Patient Support Corps:

Students Using Digital Technologies to Educate Patients

Jeff Belkora, PhD – jeff.belkora@ucsf.edu
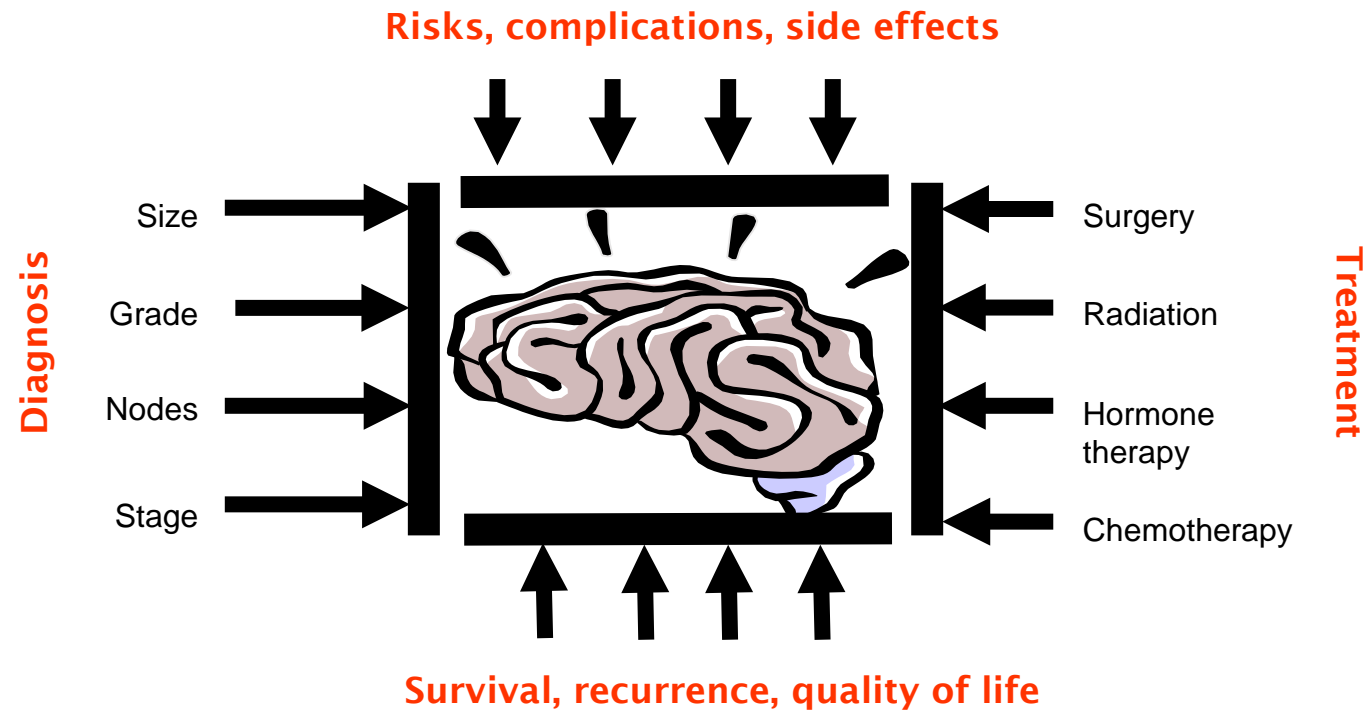
Tia Weinberg – tia.weinberg@ucsf.edu

UCSF Institute for Health Policy Studies

October 10, 2019

This is your brain on… medical decisions

Information needs of patients

At diagnosis: "Too much, too little, conflicting **information**"

During visit: "Forgot to ask **questions** keeping me awake"
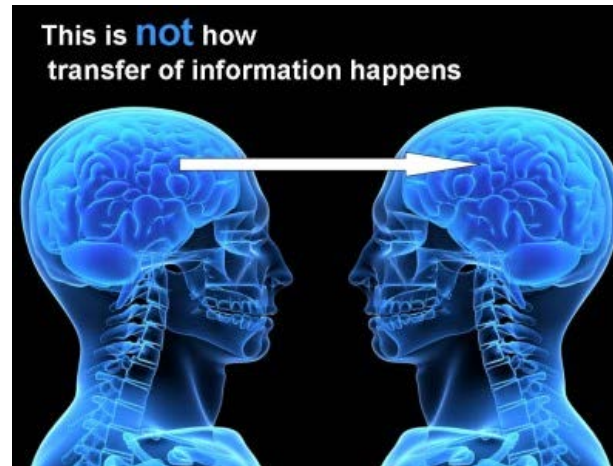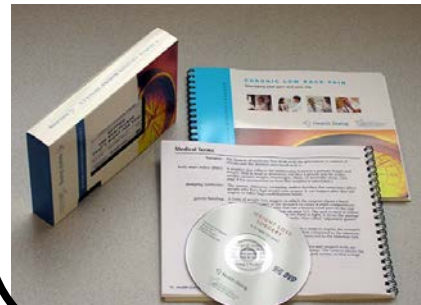
After visit: "It went **in one ear and out the other**"

Image courtesy of www.speakingaboutpresenting.com

Decision and communication aids **address** **needs**

Reviewing **decision aids** increases **knowledge** (1)

Question-listing increases **question-asking** (2)

Summaries & recordings increase **information recall** (3)

Informed and involved patients have better outcomes (4)

(1) Stacey et al: Decision aids…. Cochrane Syst Rev, 2014
(2) Kinnersley et al: Interventions before consultations …. Cochrane Syst Rev, 2007.
(3) Pitkethly et al: Recordings or summaries of consultations … Cochrane Syst Rev, 2008.
(4) Griffin et al: Effect on health-related outcomes of interventions. Ann Fam Med, 2004. 2(6)

Who can deliver

decision and communication aids

at UCSF?

Solution: student service learning program?

Patient Support Corps – Strategic Direction

- Purpose

  – Patients are informed and involved in their treatment decisions.

- Vision

  – All patients have the support they need to be informed and involved.

- Mission

  – Provide **students and other volunteers** to assist patients.

2018:
32 interns
2,226 visitors
3,628 service units
54 provider units
9.8 satisfaction

Alexandra Teng presenting at Mayo Clinic

Process of decision support

Before Visit	During Visit	After Visit
1. Send decision aids	3. Take Notes	5. Share recording
2. List questions	4. Make audio-recording	6. Share notes

Question-listing checklist and audio clip

PAST (clarifying diagnosis)
- "The first item on my checklist is Past. This refers to clarifying your **diagnosis**. You've already mentioned a few issues in this area. For example, you mentioned X related to your diagnosis (give an example). (Or: we haven't discussed this yet.) Anything else you haven't mentioned yet on this topic of diagnosis?"

PRESENT (clarifying which treatments are presently available)
- "The second item on my checklist is Present. This refers to which clarifying which **treatments** are presently available to you. You've already mentioned a few things in this area. For example, you mentioned X treatment that is under consideration. (Or: we haven't discussed this yet.) Any other treatments under consideration that you haven't mentioned yet?"

FUTURE (clarifying future impact of treatment options)
- "The last item on my checklist is Future. This refers to clarifying the future **impact of treatments**. You've already mentioned a few concerns. For example, you've mentioned X concern on this topic. (Or: we haven't discussed this yet.) Any other **concerns about treatments** that you haven't mentioned yet?" [for example the advantages/benefits or risks/harms of treatments.]

Question-listing excerpt

PRESENT (clarifying which treatments are presently available)

- Are the parathyroid glands also going to be taken out?
  - I read about it online, do they work without the thyroid?
  - What happens to calcium levels in the body?
- Can I take out the whole thyroid? I would rather do this.
  - It would be easier to regulate my hormones after surgery
  - I would not need a second surgery.
- What is your opinion about taking out the right side?
  - I want to take it out so I do not have to do it again later.
- Can I get surgery while on my colitis medicine?
  - Assuming my belly gets better, when can I have surgery? Your opinion?

Audio-recording excerpt
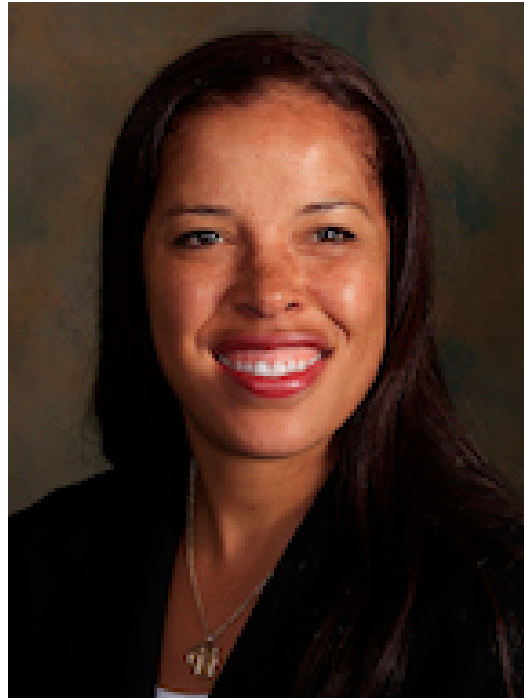
Consultation Summary excerpt

PRESENT (clarifying which treatments are presently available)

- You would very much benefit from removing your thyroid, curing you of your hyperthyroidism.
- We can either take out half or both sides of the thyroid. If you leave little nubbins, they come back.
- You may want to talk to people who have had thyroid surgery to hear about their experiences.
- I'll talk to the endocrinologist and we'll come up with a plan for your medications.
- Have your vocal cords checked because of your voice. Could be done across the street here.
- You could see a GI doctor here. They see a lot of patients with complicated, symptomatic cases.

Patients review question lists, recordings and summaries

Patient reactions – decision aids

- "This was exactly the material (statistics) I was looking for all over the web, but having a hard time finding in a consolidated format that made sense…"
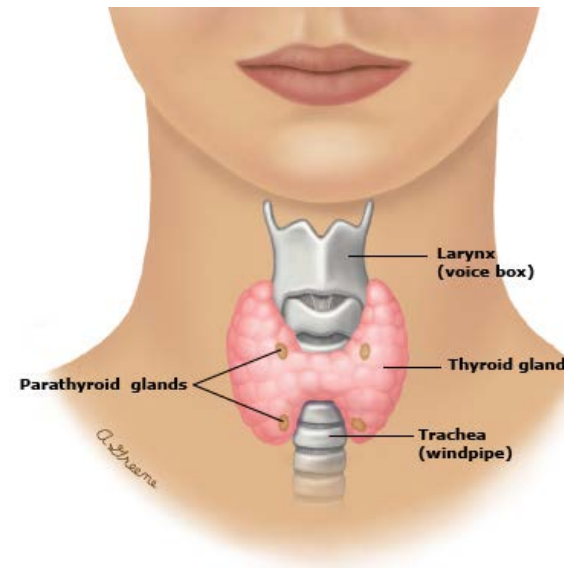
Photo from Emmi Solutions®

PSC Technology Users

PSC Coordinator	Coaching caller	Patient scribe	Patient

Program Coordinator Finds Cases

1. Extract appointments from APeX daily

2. Load into REDcap database

3. Assign to Callers

Caller coaches patients before appointments

1. Call patients from VOIP softphone
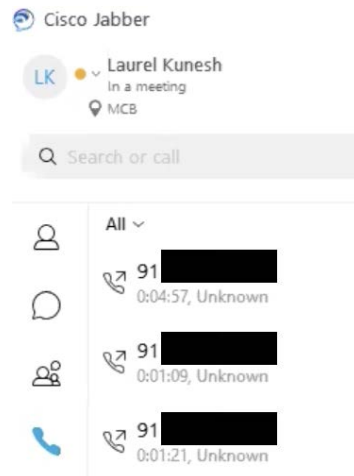
2. Document interactions in REDcap

3. Email patients links to EMMI/Healthwise/etc
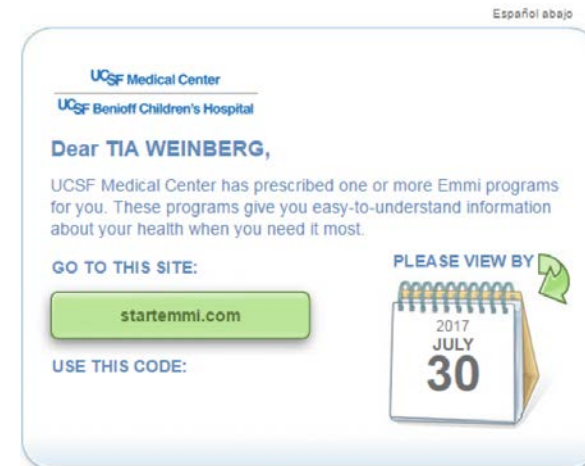
Patient scribe captures and shares patient questions in advance

1. Call patients from VOIP softphone
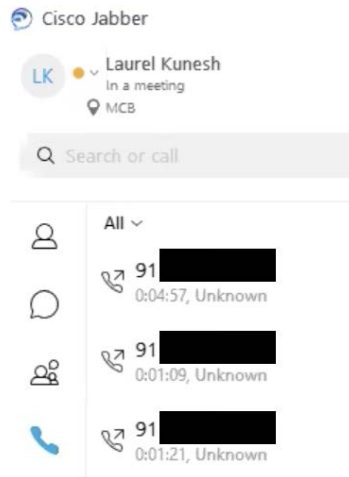
2. Record question-listing session in Zoom
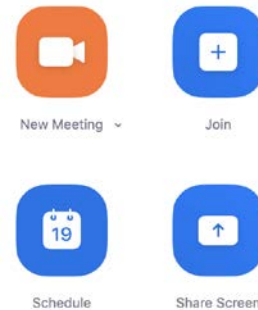
3. Route question-list securely to patient and provider

Patient scribe makes recording and takes notes

1. Audio record visit   2. Route recording and summary securely to MD and patient

Patient accesses educational materials

1. EMMI videos

2. Question lists, summaries, audio recordings

Supervisors lead weekly case reviews

1. Review recordings

2. Reflect on critical incidents

3. Review dashboards

Intern	N60's	Attempted contact (per visit)	Coached (per visit)	Total Case Count (6/25 – Present)	
Aheli*		43	23	20.5	
Andre*		88	46	38.5	
Ashley		84	72	28	
Brian*		74	60	26.5	
Harriet*		37	29	44.5	
Hila		85	61	26	
Jane W*		95	71	28	
Jonah*		87	67	37.5	
Kell*		89	76	33.5	
Madeline*		89	69	34.5	
Paul*		105	97	41.5	
Yash H		46	40	19	
Jane S*		59	42	12.5	
Tia		116	112	5	
Total	1650	1097	865	395.5	
This week		66%	79%	46%	
Previous week		68%	79%	45%	

Technology Stack

APEX

Secure shared drive

MyChart

REDcap

VOIP Telephony (e.g. Jabber)

Zoom

Password-Protected Audio-recorders

EMMI / Healthwise / Other educational publishers

Smartphones

Windows, Chrome/Safari, Excel/Word (BigFix, VPN, DDPE, Symantec, ForeScout)

Future Directions

Recordings: Increase Patient Knowledge

Synchronous ←→ Asynchronous

Applications:

Patient review

Peer review

Coaching & Feedback

Knowledge sharing
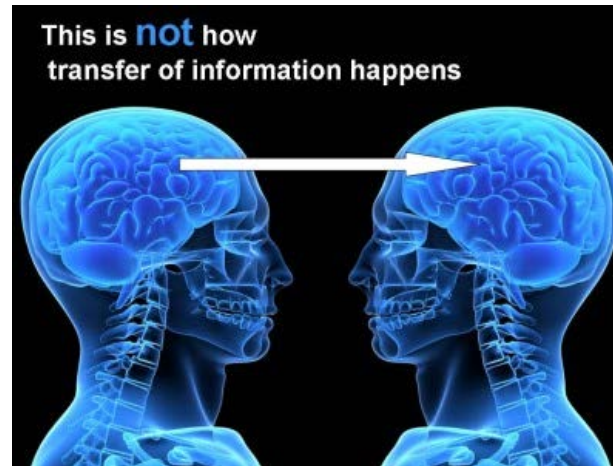
Quality review

Safety

Needs assessment

Research

Image courtesy of www.speakingaboutpresenting.com

Stakeholders:

Patients

Families

Advocates

Language Interpreters

Researchers

Payers

Producers/Manufacturers

Policy-Makers

Call to Action

Recordings: Increase Patient Knowledge

Who can help us

scale up consultation recordings

at UCSF?