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Developing and deploying a symptom management program
to improve quality of life and reduce acute care hospital visits among
cancer patients across six healthcare systems

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Agenda

- Overview of NCI Moonshot Program and SIMPRO *(Slide 4-7)*
- Background of PROs *(Slide 8-11)*
- eSyM Tool Overview *(Slide 12-37)*
- Role of Epic in Development *(Slide 37-39)*
- Foundation System Build *(Slide 41)*
- Successes and Challenges *(Slide 42-46)*
- Early eSyM Data *(Slide 47-55)*

Key Contributors

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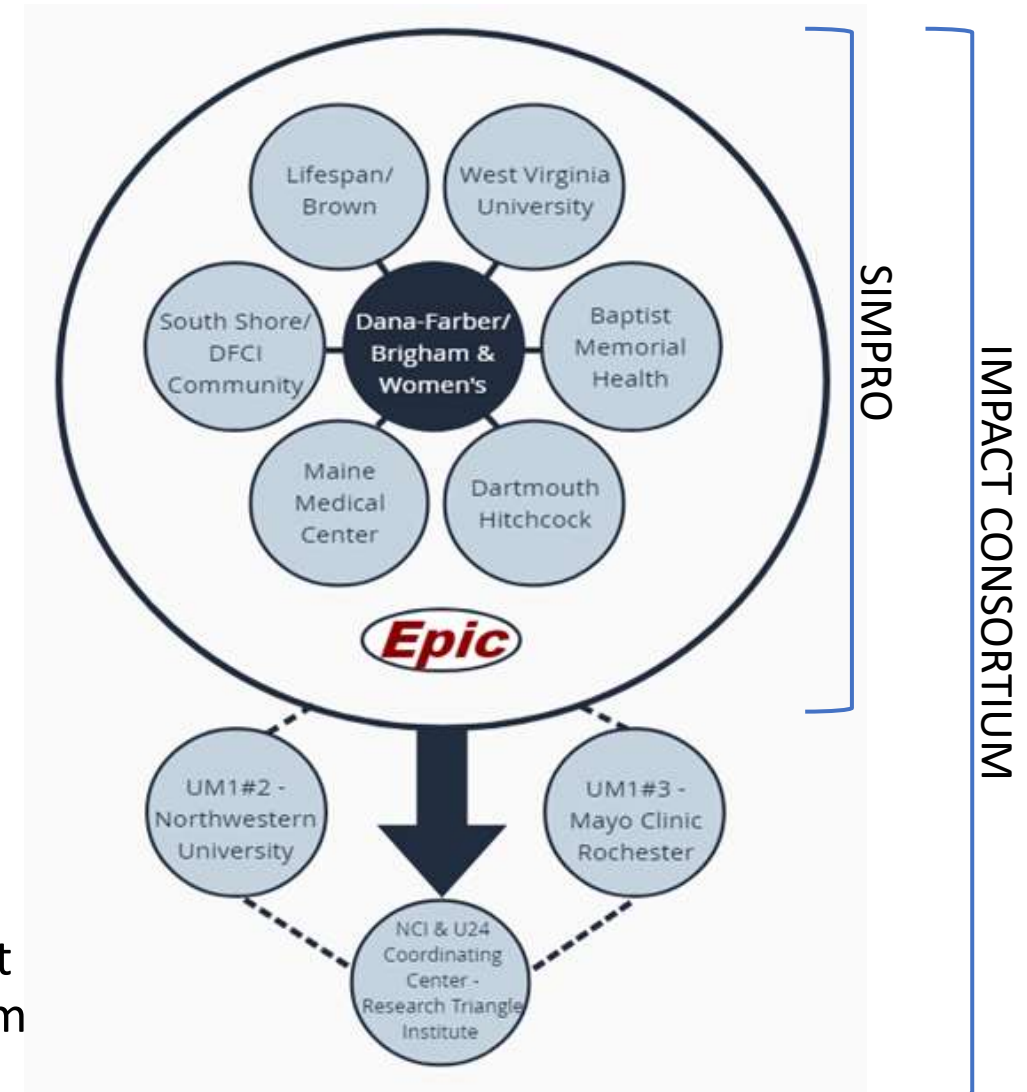
Andrew Ellington *Healthy Planet Lead*

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Overview of NCI Moonshot Program & SIMPRO Research Center

- SIMPRO is 1 of 3 research centers funded by the National Cancer Institute that together comprise the IMPACT Consortium (**I**mproving the **M**anagement of sym**P**tons during **A**nd following **C**ancer **T**reatment)
- SIMPRO includes 6 health systems that care for patients from at least 9 states
 - Tennessee
 - Mississippi
 - Arkansas
 - New Hampshire
 - Vermont
 - Maine
 - Massachusetts
 - West Virginia
 - Rhode Island
- SIMPRO implementation focus
 - Community and rural cancer centers
 - Work directly with Epic
- SIMPRO Collaboration Goal → Develop, refine, and implement **eSyM**, a multi-component ePRO symptom management system based on the PRO-CTCAE and integrated directly into Epic/MyChart



SIMPRO Project – High Level Overview

The Problem

- Cancer patients, especially those receiving chemotherapy or recovering from surgery, are at high risk for experiencing severe symptoms that can impair quality-of-life and lead to costly ED visits/hospitalizations
- Active symptom management can alleviate the burdens of severe symptoms, but doing so as part of routine clinical practice is challenging because of workflow, staffing and technical barriers

The Plan

Build eSyM

- A multi-component, **Epic/MyChart-integrated symptom management system** that collects symptoms directly from patients and provides guidance to patients and care team members to help manage severe symptoms



Deploy eSyM

- At 6 health systems as part of their **routine clinical practice**



Study eSyM

- Assess its **implementation** as well as its **impact** on patient outcomes, patient experiences, and clinical workflows

eSyM Go-Live Timeline

		March-August 2019	Sept 2019 - Feb 2020	March-August 2020	Sept 2020 – Feb 2021	March – August 2021	Sept 2021-Feb 2022	March-August 2022	
Group	Step	Run-in	Period 1	Period 2	Period 3	Period 4	Period 5	Period 6	
Early MO /late SO group	Baptist		MO	MO	MO	MO	MO	MO	✓
								SO	
	Maine		MO	MO	MO	MO	MO	MO	✓
							SO	SO	
	DFCI/BWH			MO	MO	MO	MO	MO	
					SO	SO	SO	SO	
Late MO /early SO group	Lifespan				MO	MO	MO	MO	
				SO	SO	SO	SO	SO	
	Dartmouth					MO	MO	MO	✓
			SO	SO	SO	SO	SO	SO	
	WVU						MO	MO	✓
			SO	SO	SO	SO	SO	SO	

Prior Go-Lives

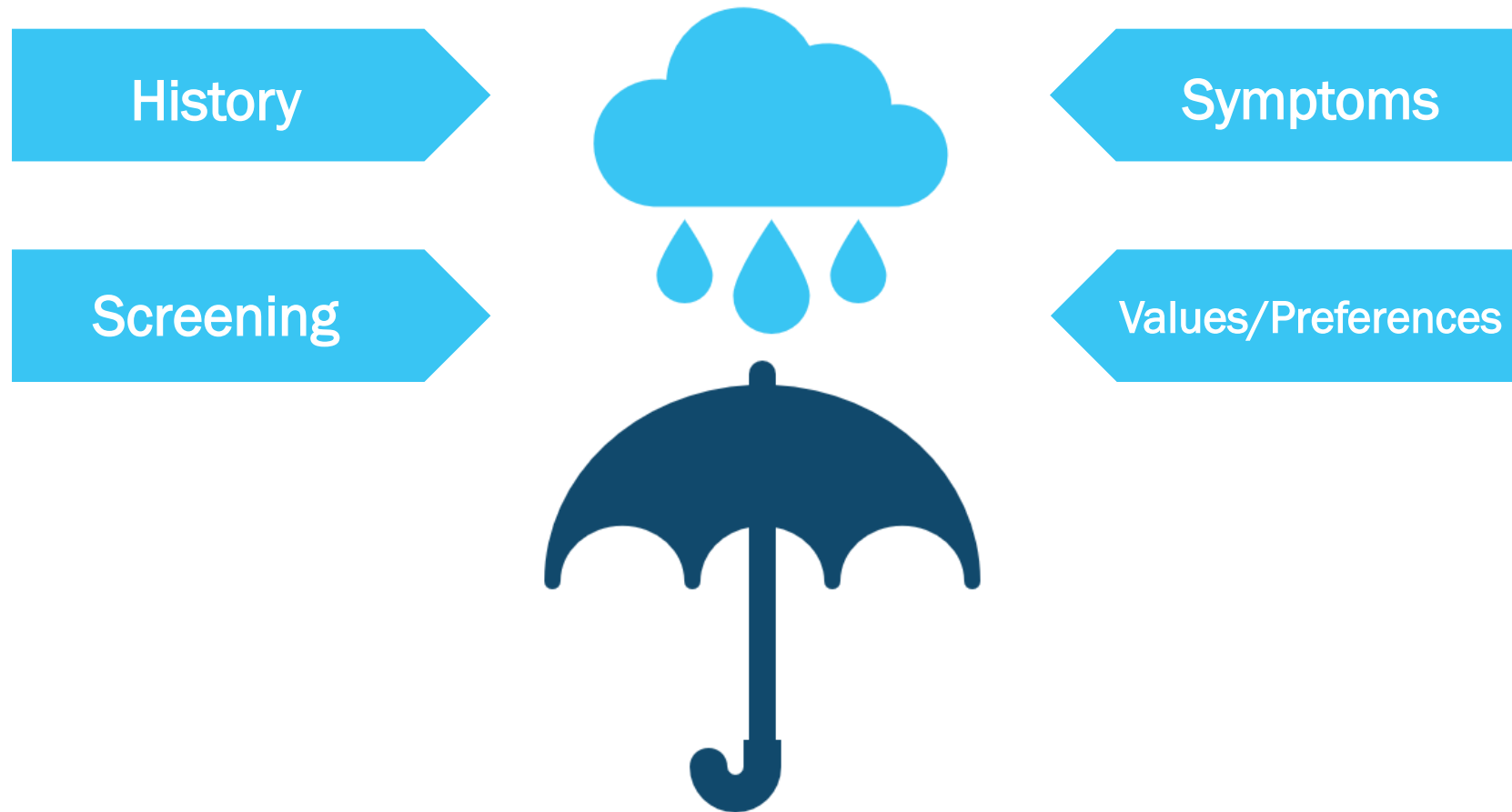
- Baptist (Medical) - September 10, 2019
- WVU (Surgical) - October 25, 2019
- Maine (Medical) – March 16, 2020
- Dartmouth (Surgical) – April 28, 2020

Upcoming Go-Lives

- DFCI (Medical) – September 22, 2020
- Lifespan (Surgical) – October 26, 2020

Background of Patient-Reported Outcomes (PROs)

What is Patient-Reported Data?



Patient Reported Data (PRD)

an umbrella term used to encompass a
diverse set of data reported DIRECTLY by patients

Compelling evidence shows that collecting PROs...

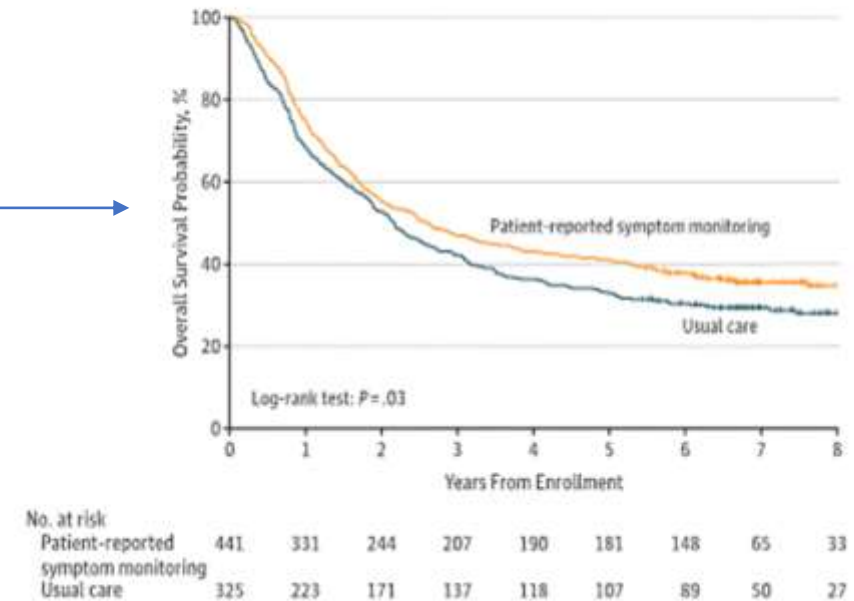
1. Helps accurately and completely assess symptom severity
2. Supports efficient clinical operations and regulatory requirements
3. Improves outcomes and reduces costs

For example, in a study of 766 patients with advanced cancer randomly assigned to report symptoms via a tablet in clinic or at home (vs. standard of care), those who reported symptoms experienced...

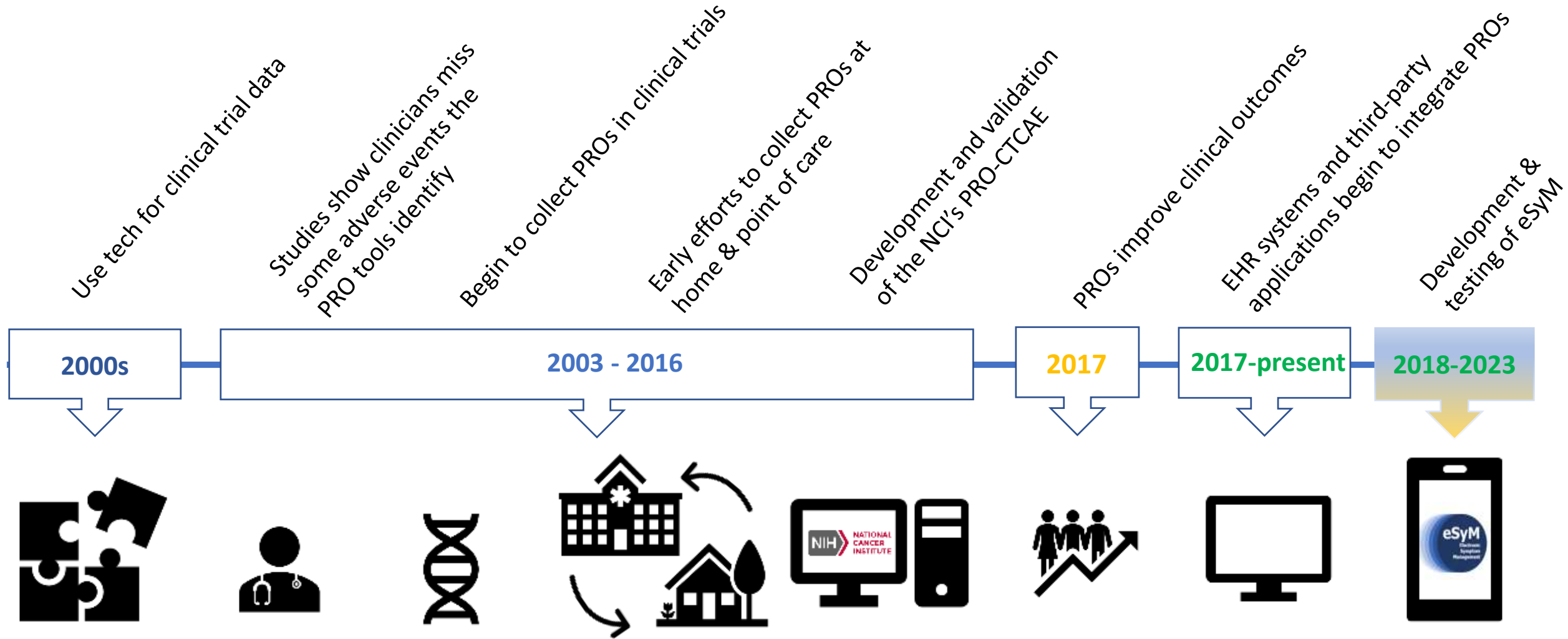
- Longer survival
- Fewer emergency department visits & hospitalizations
- Longer duration of active treatment

With minimal impact on clinic operations and high patient engagement (73% response rate)

Figure. Overall Survival Among Patients With Metastatic Cancer Assigned to Electronic Patient-Reported Symptom Monitoring During Routine Chemotherapy vs Usual Care



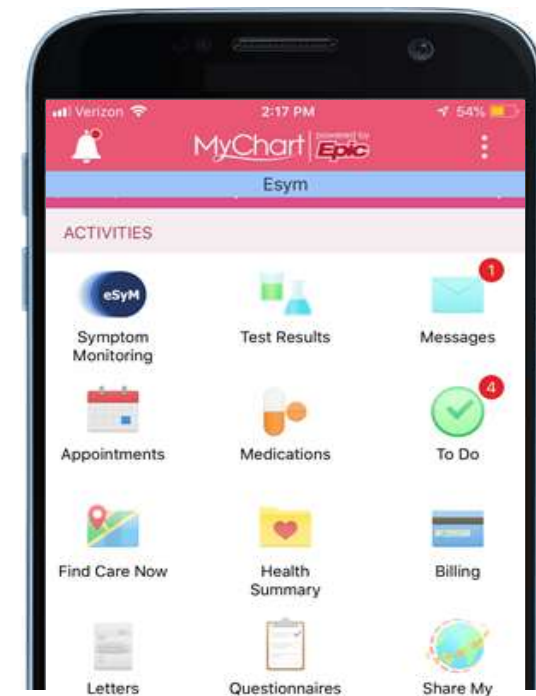
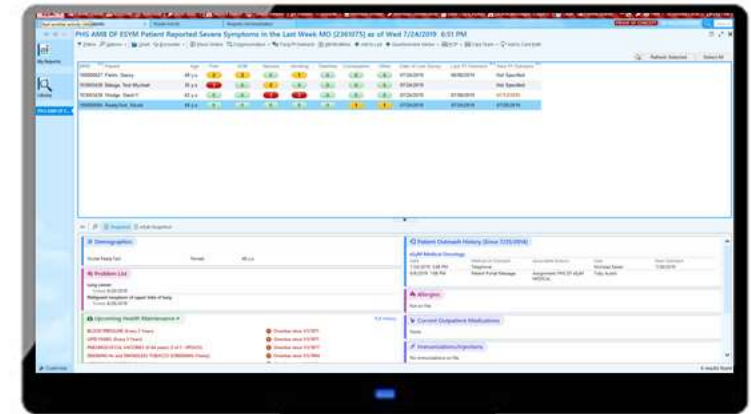
Evolution of Patient-Reported Outcomes (PROs)



eSyM Tool Overview

What is eSyM?

- eSyM is a coordinated set of tools within Epic which allow patients to **report** and clinicians to efficiently **track and react** to patients' symptoms during cancer treatment or after surgery
 - Clinicians access eSyM their Hyperspace
 - Patients can access eSyM through MyChart
- The primary aim of eSyM is to decrease patient hospitalizations and ED visits during cancer treatment or after surgery by...
 - Encouraging patients to track and manage their symptoms
 - Alerting and engaging clinicians about potentially serious symptoms



What are the goals of eSyM?



To improve quality of life and recovery



To decrease patient hospitalizations, ED visits and readmissions



To improve symptom management



To increase patient engagement



To improve communication and efficiency

What are the functions of eSyM?

A system with tools designed to help three 'clients'

For patients:

1. Automated access to eSyM questionnaires via MyChart (enhanced PRO-CTCAE) or tablet
2. Notifications to answer eSyM questionnaires
3. Alerts to call the care team for severe symptoms
4. Self-management tip sheets to help manage symptoms
5. Views of symptom trends



For administrators:

1. Registry identifies eligible patients and assigns questionnaires automatically
2. Dashboard displays applicable reporting workbench reports and KPIs
3. Outreach report identifies patients who need to be signed up for MyChart or who should be reporting via eSyM
4. Assigned patients report identifies patients who have eSyM turned on
5. Registry report shows the entire cohort and evaluates outcomes



For clinicians:

1. InBasket messages for patients with severe symptom
2. Reports of all past PRO responses in the EMR (via synopsis/flowsheets)
3. Smart phrases for easy charting
4. Weekly population management reports to support patients recently reporting severe symptoms



What are the key EHR elements of eSyM?

1. EHR identifies eligible patients

using the following data:

- cancer diagnosis
- chemotherapy treatment plan
- surgical procedure
- hospital discharge



2. EHR assigns questionnaire series.

The questionnaire content, frequency and duration depend...

- type of treatment: chemo vs. surgery
- time since starting chemo or being discharged after surgery



3. Patient portal prompts patients to complete questionnaires.

From the patient portal, patients...

- respond to questionnaires
- view past responses
- view self management tip sheets



6. EHR tools are used by clinicians

- to view past symptom reports
- to document outreach/training
- to document actions taken in response to severe symptoms



5. EHR dashboard and reports help identify patients needing outreach, because they...

- are not responding to questionnaires
- have severe symptoms



4. EHR generates a score for each reported symptom and identifies 'severe' symptoms.

- For severe symptoms, EHR prompts patients and clinicians to connect.

What does eSyM ask patients to report?

- Patients answer validated symptom reporting questionnaires using the validated PRO-CTCAE instrument
 - Ask the most common symptoms during post-op recovery or after chemotherapy
 - Report on severity, frequency, and intensity of symptoms as well as their interference with daily activities
 - Summary scores are generated: **0=none**, **1=mild**, **2=moderate**, **3= severe**
- Two pictogram questions ask about overall wellbeing and functional status
- Patients are asked to report 2x/week via a short (<5min) questionnaire
- Patients may choose other symptoms to report if they wish, no free text option

CTCAE vs. PRO-CTCAE

CTCAE	Grade	PRO-CTCAE
None	0	None
Mild	1	Mild
Moderate	2	Moderate
Severe	3	Severe
Hospitalized/life-threatening	4	NA
Deceased	5	NA

CTCAE = Common Terminology Criteria for Adverse Events

https://ctep.cancer.gov/protocolDevelopment/electronic_applications/ctc.htm

PRO-CTCAE = Patient Reported Outcomes version of the CTCAE

<https://healthcaredelivery.cancer.gov/pro-ctcae/overview.html>

eSyM Core Symptoms

Chemotherapy Symptoms N = 15

Pain

Nausea

Vomiting

Constipation

Shortness of breath

Fatigue

Anxiety

Trouble drinking fluids

Poor appetite

Overall well being

Physical function

Other (link to list of other symptoms)

Rash

Numbness and tingling

Diarrhea

Surgery Symptoms N = 15

Pain

Nausea

Vomiting

Constipation

Shortness of breath

Fatigue

Anxiety

Trouble drinking fluids

Poor appetite

Overall well being

Physical function

Other (link to list of other symptoms)

Wound redness

Wound discharge

Painful urination

eSym Pictogram Questions (Overall Wellbeing & Physical Function)

In the last 7 days,

How did you feel overall?



BACK

CONTINUE

FINISH LATER

CANCEL

Please remember that this system is not monitored 24 hours a day. Please call your care team if your symptoms are severe.

In the last 7 days,

Which best describes your activity level?



BACK

CONTINUE

FINISH LATER

CANCEL

Please remember that this system is not monitored 24 hours a day. Please call your care team if your symptoms are severe.

eSyM 'Other' Symptoms

Oral and Gastrointestinal Symptoms

- ☐ Difficulty swallowing
- ☐ Mouth or throat sores
- ☐ Heartburn

Heart and Lung Symptoms

- ☐ Cough
- ☐ Wheezing
- ☐ Heart palpitations
- ☐ Swelling

Skin symptoms

- ☐ Itching
- ☐ Hand foot syndrome

Specific Types of Pain

- ☐ Joint Pain
- ☐ Muscle Pain
- ☐ Headache
- ☐ Abdominal pain

Neurological

- ☐ Dizziness
- ☐ Difficulty concentrating

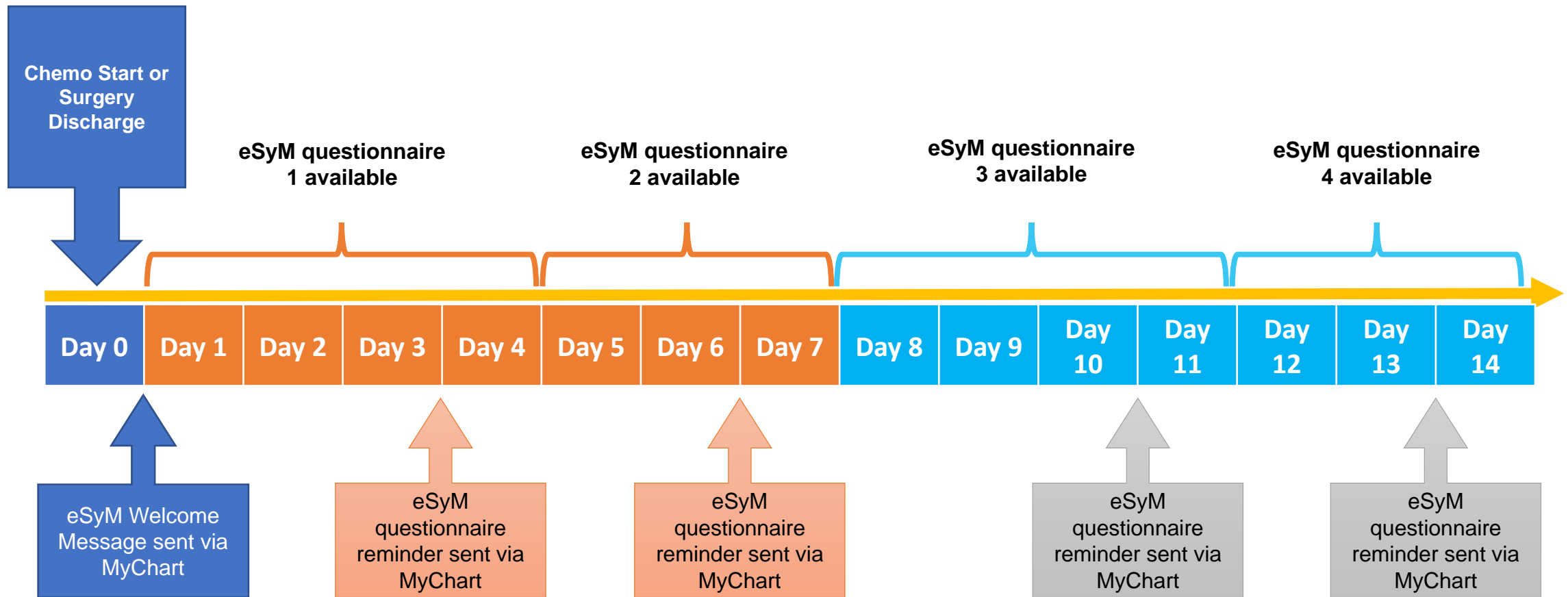
Mood

- ☐ Feeling discouraged
- ☐ Feeling sad

Miscellaneous

- ☐ Difficulty sleeping
- ☐ Fever
- ☐ Bleeding

Reporting Timeline



What happens after a patient reports?

	Patient-Facing (<i>in MyChart</i>)	Clinician-Facing (<i>in Hyperspace</i>)
Patient does not report	Automated MyChart reminder on day questionnaire is due	Dashboard report identifies non-responders and prompts direct outreach
Patient reports mild/moderate symptoms only	Prompted to view symptom-specific self-management tip sheets	Responses saved and viewable in the EMR; no alerts or InBasket messages
Patient reports severe symptom(s)	Alerted to contact care team for guidance Prompted to view symptom-specific self-management tip sheets	InBasket message that includes reported severe symptoms and list of all responses Dashboard report identifies patients reporting severe symptoms in the past week

Patient eSyM Experience



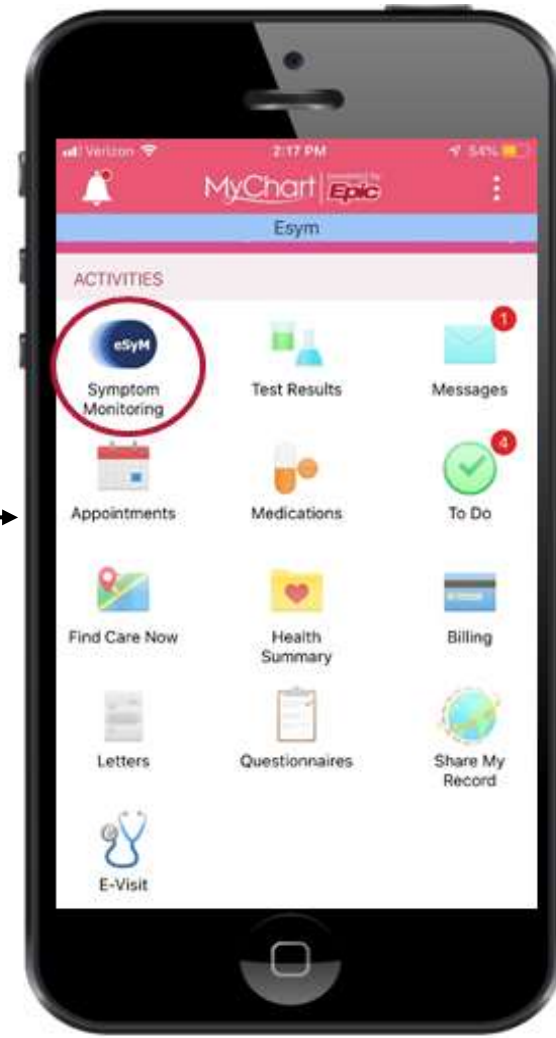
Download MyChart app



Receive notifications



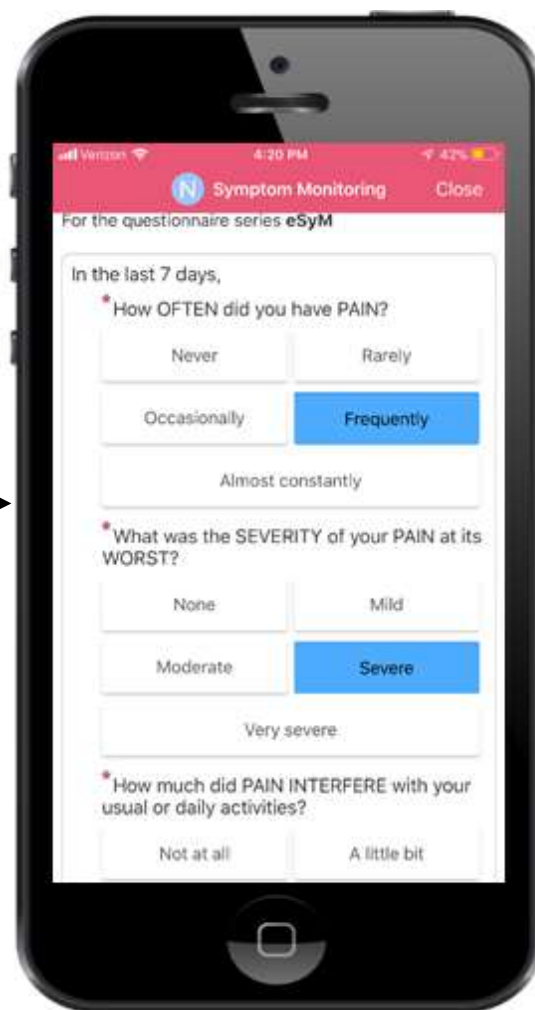
Login to MyChart



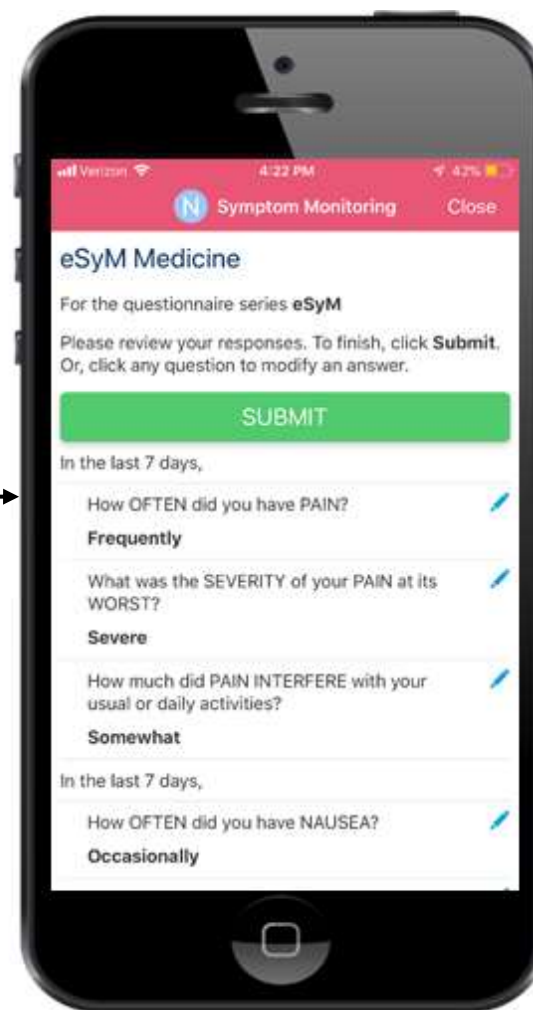
Click on the eSyM icon



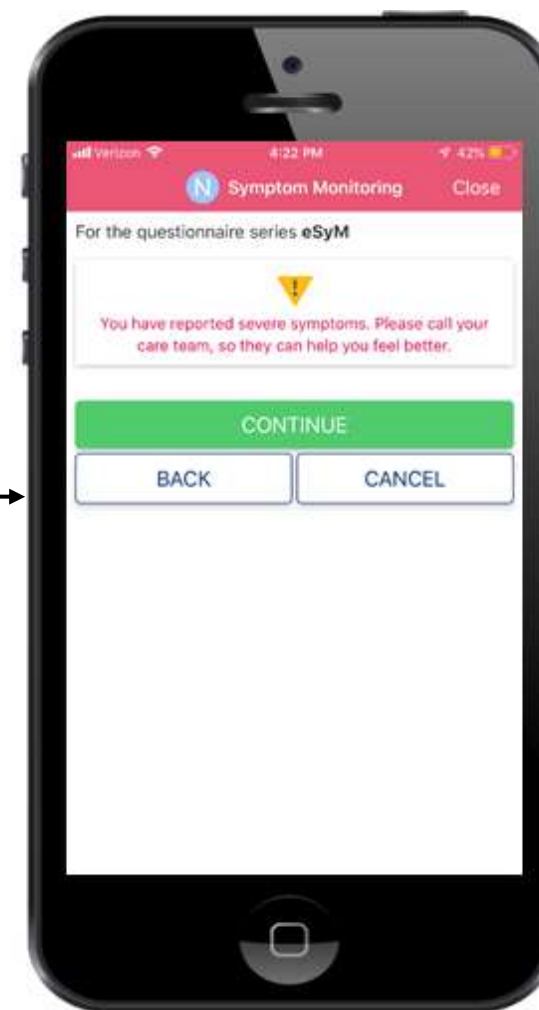
Begin eSyM questionnaire



Report symptoms



Must Submit responses



Get an alert if a severe symptom is reported

Patient-Facing Self-Management Tip Sheets



Tips for Managing Diarrhea

Things you can do on your own

Keep track of your diarrhea:

- Write down how many bowel movements you have each day

Stay hydrated and change your diet to lessen your symptoms:

- Drink at least 6-8 cups of clear liquids, such as water, daily to prevent dehydration
- Avoid caffeine, alcohol, milk, and artificial sweeteners
- Avoid greasy, fatty, and fried foods
- Eat small, frequent meals throughout the day instead of 3 big meals
- Eat foods that help diarrhea like bananas, melon, rice, applesauce, and/or toast
- Drink sports drinks such as Gatorade to replenish your potassium

Keep the skin around your anus healthy:

- If your skin is getting irritated, after bowel movements gently wipe yourself with baby wipes and then apply barrier creams such as zinc oxide, Vaseline®, or diaper ointments
- Add 1-2 tablespoons of baking soda to a warm tub of water and soak your bottom

See the Other Resources page for more information

With over-the-counter medications

- Ask your care team about taking 1-2 Imodium® tablets every 4 hours or after every loose bowel movement. You can buy this at your local pharmacy.

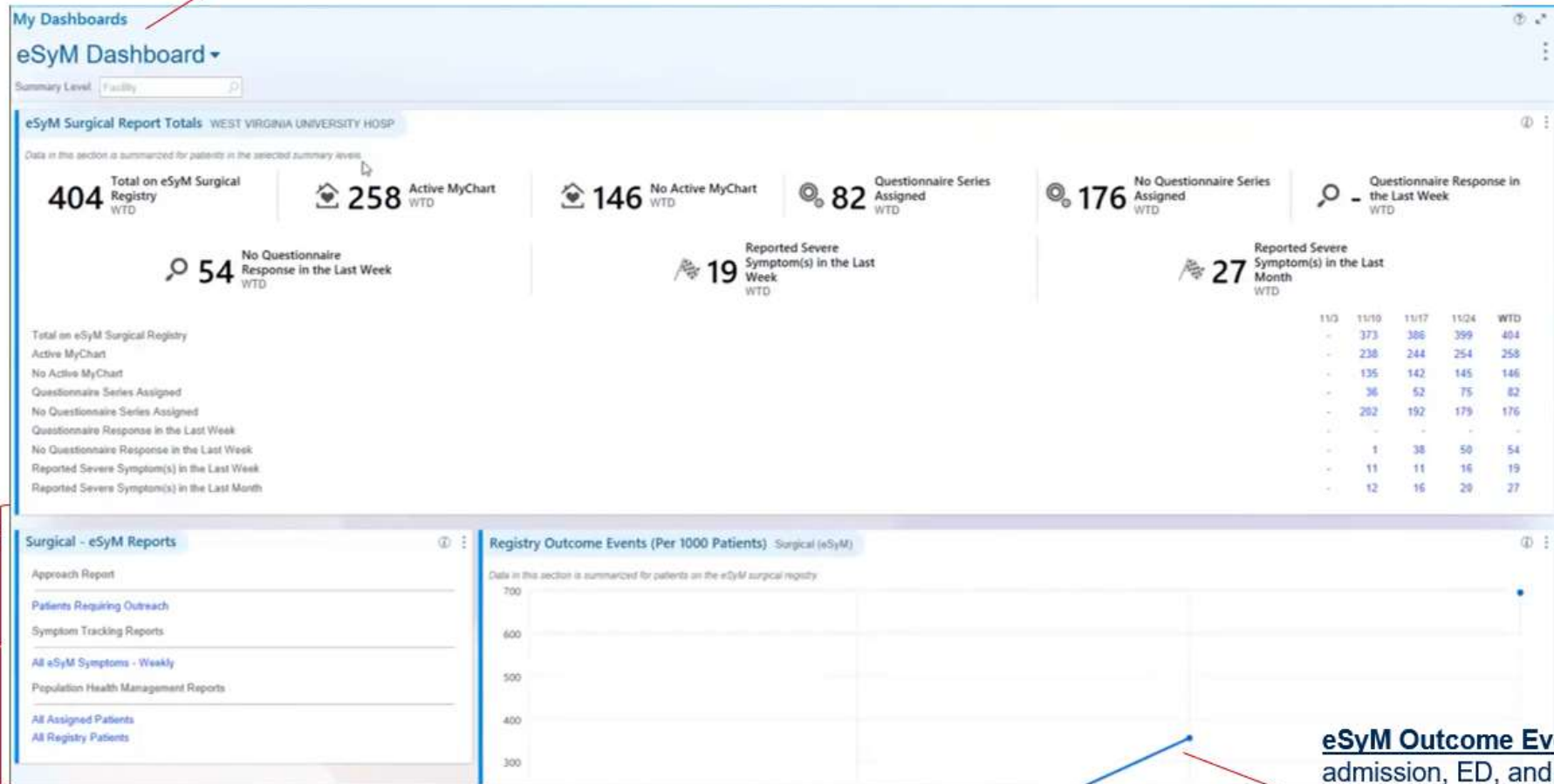
REMINDER - Always keep your care team updated about over-the-counter medicines you are taking. If your care team tells you they are not safe for you, do not take them.

Staff eSyM Experience

eSyM Dashboard – For Research/Operations Staff



eSyM Dashboard can be accessed by any clinicians by searching for the dashboard and adding to their favorite list



eSyM Population Overview displays relevant eSyM metrics by site, department, and provider

eSyM Reports can be used by clinicians and staff to see symptom results, track patient approaches, and monitor outcomes

eSyM Outcome Events display admission, ED, and urgent care visit rates for registry patients

eSym Reporting Workbench Reports – For Research/Operations Staff



- **Report #1 – Patients Requiring Outreach**

- Outlines patients who with an upcoming D1C1 or scheduled surgery in the next 30 days (i.e. patients who need initial eSym training)
- Outlines patients who have not completed an eSym questionnaire for >14 days (i.e. patients who need re-training)
- Distinguishes patients who are admitted (bold red display)

- **Report #2 – All Assigned Patients**

- Outlines patients who currently have an eSym questionnaire assigned to them
- Can be filtered by provider, MyChart status, etc
- Used to track KPIs

- **Report #3 – All Registry Patients**

- Outlines patients currently on the eSym registry
- Can be filtered by provider, next appt dept, MyChart status, etc.
- Used to track KPIs

Clinician eSyM Experience

eSyM Population Symptom Management Report



- Easily manage a **panel of patients**
- View the full list of patient eSyM responses by clicking on a name in the report and viewing the eSyM snapshot print group underneath
- **Sort** by disease group or provider to prioritize outreach
- **Track outreach dates** and responses directly on this report
- Access full patient chart by double-clicking on name

MRN	Patient	Age	Next Appt	Dept.	Next Appt Date	Treatment Plan	Dx Type	Days Since Survey	Days Since Tx	Severe Symptoms?	Moderate Symptoms?	Overall Wellbeing?	Physical Function	Pain	SOB	Nausea	Vomiting	Diarrhea	Constipation
E2599469	Esym, Three	32 y.o.						0	×			0	0	0	0	0	0	0	0
E2599471	Esym, Five	34 y.o.						0	×		0	1	1	2	0	1	1	0	0
E2599470	Esym, Four	33 y.o.						0	×	!	0	2	2	0	0	1	1	0	1
E2599468	Esym, Two	31 y.o.						0	×		0	2	1	2	1	0	0	0	1
E2599467	Esym, One	30 y.o.						0	×	!	0	3	1	3	3	0	0	0	0

eSyM Population Symptom Management Report

Patient and visit data **Treatment data** **Severe symptom summary** **Individual symptom 'jelly beans'**

MSID	Patient	Age	Next Appt Date	Treatment Plan	Days Since Survey	Days Since Tr	Severe Symptoms?	Moderate Symptoms?	Overall Wellbeing	Physical Function	Pain	SOB	Nausea	Vomiting	Diarrhea	Constipation
E2599469	Esym, Three	32 y.o.			0	X			0	0	0	0	0	0	0	0
E2599471	Esym, Five	34 y.o.			0	X			1	1	2	0	1	1	0	0
E2599470	Esym, Four	33 y.o.			0	X	1		2	2	0	0	1	1	0	1
E2599468	Esym, Two	31 y.o.			0	X			1	1	0	1	0	0	0	1
E2599467	Esym, One	30 y.o.			0	X	3		3	3	3	3	0	0	0	0

Number of Severe Symptoms
This displays the total number of symptoms that the patient reported as severe on their most recent eSyM questionnaire survey.

Anxiety Score: 0
Bleeding Score: **Incomplete**
Constipation Score: 0
Cough Score: **Incomplete**
Decreased Appetite Score: 1
Diarrhea Score: 0
Difficulty Concentrating Score: **Incomplete**
Difficulty Sleeping Score: 1
Difficulty Swallowing Score: **Incomplete**
Discouraged Score: 1
Dizziness Score: **Incomplete**
Fatigue Score: 2
Feeling Sad Score: **Incomplete**
Fever Score: 0
Hand and Foot Syndrome Score: **Incomplete**
Headache Score: **Incomplete**
Heart Palpitation Score: **Incomplete**
Heartburn Score: **Incomplete**
Itching Score: **Incomplete**
Mouth and Throat Sores Score: **Incomplete**
Nausea Score: 0
Numbness and Tingling Score: 0
Overall Wellbeing Score: 3
Pain Score: 3
Painful Urination Score: **Incomplete**
Physical Function Score: 1
Rash Score: 2
SOB Score: 3
Swelling Score: **Incomplete**
Trouble Drinking Score: 0
(Not all factors are shown, additional factors can be viewed from the print group)

Patient Outreach History (Since 2/5/2015)

Date	Method of Outreach	Associated Actions
2/3/2020 3:28 PM	Patient Portal Message	Assignment: MH MYCHART ESYM MEDICAL

Demographics
One Esym
30 year old female
2/3/1990
Comm Post:

Registries

Next Outreach: 3/3/2020

One turned 30 on Feb 3

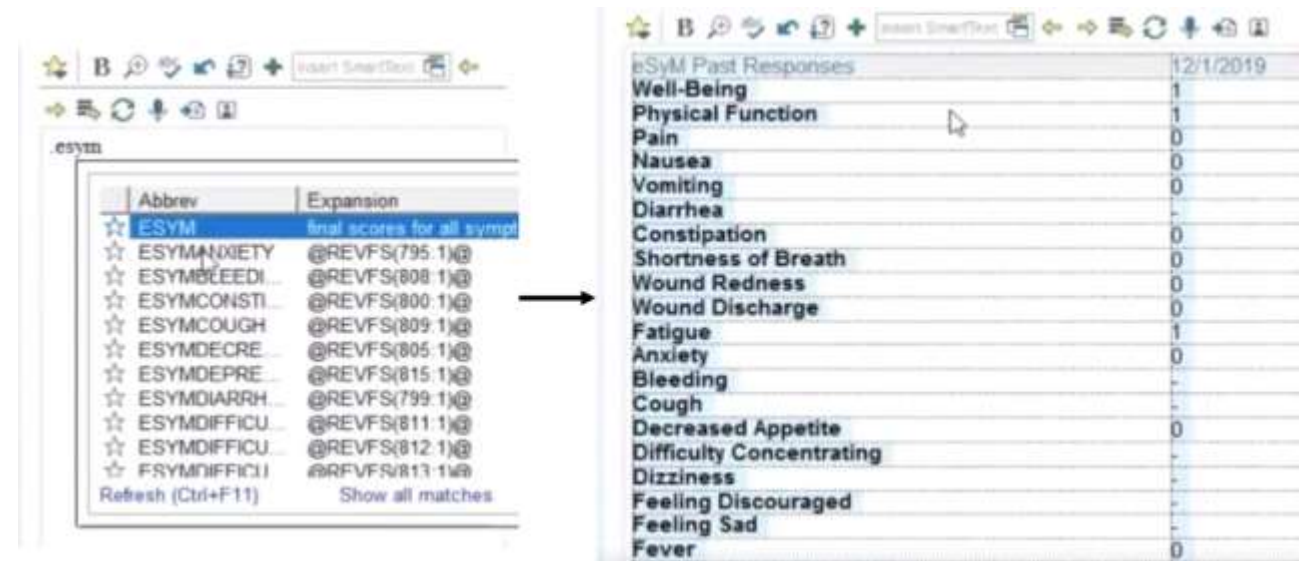
Show Detail

eSyM InBasket Alerts for Severe Symptoms

- After a patient submits an eSyM questionnaire, their responses are sent to Epic Hyperspace
- If a patient reports a **severe (level 3) symptom**:
 - The patient receives a prompt to contact their care team
 - An InBasket message is sent to the provider's **eSyM Severe Symptom** folder
- Ongoing studies demonstrate 5-7% of ePRO reports are severe

The screenshot displays the Epic Hyperspace interface. On the left, the 'In Basket' tab is active, showing a list of messages. A message titled 'myD-H eSyM Severe' is highlighted with a red circle. The main pane shows the details of this message, including the patient's name 'Kevin G. OR-Poc', the date '04/23/2020', and the time '1:51 PM'. The message content is 'eSyM Severe Symptom Alert' with a comment 'JEN test'. The patient's status is 'Status Changed: Marquis, Jessica L.'. On the right, the 'Patient Info' pane shows the patient's demographics and a list of symptoms with severity ratings. The symptoms listed are Nausea, Vomiting, Diarrhea, Constipation, Shortness of Breath, Wound Redness, Wound Discharge, Fatigue, Anxiety, Bleeding, Decreased Appetite, Difficulty Concentrating, Dizziness, Feeling Discouraged, Feeling Sad, Fever, Hand and Foot Redness, Headache, Heart Palpitation, Heartburn, Itching, Mouth and Throat Sores, Painful Urination, Rash, Sleeping Difficulty, Swallowing Difficulty, Sweating, Trouble Drinking, and Wheezing. The patient's 'Dh Myc Esym Surg Long Survey' is also visible at the bottom right.

- If a patient reports using eSyM, clinicians can use eSyM smartphrases to pull their symptom responses into a clinical note
 - **.eSyMmed** = final scores for all symptoms in most recent patient report
 - **.eSyMmedall** = component responses for all symptoms in most recent patient report
 - **.eSyMpain** = component responses for patient's most recent PAIN report
 - **.eSyMxxx** = components reports for patient's most recent XXX symptom report
- This fulfills a complete ROS and counts as a level 4 encounter



The screenshot displays the eSyM Smartphrases interface. On the left, a list of abbreviations and their expansions is shown. The 'ESYM' abbreviation is highlighted, with its expansion being 'final scores for all symptoms'. An arrow points from this entry to the right-hand table. The table, titled 'eSyM Past Responses', lists various symptoms and their corresponding scores for a patient on 12/1/2019.

eSyM Past Responses		12/1/2019
Well-Being		1
Physical Function		1
Pain		0
Nausea		0
Vomiting		0
Diarrhea		0
Constipation		0
Shortness of Breath		0
Wound Redness		0
Wound Discharge		0
Fatigue		1
Anxiety		0
Bleeding		0
Cough		0
Decreased Appetite		0
Difficulty Concentrating		0
Dizziness		0
Feeling Discouraged		0
Feeling Sad		0
Fever		0

- Individual patient eSyM responses can be integrated into the Synopsis, Snapshot, or Flowsheets view in Epic Hyperspace
- Sites can customize this display to meet provider needs

Synopsis

Oncology Patient Reported Outcomes Vitals **eSyM**

Days 10/28/2019 10/31/2019 Most Recent Value
All Last 3 Months

⤴ Patient Spotlight
No data to display.

⤴ eSyM Patient Reported Symptoms

<input type="checkbox"/> Well-Being	1	3	3	10/31/2019
<input type="checkbox"/> Physical Function	3	3	3	10/31/2019
<input type="checkbox"/> Pain	3	3	3	10/31/2019
<input type="checkbox"/> Nausea	1	1	1	10/31/2019
<input type="checkbox"/> Vomiting	0	0	0	10/31/2019
<input type="checkbox"/> Diarrhea	Incomplete	Incomplete	Incomplete	10/31/2019
<input type="checkbox"/> Constipation	0	0	0	10/31/2019
<input type="checkbox"/> Shortness of Breath	0	2	2	10/31/2019
<input type="checkbox"/> Wound Redness	0	0	0	10/31/2019
<input type="checkbox"/> Wound Discharge	0	0	0	10/31/2019
<input type="checkbox"/> Fatigue	3	Incomplete	Incomplete	10/31/2019
<input checked="" type="checkbox"/> Anxiety	3	Incomplete	Incomplete	10/31/2019
<input type="checkbox"/> Bleeding	Incomplete	Incomplete	Incomplete	10/31/2019
<input type="checkbox"/> Cough	Incomplete	Incomplete	Incomplete	10/31/2019
<input type="checkbox"/> Decreased Appetite	1	Incomplete	Incomplete	10/31/2019
<input type="checkbox"/> Difficulty Concentrating	Incomplete	Incomplete	Incomplete	10/31/2019
<input type="checkbox"/> Dizziness	Incomplete	Incomplete	Incomplete	10/31/2019
<input type="checkbox"/> Feeling Discouraged	Incomplete	Incomplete	Incomplete	10/31/2019
<input type="checkbox"/> Feeling Sad	Incomplete	Incomplete	Incomplete	10/31/2019
<input type="checkbox"/> Fever	0	0	0	10/31/2019
<input type="checkbox"/> Hand Foot Syndrome	Incomplete	Incomplete	Incomplete	10/31/2019
<input type="checkbox"/> Headache	Incomplete	Incomplete	Incomplete	10/31/2019
<input type="checkbox"/> Heart Palpitations	Incomplete	Incomplete	Incomplete	10/31/2019
<input type="checkbox"/> Heartburn	Incomplete	Incomplete	Incomplete	10/31/2019
<input type="checkbox"/> Itching	Incomplete	Incomplete	Incomplete	10/31/2019
<input type="checkbox"/> Mouth/Throat Sores	Incomplete	Incomplete	Incomplete	10/31/2019
<input type="checkbox"/> Painful Urination	2	Incomplete	Incomplete	10/31/2019

Role of Epic in Development

- Dedicated Epic support from:
 - Project Manager
 - Healthy Planet Lead
 - MyChart Lead
 - Clarity Lead
- Collaborative team dynamic with weekly meetings
- Robust use of Sherlock to track/manage project tasks
- Developed central eSyM build and assisted site technical teams with migration, validation, and launch
- Available for regular support in the peri and post-go-live timeframes



- Major components of build
 - Registries (2)
 - Questions (64)
 - Questionnaire series (2)
 - One dashboard with KPIs (8) and an outcomes report
 - Reporting workbench reports (4)
 - Smart phrases (6+)
 - Print groups (5+)
 - BPAs
 - And others
- Tools moved to production

Foundation System Build

eSyM is NOW Included in Foundation System!



- **Current Build Includes:**

- eSyM symptom questionnaire for medical oncology patients (14-items)
- Symptom management tip sheets
- BPAs for reported severe symptoms
- EHR display build (can be incorporated in synopsis)

- **Future Build Plans:**

- Incorporating patient registries, dashboard, reporting workbench reports
- Incorporating Care Companion
- May consider standard releases in the future

Talk to your Beacon & MyChart TS for more information



Please visit the following links for more information:

- eSyM Explained: [Track and Manage Chemotherapy Symptoms Remotely](#)
- eSyM Explained: [COVID-19 Chemotherapy Symptom Management Questionnaire](#)
- eSyM Training Information: [Oncology Clinician – Electronic Symptom Monitoring \(eSyM\)](#)
- Oncology Starter Set: [Build Considerations](#) (scroll down to bottom of questionnaires portion)

Successes & Challenges

Implementation Challenges

eSyM platform

- Build constraints due to EHR-integrated design
- Enabling default text message notifications in MyChart for eSyM Questionnaires

Workflow

- Customizing workflows for each cancer center and/or disease group
- Identifying eSyM champions at each site
- Continuous staff and patient engagement

Usage

- Increasing usage rates in patients with MyChart who are not interested in eSyM.
- Increasing eSyM outreach to patients who have stopped answering questionnaires.

- **Building an ePRO-reporting tool integrated with 6 unique EHRs is challenging.**
- Epic and individual sites have unique configuration limitations, which greatly affect the eSyM build.

	<u>EHR-integrated</u> tools (eSyM)
Advantages	Integrated in EHR promoting clinician training, acceptance and sustained use Integrated in MyChart patient portal promoting patient acceptance and sustained use
Disadvantages	EHR-build environment constraints Less control over releasing build updates to sites

Technical Challenges

Area	Challenge	Implication	Comments/ Possible Solution
Text reminders	Most sites do NOT have text messages set up for MyChart messages	Patients only receive emails alerting them that they have a new MyChart message	Engage site leadership to turn on text reminders for questionnaire series and set as the default communication setting
Internet infrastructure	Internet strength in clinic and infusion rooms is too weak to download MyChart app	Staff cannot set up/train patients to use eSyM on their own device or help patients enable text notifications	Project could consider funding internet enhancements
Updating eSyM build	After Epic (Verona) pushes build updates to individual sites, site Epic teams must push the update to their site systems	Every site has its own technical update schedule; not all eSyM builds can be updated simultaneously	Limitation of integration eSyM in the Epic EHR system
User-Centered Design	One cannot design a user-centered digital health tool without user feedback and testing	Significant improvements had to be made after sites had access to the original live version (eSyM 1.0)	Schedule a “user feedback/pilot testing” period before officially announcing an eSyM go-live

- On-time eSyM deployment at 4 health systems to date (2 launches during the COVID-19 pandemic)
- Created the first fully Epic-integrated ePRO tool
- eSyM allows for PRO collection AND real-time symptom management feedback (for both patients and clinicians)
- The build is scalable and sustainable; can be expanded to other cancers and/or chronic disease patients

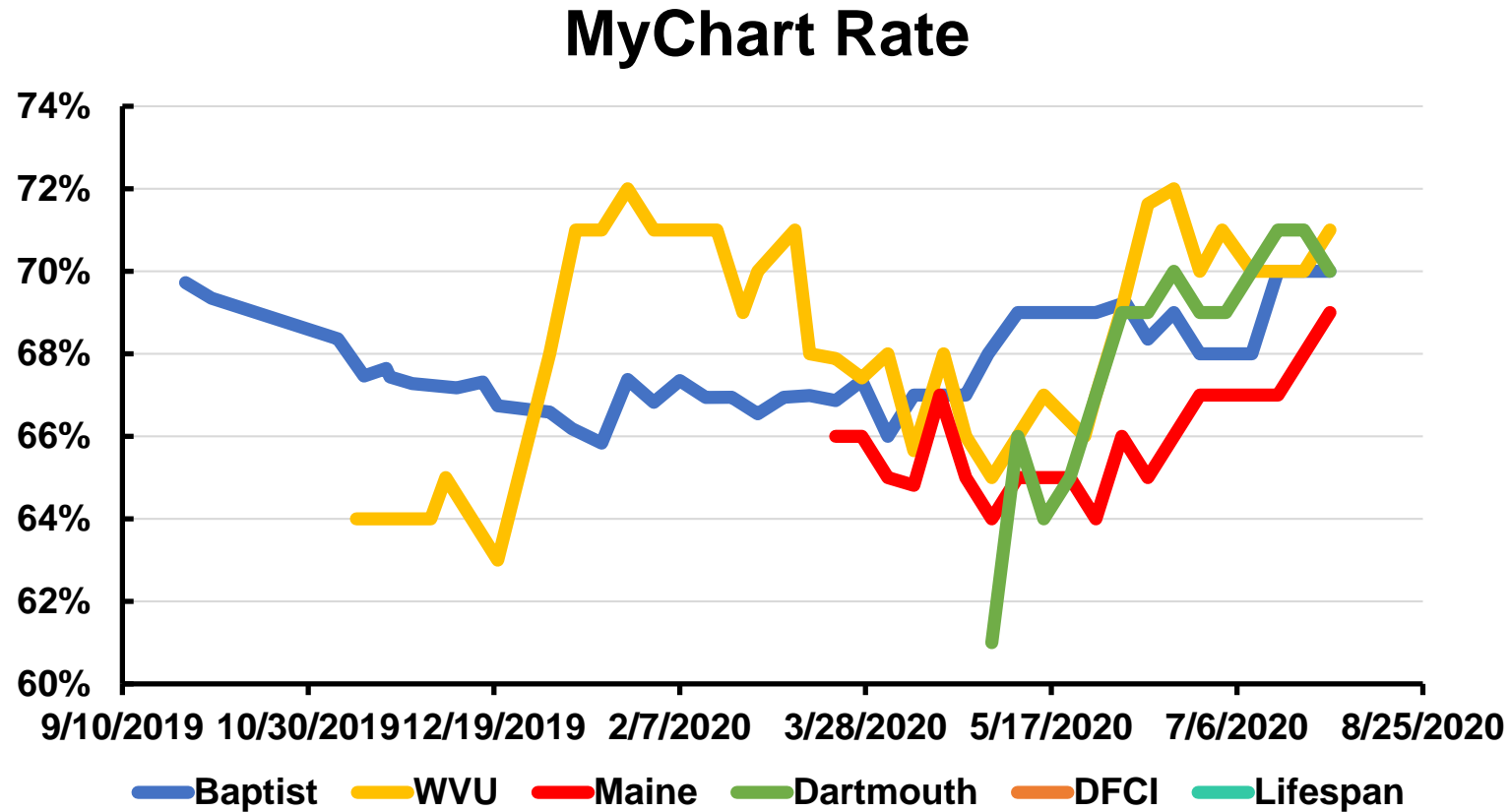
Early eSyM Data

eSyM Totals (as of 7/31/2020)



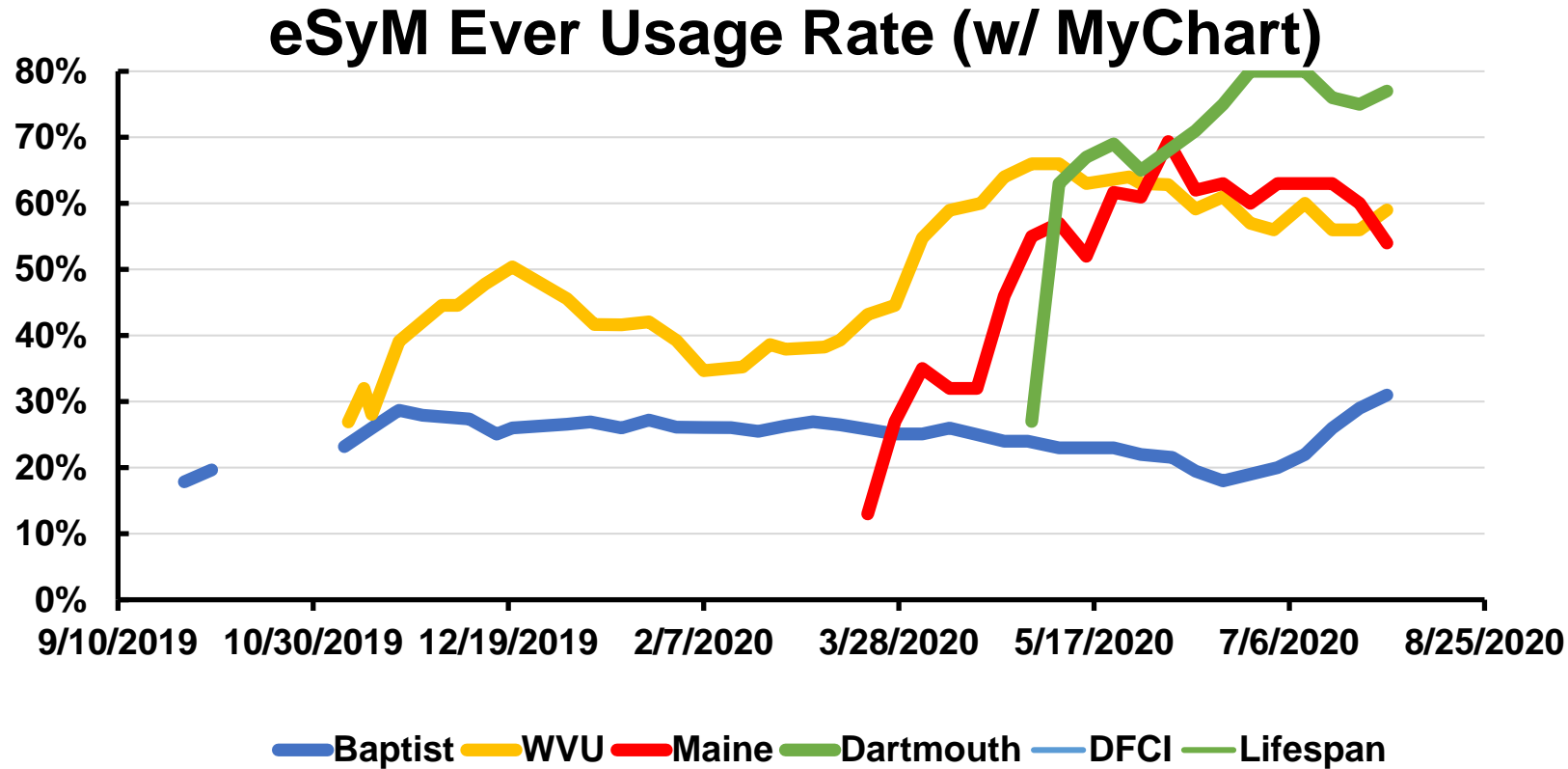
Lifetime #'s (as of 7/31/2020)					
	Baptist (Med Onc)	WVU (Surg)	Maine (Med Onc)	DHMC (Surg)	GRAND TOTAL (ALL SITES)
Go-Live Date	9/10/2019	10/28/2019	3/16/2020	4/28/2020	--
Unique # patients on registry ever	2928	1386	503	1520	6337
Unique # patients who have answered an eSyM questionnaire ever	480	383	86	165	1114
Total # of eSyM questionnaires answered	3814	2891	488	649	7842

MyChart Rates – All Sites



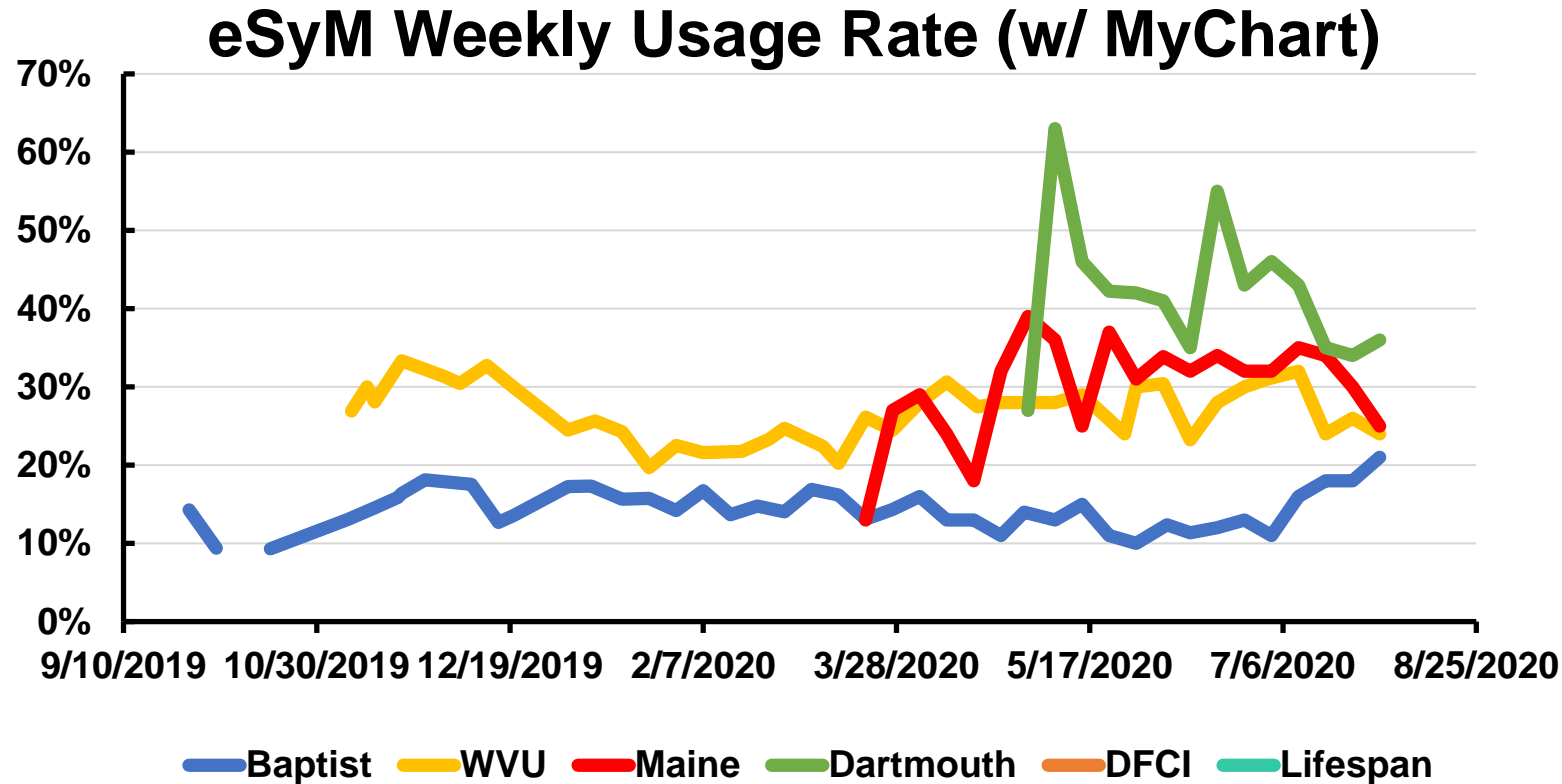
$$\text{MyChart Rate} = \frac{\text{\# of patients on the registry active on MyChart}}{\text{\# of patients on the eSyM registry}}$$

'Ever' Usage Rates – All Sites



$$\text{eSyM Total Usage Rate (w/ MyChart)} = \frac{\text{Number of patients who have completed } \geq 1 \text{ questionnaire} - \text{Total}}{\text{\# of patients with an assigned questionnaire (w/ MyChart)}}$$

Weekly Usage Rates – All Sites



$$\text{eSyM Weekly Usage Rate (w/ MyChart)} = \frac{\text{\# of patients who responded to any eSyM Questionnaire this week}}{\text{\# of patients with an assigned questionnaire (w/ MyChart)}}$$

Early Demographics

(data as of 1/22/2020)

	Baptist Cohort		WVU Cohort	
	#	%	#	%
All patients (n)	166	-----	97	-----
Age				
Mean	65	-----	57	-----
Standard deviation	11.24	-----	12.9	-----
Minimum and maximum	23-90	-----	18-88	-----
Quartile 1	42	25	23	24
Quartile 2	40	24	28	29
Quartile 3	41	25	22	25
Quartile 4	43	26	24	25
Sex				
Male	96	58	37	38
Female	70	42	60	62
Ethnicity				
Hispanic	2	2	0	0
Not Hispanic	163	98	92	99
Unknown	1	0	5	0
Race				
White	128	77	89	92
Not white	36	22	2	2
Unknown	2	1	6	6
Seven	9	5	3	3
Eight+	43	26	23	24

Early eSyM Responses

(data as of 1/22/2020)

	Baptist Cohort		WVU Cohort	
	#	%	#	%
All patients	166	-----	97	-----
Cancer/Procedure Type				
GYN (medical dx or surgical procedure)	33	20	124	26
GI (medical dx or surgical procedure)	63	42	224	48
Thoracic (medical dx or surgical procedure)	70	38	125	26
Response based on time following the anchoring event				
Any response in 1st week	104	26	67	27
Any responses in 2nd week	75	19	57	23
Any responses in 3rd weeks	66	16	49	20
Any responses in 4th week	62	15	37	16
Any response in 5th week or after	99	24	38	15
Number of responses/patient				
One	50	30	29	30
Two	26	16	16	16
Three	18	11	8	8
Four	6	4	4	4
Five	6	4	9	9
Six	8	5	5	5
Seven	9	5	3	3
Eight+	43	26	23	24

Early eSyM Responses

(data as of 1/22/2020)

Proportion of responses that were grade 3

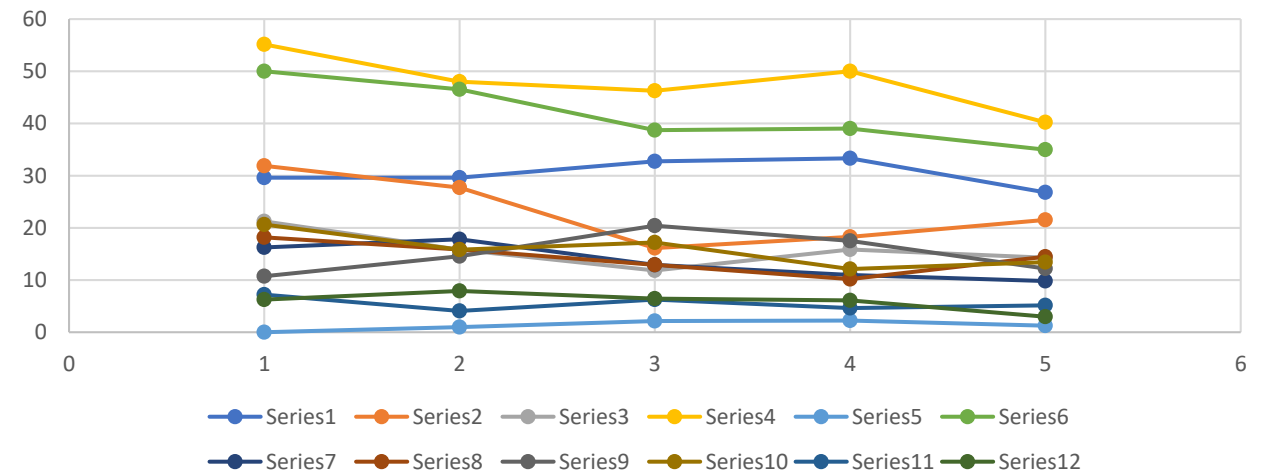
Medicine

Anxiety	6.1
Bleeding	3.45
Constipation	5.19
Cough	6.76
Decreased appetite	3.87
Diarrhea	2.21
Difficulty concentrating	10
Difficulty sleeping	16.17
Difficulty swallowing	20.69
Dizziness	3.53
Fatigue	14.6
Feeling discouraged	10.56
Feeling sad	11.39
Fever	1.22
General pain	14.92
Hand foot syndrome	5.33
Headache	12.96
Heart palpitations	11.54
Heartburn	0
Itching	13.51
Mouth/throat sores	5.41
Nausea	2.98
Numbness or tingling	3.32
Painful urination	23.68
Rash	0
Shortness of breath	3.43
Swelling	19.05
Trouble drinking	0
Vomiting	1.22
Wheezing	6.58

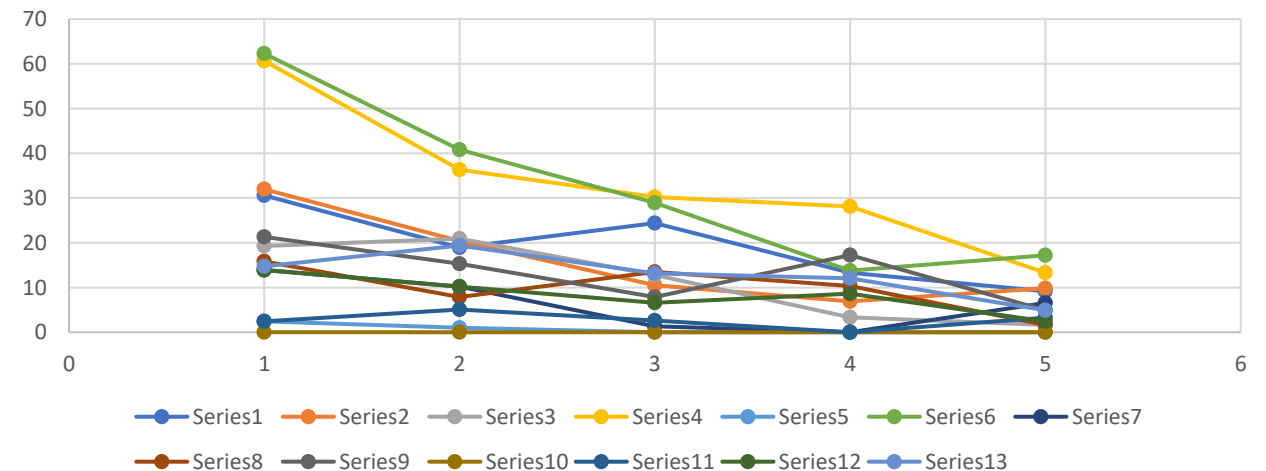
Surgery

Anxiety	3.51
Bleeding	0
Constipation	5.24
Cough	6.82
Decreased appetite	2.22
Diarrhea	12.5
Difficulty concentrating	8.7
Difficulty sleeping	30.23
Difficulty swallowing	0
Dizziness	9.38
Fatigue	12.61
Feeling discouraged	7.41
Feeling sad	42.86
Fever	0.84
General pain	17.02
Hand foot syndrome	16.67
Headache	20.83
Heart palpitations	0
Heartburn	0
Itching	8.7
Mouth/throat sores	0
Nausea	1.26
Numbness or tingling	n/a
Painful urination	2.94
Rash	0
Shortness of breath	3.15
Swelling	25
Trouble drinking	0
Vomiting	0.21
Wheezing	0
Wound discharge	0
Wound redness	0

Grade 3 Symptoms after Chemotherapy



Grade 3 Symptoms after Surgery



- **Self-Reported Overall Wellbeing (OWb), Physical Function (PFn), and PRO-CTCAE Symptom Scores in Post-Operative and Chemotherapy Patients [Abstract]**
 - *Accepted for a virtual poster session at the ASCO 2020 Annual Meeting*
- **Design of eSyM: an ePRO-based symptom management tool fully integrated in the electronic health record (Epic) to foster patient/clinician engagement, sustainability and clinical impact [Abstract]**
 - *Accepted for online publication at the ASCO 2020 Annual Meeting*
- **Factors that facilitate or impede use of an integrated EHR Symptom Management System (eSyM) [Abstract]**
 - *Accepted for a virtual poster presentation at the 2020 Council for the Advancement of Nursing Science State of the Science Congress*

~Additional abstracts and manuscripts are forthcoming~



eSyM
Electronic
Symptom
Management

If you have any questions, please contact:
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For more information about this project, please visit:
www.esymcancermoonshot.org

Thank you!!!