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### 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

### **INTRODUCTION**

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

# **OBJECTIVE**

• To test the impact of a shared decision-making tool on patientprovider communication in MS



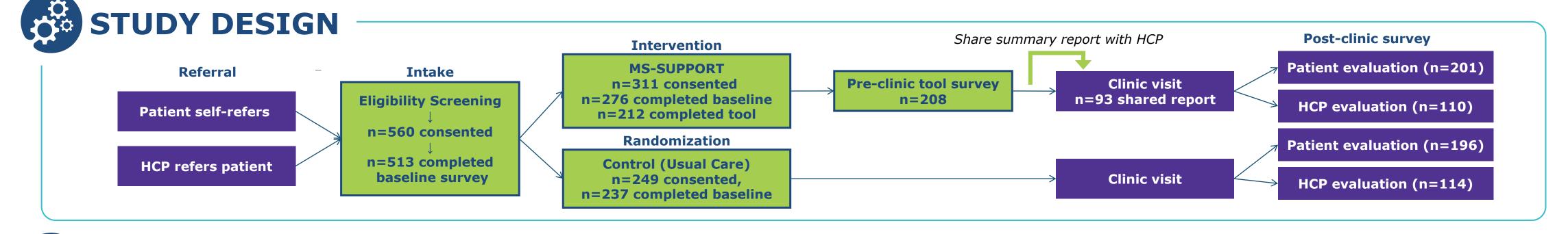
## **INCLUSION CRITERIA**

#### Patients:

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

#### **Referring HCPs:**

- Neurologist, PA,
- RN, or NP
- MS focus



# **OUTCOME MEASURES**

**Communication:** COMRADE<sup>2</sup> assesses communication and confidence. Range: 0-100; higher is better.

#### **Decisional Conflict:**<sup>3</sup>

"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?"

### **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)

Abbreviations: DMT, disease modifying therapy; HCP, healthcare provider; MS, multiple sclerosis; MSAA, Multiple sclerosis; 2018;90(17):777-88. 2. Edwards A, et al. The development of COMRADE--a patient based outcome measure to evaluate the effectiveness of risk communication and treatment decisional conflict with a 4-item screening at the effectiveness of risk communication and treatment decision making in consultations. Patient Educ Couns. 2003;50(3):311-22. 3. Legéré F, et al. Are you SURE? Assessing patient decisional conflict with a 4-item screening at the effectiveness of risk communication and treatment decision making in consultations. Patient Educ Couns. 2003;50(3):311-22. 3. Legéré F, et al. Are you SURE? Assessing patient decisional conflict with a 4-item screening at the effectiveness of risk communication and treatment decisional conflict with a 4-item screening at the effectiveness of risk communication and treatment decision at the effectiveness of risk communication at the effec test. Can Fam Physician. 2010;56(8):e308–14. 4. Degner LF, et al. The control preferences scale. Can J Nurs Res. 1997;29(3):21–43. | Acknowledgments: This study was sponsored by the Multiple Sclerosis Leadership and Innovation Network (MS-LINK) funded by EMD Serono, Inc., USA (an affiliate of Merck KgaA, Darmstadt, Germany), who reviewed and provided feedback on this poster.

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**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



### 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

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

#### **Role Preference:**<sup>4</sup>

- "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"

**MS-SUPPORT** online tool example images and report



### **RESULTS**

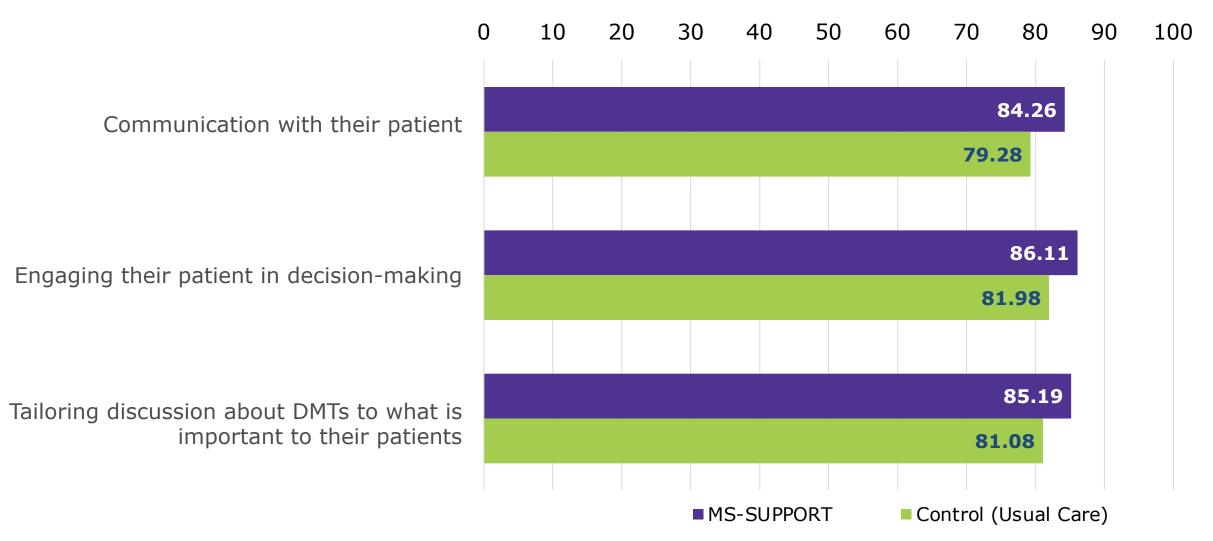
### **Characteristics of Participating Patients**, n (%)

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)

	Overall recommendation			
	Trust			
	Dropprodpace			
	Preparedness	It addressed topic		
	Communication	It will help		
	Adherence	It helped me ur		
	Adherence			
		It helped me think a		
	Shared decision making	It helped		
		It made me aw		
	Attitudes	It changed the w		
	Engagement, self-management	It motivated me		
	Usability			
	Strongly agree Somewhat agree	Neither agree nor		

### **HCP-reported Communication**, % reporting as excellent:



#### **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\*

### LIMITATIONS

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

**NEXT STEPS** adherence at 1 year follow-up

Explore dissemination options

#### **Decision quality:**

#### **Role preference:**

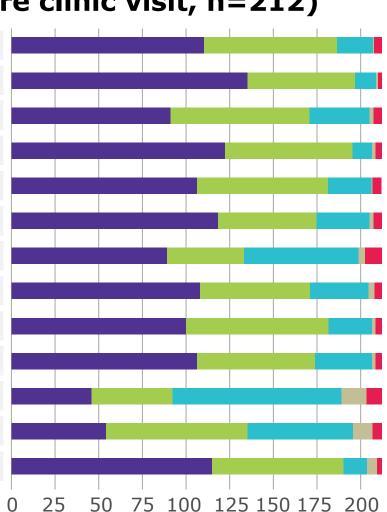
\*differences not statistically significant

I would recommend it to others with MS I trusted the information provided

It will help me prepare for my next MS appointmen is that are important in communicating with my doo me talk to my doctor about what matters most to m derstand the importance of taking DMTs as prescribed

It makes me more likely to take a DMT as prescribed about how involved I want to be in decisions about M ed me understand my goals and priorities regarding M vare of the different treatment options available for ay I think about disease modifying treatments (DMTs to make lifestyle changes (smoking, exercise, weight It contained the right amount of information

disagree Somewhat disagree Strongly disagree 0 25 50 75 100 125 150 175 200



	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

• "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)

• 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\*)

• Assess impact of MS-SUPPORT on treatment choice and





