contrast to make it easier to read. The list of categories is too limited and would not mean much to most patients. All participants questioned the use of categories e.g. "Why were Aquatic and Aerobic used"? Categories need to be better defined for patients or people who don't exercise. e.g. swimming, walking or gardening, more relevant activities to this population. In the option 'other' there is no drop-down menu or area for patients to document – they won't remember when they come to the appointment. One participant commented that the tab was depersonalized, and the font too small. One participant commented that the drop-down menu "doesn't really tell me what I did" and was not sure of the point of it. Links not working so this made it difficult to evaluate. One participant commented that it seems you just enter data; this page isn't for obtaining information because there is no record of what you have done? You can't look back.

Report on Analysis of the PaCER Data from the KOASK Patient Interviews

Suggestions: Change the categories aquatic & aerobic to more layman terms, language too high level and fancy, and give examples for this specific population using language that patients would recognize. Some participants suggested recording aerobic activity, what type and for how long. One participant suggested it would good to see the % of activity completed. Have free text area take or leave 'other' out. Writing the exercise goal here would be a good prompt to remind people. Add a green check mark when an activity is achieved. Look at Exercise is Medicine Canada website - they have definitions for activities, it was suggested the research team refer to these. Set up as a table to capture the readers attention people like to write on paper.

FLAGS

Comments related to this tab centred around there being no space to complete 'other' and the same issue with the drop-down menu and nowhere to record any concerns. One participant felt that the content was helpful for a doctor and captured activity avoidance, a Simple page. Another participant commented that the categories do not make sense e.g. infection too vague, trauma – not sure why this is included? There was concern that the categories listed some of them warranted seeing a Dr. e.g. Infection, low mood category. There should be a statement that patients should make an appointment with their Dr. if they have signs of infection. One participant noticed that Inflammation is spelled incorrectly and suggested that the developers use e.g. instead of ex.

One participant commented on the categories warm persistent pain and asked what if its only one of those? They also noticed that Pain, Swelling and Function were not listed as it was on the dashboard. The categories and making the patient choose between them is likely not effective. Any of the categories stated will result in avoidance of exercise. Should allow the choice of multiple. Not every patient would use the persistent pain category.

Participants commented that the reading level too high for most patients. There is a need to define language in more layman terms e.g. trauma, inflammation. What is the difference between warmth/swelling/ persistent pain & inflammation? One participant commented that there is a lot of guess work involved here because not sure if this links to the dashboard so a lot of back and forth between the two tabs. Another noticed that the exact same calendar as previous tab with the same shade of blue, they suggested changing the shade to a different color. One participant suggested giving examples of what might be a red flag and have a way of highlighting that I will speak to my Dr. about this or what to speak to Dr. about if a flag is selected. More useful to record are you having extreme pain or different degrees of pain, are you having a bad day? Change inflammation to an increase in redness and swelling Have this in a box. Change boxes to red to match red flag color Add a free text box Change language in drop down menu – change trauma to injury, inflammation to swelling

Change the order in the drop-down menu to Low mood to pain, change trauma to injury which is more frequent than trauma, list swelling. Should be able to scroll instead of clicking all the time Not sure this would be user friendly if used on a cell phone. Create a space for someone to diary. People like to take notes/write things down

RESOURCES

EXERCISES

This was described by some participants as the best tab for physicians. Participants liked the pictures showing the exercise therapies & videos links, but some felt that the exercises are beyond a lot of this patient population abilities, not many patients would be able to perform exercises on their own. Participants were pleased the GLAD program is included. Colours were considered good for patients who may be colour blind. Some liked that its kept to 6 simple exercises. Good that no equipment is included in the 3-6 simple exercises. Participants liked that you can print this page and there is good use of white space so that one could write on the print out. Appropriate groupings but one participant shared that one of the videos has a bendy flexible girl and would not relevant to seniors and will not encourage then that they can perform the exercise. In the actual exercise therapies, it was suggested that researchers add a link to the GLAD program. Also add a myth buster section what is true about what you can or cannot do with OA and provide the rationale – there are a lot of misconceptions http://www.cfpc.ca/uploadedFiles/CPD/OATOOL_FINAL_Sept14_ENG.pdf

Review exercise therapies and make it more appropriate for the population you are trying to reach. Exercise therapies – as adaptive exercises (chair or exercises for able bodied and less able-bodied persons). Always provide links to videos for people to watch the exercise being performed and make the exercises more relatable show someone holding onto a chair and stretching.

GOAL SETTING

Participants liked that the topic is included as often its ignored because it's challenging for most patients. Good that it's a 1- pager. Liked the links, broad concept and good summary. One participant felt that there was too much information, quite overwhelming and busy Seniors would need someone to go through the goal setting with them. You need some level of education to complete the goal setting exercise. Another added that it would be useful to add SMART goals explanations.

INFORMATION

The overall feedback for this section was that there were too many resources, suggested that you only give 1-2 not 10 because people get confused. Diagnosing is more for HCP not for patients. The GLAD feature and 811 link not helpful for self-management – nothing to do with OA Your Treatment – this is not a patient resource there is a complete list of drugs for OA that may not be relevant for patients.

Separate this page into for patients and for physicians. Keep the patients page very easy, specific and with relevant links http://www.cfpc.ca/uploadedFiles/CPD/OATOOL_FINAL_Sept14_ENG.pdf One participant added “This tab really needs an overview from the patients perspective and what would be useful to them e.g. What can I do about my pain? What are my local resources? How can I access the local resources?”

The GLAD should link directly to their resource on OA & your treatment. Current GLAD link not relevant, too general about GLAD. Add descriptors of all links e.g. this is a program you can look for etc.

Report on Analysis of the PaCER Data from the KOASK Patient Interviews

Keep the resources local, Canadian context, even just the AB context. International guidelines and treatments differ from what happened in Canada, even provincially.

One participant wasn't sure what you want them to get from the numerous websites. Another suggested adding something for patients such as FAQs e.g. when is a referral for a joint replacement relevant. Stick to picking 4 websites maximum allowing user to go to individual sites. Keep the resources to the local context & Canadian and consider customizing to the arthritis society guidelines.

GENERAL FEEDBACK ABOUT THE APP USAGE (Qs 2-5)

If you don't use the back arrows you are kicked out of the app each time – provide instructions to avoid this happening

Links didn't work so made it difficult to fully evaluate the tabs

Change the order of the tabs and have goal setting as the first tab.

Good having graph as a visual to use in the patient consultation

Seniors like to write things down – there is nowhere to do this.

Only have 15 minutes with a patient in its current format this app would take more time than the visit allows to review

Likely wouldn't refer to it in its current state

App at this point likely more useful between a patient and someone that has more time to spend with them i.e. exercise specialist

Would be better to have a 1 pager for a physician to glance at rather than having to click on tabs – maybe the dashboard is intended for that?

Having the resources for patients and physicians in one place is useful

Add directions in the app e.g. type in box 1 and box 2 etc.

Add more prompts for the user and be more directive in what they need to do

Focus on pain & functional ability e.g. what are they able to now and what they would like to do

Add medications – what is their current pain medication? Are they using herbal or alternative remedies? how many anti-inflammatory drugs are they taking? Is pain a barrier to their ability to do what they want?

Add in the ability for the patient to personalize the app – add name, weight, age etc. baseline recordings

Add the ability for the patient to print or send graph to email

Use a mood scale to record mood otherwise there doesn't appear to be a way to record mood which can affect motivation

Improve its functionality as mentioned before and make into an android or iOS app

Not sure about the age group with KOA and if they would use this as a tool with a physician

Appendix E: Improvement Suggestions from Family Physicians

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|---|---|
| <p>Dashboard</p> <ul style="list-style-type: none"> -Be sure the colors are good for people who are color blind (color used in resources is good) - Be sure the scale/date is big enough for people with impaired vision -Make font larger -Change scale from 1-100 to 1-10 - Change Pain, Stiffness and Function measurement so it's not counter-intuitive: now it looks as if functioning is improving but in fact its impairment in functioning that is getting worse so a higher score indicates an increase in suffering. Function is in fact an impairment score. -Adding goals to the graph makes it very busy with too much data - Label the scale/Axis -For red flags need to be able to say what led to the flag and what goals were set -Align the red flags at the top or bottom of the page (not in the graph itself) -Change the color of the screen so the place to record activities is more visible -Consider that physicians are likely not to ask patients about stiffness as morning stiffness is a symptom of OA -Dashboard needs to change so family doctors can more quickly deduct what's going on -Dashboard legend needs to change -Grid lines need to be darker -Consider how useful stiffness and function are when most patients just want to control pain so they can do the things they want to do -Reduce reading level to grade 7 -Add a legend and a scrolling function for activities done vs use clicking -Add a link to definitions of stiffness and function showing good vs bad functioning -Move red flags and PSF closer to axis: right now they are floating about the X axis <p>Goals</p> <ul style="list-style-type: none"> -Make goals tab less busy with fewer categories -Reduce number of activity and & exercise items -Should be dates on goals page -Font too small -Link goals to dashboard -Items need to be 1 page to reduce scrolling | <p>Goals cont'd</p> <ul style="list-style-type: none"> -make goals visual & present in different way - -Have buttons for each activity/category -Make it so goals can be removed when reached -Set 1 goal for each area and when reached allow them to enter another -Have just one click for exercise & activity instead of multiple -Add more context to goals page -Replace red and green colors with different shades of green <p>Activities</p> <ul style="list-style-type: none"> -Need more contrast in colors -Make list of categories less limited and meaningful to patients -Categories need to be defined for patients who don't exercise eg: swimming, walking: use Exercise is Medicine Canada website -Categories need to be more relevant to the population -Change category 'aquatic & aerobic' to lay terms - Need to be able to insert information in the 'other' option -Font is too small -Decrease reading level -Needs to be a record of what you've done -Be able to record aerobic activity: type & how long -Show percentage of activity completed -Have a free text area for 'other' or take out -Insert goal on activity page -Add green check mark when activity is achieved <p>Flags</p> <ul style="list-style-type: none"> -Provide a space to describe 'other' so concerns can be entered -Categories too vague (infection, trauma) -Consider if 'trauma' is really needed -Include a statement that patient should see doctor, eg for infection -Correct spelling of inflammation -Use e.g. instead of ex -Pain, swelling, and function are on the dashboard so should be here -Allow the choice of multiple exercises -Lower reading level -Use lay person definitions, e.g. trauma |
|---|---|

| | |
|--|--|
| <p>Flags (cont'd)</p> <ul style="list-style-type: none"> -be sure flags links back to the dashboard -Change this calendar shade to a different color - -Give examples of red flags -Change 'inflammation' to 'an increase in redness & swelling -Be able to record that having extreme pain, different kind of pain, or having a bad day -Change boxes to red to match the flags -Add a free text box -Change 'trauma' to 'injury' -Change 'inflammation' to 'swelling' -Change order in the drop down menu to Low mood to pain -Make it so can scroll instead of so much clicking -Create a place for people to enter notes <p>Resources: Exercises</p> <ul style="list-style-type: none"> -Be sure exercises are within a person's ability -Change the people in the video to older people rather than a 'bendy flexible girl' -Add link to GLADD program -Add a myth buster section on what is true about what you can and can't do –with rationale: http://www.cfpc.ca/uploadedFiles/CPD/OATOOL_FINAL_Sept14_ENG.pdf -Make exercises more appropriate for the group you are trying to reach (e.g. holding a chair while stretching) -Provide link to demonstration videos <p>Resources: Goal Setting</p> <ul style="list-style-type: none"> -Too much information and overwhelming for Seniors to get through goal setting resources -Add SMART goal explanations <p>Resources: Information</p> <ul style="list-style-type: none"> -Decrease the resources from 10 to 1 or 2 so people don't get confused -Diagnosing is more for HCP than patients -GLAD and 811 link don't work for self-management – not a patient resource & the list of drugs may not be relevant to patients -Make this two pages: one for patients and one for physicians -Make patient page easy, specific with relevant links (the link above) -Patients need to look at this page and say what would be useful for them, e.g. what can do about pain, local resources -Link GLAD to their OA resource & your treatment | <p>Resources: Information (cont'd)</p> <ul style="list-style-type: none"> -Current GLAD link needs information that lets patients know what it could do for them -Keep resource local: Canadian or even just AB -Add a FAQ page, for example, when is referral for joint replacement relevant -Stick to 4 website maximum -Customize resources to arthritis society guidelines <p>General Suggestions</p> <ul style="list-style-type: none"> -Make it clear that you'll get kicked out if you don't use the back arrows -Be sure all links work -Make goal setting the first tab -Provide a place for seniors to write things down -Have a one-pager for physician to look at instead of having to click tabs: maybe that's the dashboard? -Put resources for patients and physicians in one place -Add directions, eg. 'type in box 1' -Add prompts so user knows what they need to do -Focus on pain and functional ability -Add their medications: anti-inflammatory, alternative -Add ability to personalize ap, e.g. name, weight, age -Add ability to be printed or sent by email -Use a mood score to record mood -Make it an android or iOS app |
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Report on Analysis of the PaCER Data from the KOASK Patient Interviews