

Evaluation of the satisfaction and value of YourMS™ questionnaire in supporting patient-healthcare professional consultation

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Introduction

WHY? There is an unmet need as discussion of symptoms between people living with multiple sclerosis (pwMS) and healthcare professionals (HCPs) can be unstructured and lead to under-recognition of some symptoms as well as inefficient use of limited time during clinic visits¹

HOW? YourMS Questionnaire (YMSQ; www.yourms.com) was developed with input from pwMS, patient advocacy groups and HCPs, and is based on the MSProDiscuss™ – a physician-completed digital tool (www.msprodiscuss.com)^{2,3}

WHAT? YMSQ is a **patient-completed questionnaire** that asks for information on relapses, symptoms and burden experienced within the past 6 months. The purpose of this questionnaire is to **facilitate a discussion between HCPs and pwMS** to better understand patient history, symptoms and impacts experienced by the patient

Objective

Usability testing of YMSQ is complete across 7 countries (13 HCPs; 261 patient consultations). This survey aimed to evaluate the patient and HCP satisfaction of YMSQ in the United Kingdom (UK)

Methods

Following patient completion of YMSQ and after the patient-HCP consultation, both patient and HCP received an online satisfaction survey link. The 5–15-minute survey was completed by 16 pwMS and 4 HCPs. Survey questions were focussed on the patient and HCP satisfaction of pre-consultation preparation, quality of consultation and overall experience.

YMSQ usability testing (Figure 1):

• Patient survey:

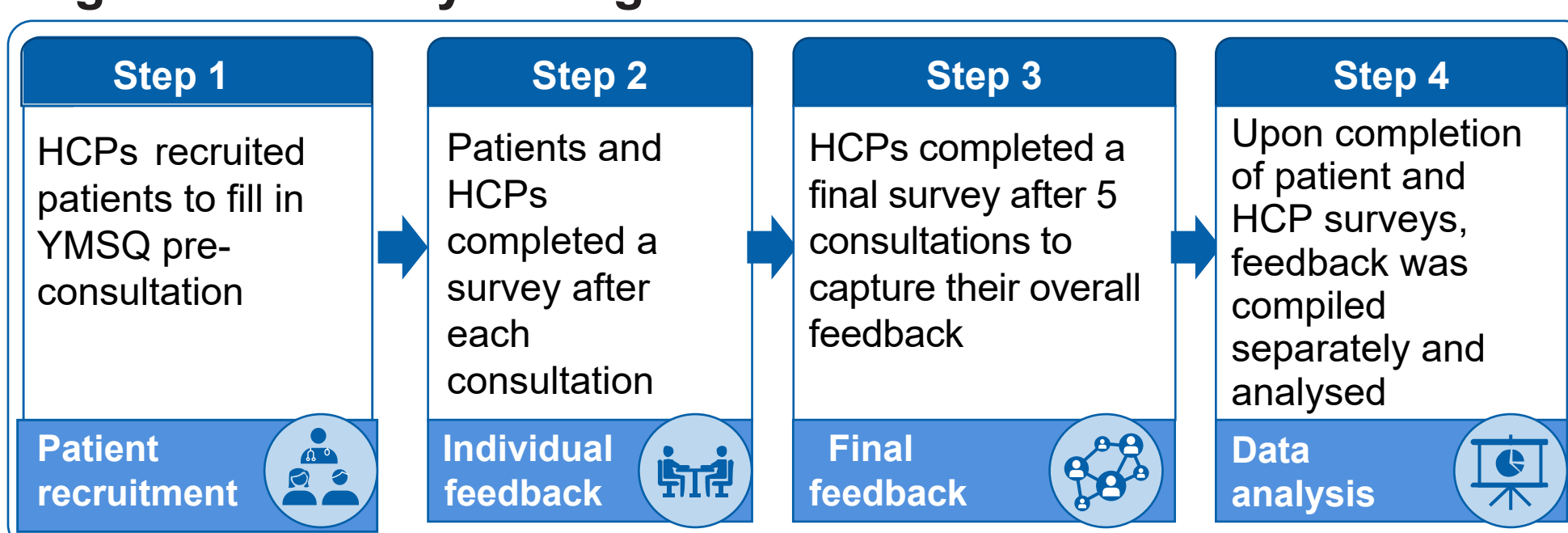
Each patient completed a survey after consultation providing feedback for usability, usefulness and satisfaction

• HCP survey (two-part survey):

Each HCP was requested to recruit 5 patients for their site. Patient consultations were either face-to-face or virtual. After every patient consultation, a survey was completed for usability, usefulness and satisfaction

• Each HCP then completed a final survey providing overall feedback

Figure 1. Usability testing



HCP, healthcare professional; YMSQ, YourMS questionnaire

Results

- Three sites recruited 5 pwMS each and one site recruited 1 pwMS. 16 pwMS participated and provided their responses in the survey, and a total of 16 HCP responses were received against those patients from 4 HCPs
- Patient-HCP consultation was remote/virtual for 10 pwMS and face-to-face for 6 pwMS
- pwMS agreed that YMSQ was useful and easy to complete (Table 1). The use of YMSQ helped in preparing for the consultation

Table 1. Patients' feedback based on the YourMS Questionnaire

	Strongly agree (n)	Agree (n)	Neither agree nor disagree (n)	Disagree (n)	Strongly disagree (n)
Pre-meeting					
I found the YourMS questionnaire easy to complete	7	8	1	0	0
I found the YourMS questionnaire simple to complete	6	9	1	0	0
It is intuitive and I did not feel I required additional instructions	8	6	2	0	0
I felt that I was better prepared for the consultation as a result of completing the YourMS questionnaire	5	8	3	0	0
Meeting					
The YourMS questionnaire enhanced my interaction with my HCP*	5	8	3	0	0
Post-meeting					
The use of YourMS questionnaire was helpful in making me more engaged with my MS	3	9	4	0	0
I am satisfied with YourMS questionnaire and would recommend other MS patients to use this tool	7	7	2	0	0

*If agreed or strongly agreed, how was it helpful/any suggestions?

- It was an aid to remember, although this was not easy over phone as I could not find 'Save' and 'Send' buttons
- Helped me focus on what was important — prompted me to look at all the aspects of my symptoms; not just the ones I wanted to talk about, which is good because it is easy to avoid talking about things you would rather avoid
- Helped me to remember the change in symptoms
- Helped me to understand my symptoms and areas to focus on during consultations. Provided an useful insight into how my MS impacted my daily life
- It helped me to focus on the key symptoms
- It was helpful as it allowed me to discuss any concerns with my HCP
- Kept me on track
- Made the consultation more focused
- Record of how I felt
- Yes, it was helpful. There can be more instructions with respect to downloading the reports. Also the definition on 'moderate' and such terms would be useful

- HCPs agreed or strongly agreed that YMSQ was useful in their practice and was easy to use and understand (Table 2; individual questionnaire)

Table 2. HCPs' feedback based on the individual questionnaire

	Strongly agree (n)	Agree (n)	Neither agree nor disagree (n)	Disagree (n)	Strongly disagree (n)
Pre-meeting					
I found the YourMS report easy to evaluate	6	9	0	0	1
I found the YourMS report simple to use whilst providing clinically useful information	4	12	0	0	0
It is intuitive and I did not feel I required additional instructions	4	11	1	0	0
The YourMS questionnaire helped to guide the clinical assessment	1	15	0	0	0
The YourMS questionnaire helped with my preparation for the overall patient consultation*	1	15	0	0	0
Meeting					
The YourMS questionnaire enhanced my interaction with my patient**	3	11	2	0	0
Post-meeting					
The use of this YourMS questionnaire was helpful in making my patient more engaged with their MS	4	11	1	0	0
I am satisfied with the YourMS report and would recommend it to other colleagues	8	7	1	0	0
I would recommend it to a colleague	8	7	1	0	0

*Pre-meeting: If agreed or strongly agreed, how was it helpful/any suggestions?

- Easy to manage symptoms; ensured that all aspects of MS were addressed
- Had recently had new symptoms so this helped to see that they were new; also helped me to identify a UTI and treat it
- Helped to guide questions about new symptoms; and for me to know what to spend more time on as there were issues
- It made the consultation more focussed and the discussion more to the point
- It is clear and objective, a comprehensive summary of symptoms, and easy to read and understand
- It is important because I got an impression of the chronic symptoms this patient had
- Narrowed down what to focus on, and informed me about some issues I would not need to ask about as they were not causing issues
- Provided a simple structure for a thorough assessment
- Reminding patients of the symptoms that are persistent; something the patient would not mention unless prompted
- Report available before consultation and can be saved; the report can be re-ordered to see any changes

**Meeting: If agreed or strongly agreed, how was it helpful/any suggestions?

- Acted as a guide for things to discuss
- Comprehensive assessment
- Consultation was more focussed and productive
- Giving the extra reassurance that all relevant matters were identified quickly
- Guided my discussion; could see that there was changes compared to before
- Helped to guide the discussion, and guide what questions to concentrate on
- Helpful to identify symptoms
- It was helpful to understand the nature of chronic symptoms and the burden of the disease
- Patient was really focussed and grateful to have had the opportunity to gather her thoughts before the consultation
- Provided a simple structure to provide a thorough examination
- Report available to see before consultation
- Narrowed down what to focus on, and informed me about some issues I would not need to ask about as they were not causing issues

Conclusions

- The findings from this survey in the UK were in line with the YMSQ usability testing complete across 7 countries, confirming the usability and usefulness of the tool
- YMSQ was developed with input from pwMS, patient advocacy groups and HCPs, based on the MSProDiscuss™, a physician-completed digital tool
- YMSQ facilitates a discussion between pwMS and HCPs on changes in MS symptoms and ways in which they impact daily activities within the past 6 months, enabling a holistic approach to MS patient management
- The pwMS and HCPs were positive about the satisfaction and value of YMSQ when completed pre-consultation.
- When completed pre-consultation, YMSQ aided the pwMS and HCPs by enabling a better-structured conversation and a better-informed consultation
- YMSQ may have practical uses in both face-to-face and virtual consultations

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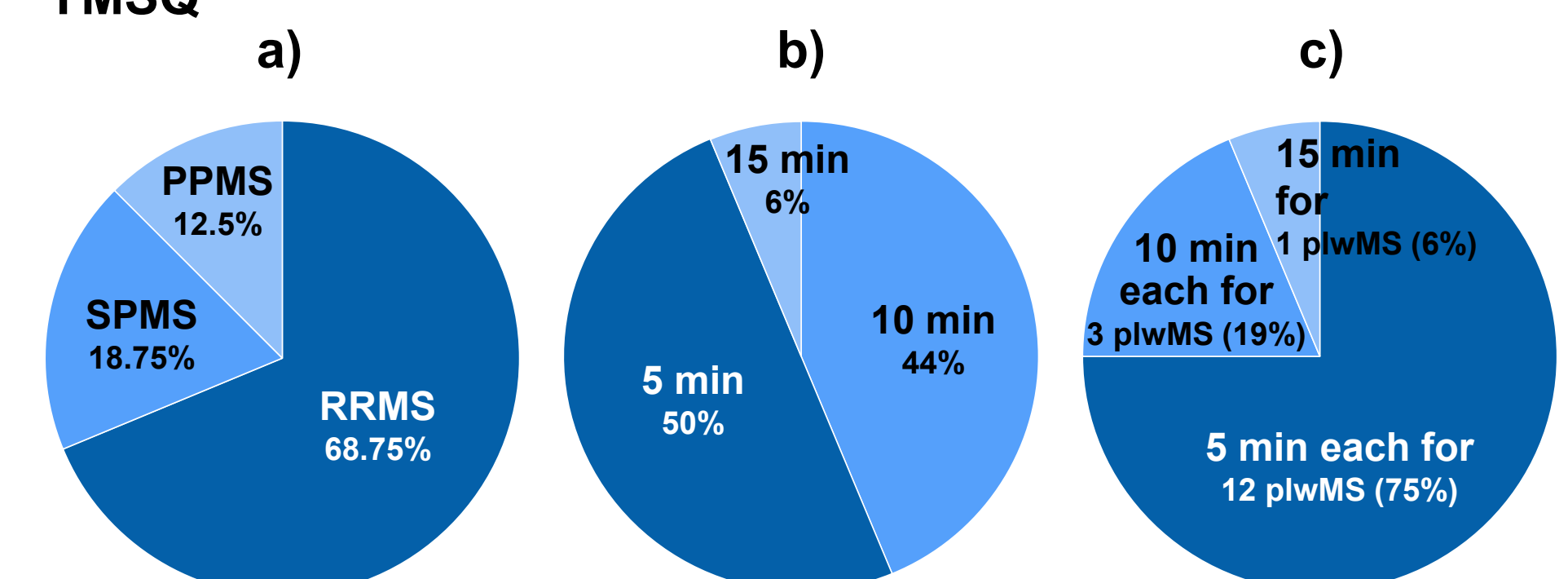
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Disclosures

PP has no conflict of interest to declare. BB has received compensation from Novartis for this study. JCA has received compensation for participation in advisory boards with Novartis, Sanofi, GW, Jansen, Sanofi, Bial and Bristol Myers Squibb and Ipsen; has received compensation for giving lectures/participation as speaker in meetings with Novartis, Biogen, Merck, BMS, Merz, and Novartis; has received travel grants from Biogen and Sanofi to attend congresses. LF has received compensation and support with educational meetings from Novartis, Roche, Merck, Biogen and MS Academy; has received compensation from Novartis for this study. MW has received speaker fees from Novartis and Roche, and received compensation from Novartis for this study.

- YMSQ was submitted by the patients to their HCPs through email or during face-to-face consultation. Patient distribution, their feedback on YMSQ completion time, and HCP response on YMSQ evaluation time are provided in Figure 2

Figure 2. a) Patient diagnosis b) Time taken by patients to complete YMSQ c) Time taken by HCPs to evaluate patient YMSQ



- The use of YMSQ positively influenced the clinical practice; it was helpful in engaging patients with their MS
- HCPs were willing to integrate YMSQ into routine clinical practice and recommend it to others (Table 3; final questionnaire)

Table 3. HCPs' feedback based on the final questionnaire

Questions	Responses
Would you recommend the use of YourMS tool in day-to-day clinical practice? Responses obtained (n=3)	<p>Yes</p> <p>Yes, it helps the patient remember and can see if there are any changes; not sure if I would use with newly diagnosed as this could be a bit unsettling seeing all the symptoms they could have. I think that I would see by each patient</p> <p>I think you should advertise this more widely. It is easy and simple to use. One of the patients made the comment that when she was tired, completing the questionnaire seemed very daunting. Hence, she postponed completing the questionnaire. One wonders if completing the questionnaire at different times could provide a different report</p> <p>Nice and comprehensive</p> <p>I do not have any suggestions</p> <p>It might be useful to add a question on whether the patients have needed to contact their GP or MS nurses since their last review as some of our patients have issues with their cognitive function and unless they are prompted, they will not report any care that might have happened elsewhere</p> <p>I have a comment about addressing the practical barriers to widespread adoption, e.g., embedding YourMS questionnaire into EPRs rather than relying on the patient emailing it in and an HCP looking at it</p>

EPR, electronic patient record; GP, general physician; MS, multiple sclerosis

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