QOL24

Patient-Provider Communication about Multiple Sclerosis: The MS-SUPPORT Decision Aid

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IMPLICATIONS

More than 50% of patients strongly agree that the information provided by the MS-SUPPORT tool was trustworthy, helped prepare them for their doctor visit and improved their understanding of the importance of adherence

MS-SUPPORT appears to improve communication from the perspective of HCPs but not patients, though those who completed more of the tool had higher COMRADE scores

INTRODUCTION

- Clinical guidelines recommend incorporating patient preferences into decisions about disease modifying treatments (DMTs) for multiple sclerosis (MS)[1]
- Effective patient-provider communication is essential to shared decision-making about treatment

OBJECTIVE

- To test the impact of a shared decision-making tool on patient-provider communication in MS

INCLUSION CRITERIA

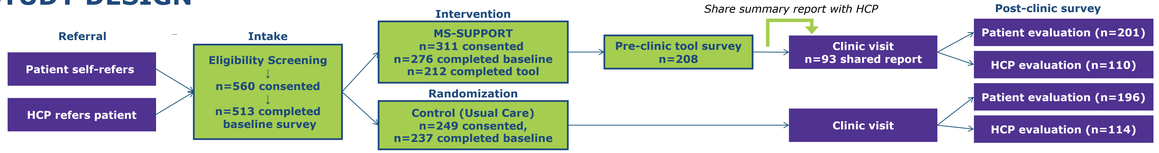
Patients:
- Adults with relapsing MS
- MS clinic appointment
- Web access

Referring HCPs:
- Neurologist, PA, RN, or NP
- MS focus

METHODS

Randomized controlled trial (RCT): MS-SUPPORT vs usual care
- Patients referred from the MSAA and 31 HCP sites across the US
- Screening, consent, intervention, and follow-up performed online

STUDY DESIGN



OUTCOME MEASURES

Communication: COMRADE[2] assesses communication and confidence. Range: 0-100; higher is better.

Decisional Conflict:[3]
"Do you feel SURE about the best choice for you?"; "Do you know the benefits and risks of each option?"; "Are you clear about which benefits and risks matter most to you?"; "Do you have enough support and advice to make a choice?"

Decision quality: "My treatment plan is helping me achieve my treatment goals"; "My treatment plan reflects what's important to me…"

Role Preference:[4]
"I prefer to make the decision about which treatment I will receive"…;
"I prefer that my doctor and I share responsibility for deciding …";
"I prefer to leave all decisions regarding treatment to my doctor"

THE INTERVENTION: MS-SUPPORT

MS-SUPPORT is an online tool that includes a series of passages and surveys for patients to read and complete
- Developed using a systematic patient-centered process
- Assesses patient goals and preferences
- Fills key knowledge gaps, misconceptions, and barriers to shared decision-making
- Generates individualized reports that can be shared with HCPs (print, email, portal)

MS-SUPPORT online tool example images and report

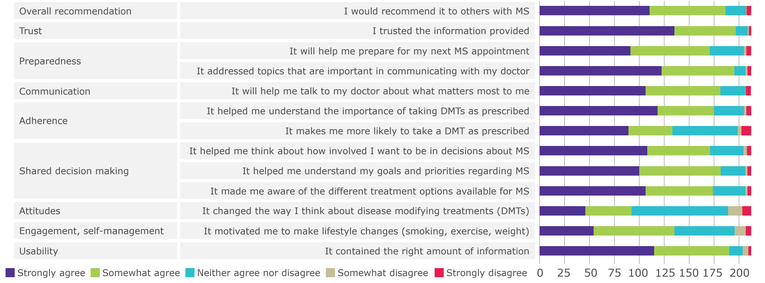
FOR REACTIVE MEDICAL USE ONLY

RESULTS

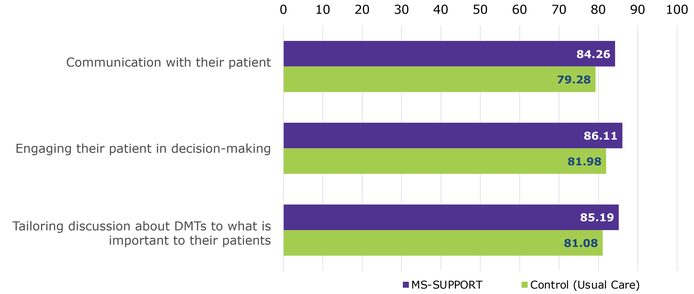
Characteristics of Participating Patients, n (%)

Patient Characteristic (n=513)	MS-SUPPORT (n=276)	Usual Care (n=237)
Age, <55 years	186 (67.4%)	158 (66.7%)
Gender, female	237 (85.9%)	197 (83.1%)
Race, White/Caucasian	224 (81.2%)	203 (85.7%)
Education, < college grad	88 (31.9%)	65 (27.4%)
Type of MS, relapsing MS	252 (91.3%)	218 (92.0%)
Duration of MS ≥3 y	236 (85.5%)	202 (85.2%)
Current DMT use	213 (77.2%)	195 (82.3%)

Patient Evaluation of the MS-SUPPORT Online Tool (before clinic visit, n=212)



HCP-reported Communication, % reporting as excellent:



	MS-SUPPORT		Control (Usual Care)		P-value
COMRADE	Mean	SD	Mean	SD	
Communication	68.53	11.75	67.66	12.64	0.84
Confidence	71.34	10.38	73.06	8.54	0.30

Patient evaluation of MS-SUPPORT just after completion (n=212):
- 85% (n=180) reported it would help them talk to their HCP

Patient-reported communication during the clinic visit:
- Both patient groups reported excellent communication scores
- Patients who completed MS-SUPPORT and shared their report had better communication scores (90.0 [SD 10.9]) than non-completers (86.7 [SD 16.8])*

HCP-reported communication during the clinic visit:
- HCPs seeing patients in the MS-SUPPORT (versus control) group were more likely to report as "excellent":
  - Communication with their patient*
  - Engaging their patient in decision-making*
  - Tailoring discussion about DMTs to what matters to their patients*

Decision quality:
- "My treatment plan is helping me achieve my treatment goals"
  - Increased more with MS-SUPPORT versus control (0.23 vs. 0.06, p=0.156)
- "My treatment plan reflects what's important to me …"
  - Increased more with MS-SUPPORT versus control (0.23 vs. 0.02; p=0.119)

Role preference:
- Patients receiving MS-SUPPORT were more likely to shift towards a more active, participatory role compared to controls (delta 0.50 vs. 0.44, p=0.53*)

*differences not statistically significant

LIMITATIONS

- High scores among controls, with improvement over time, suggest that selection bias and response bias affected our findings

NEXT STEPS

- Assess impact of MS-SUPPORT on treatment choice and adherence at 1 year follow-up
- Explore dissemination options

Abbreviations: **DMT**, disease modifying therapy; **HCP**, healthcare provider; **MS**, multiple sclerosis; **MSAA**, Multiple Sclerosis Association of America; **RCT**, randomized controlled trial; **SD**, standard deviation |

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