

The Usability of MedEd : A Novel Patient Engagement Technology

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Background

- Patients now have immediate access to their medical records; however, independently interpreting this complex information may be difficult and provoke anxiety
- We sought to evaluate the usability of MedEd, a Chrome Extension, which provides definitions to terms in breast pathology and radiology reports

Methods

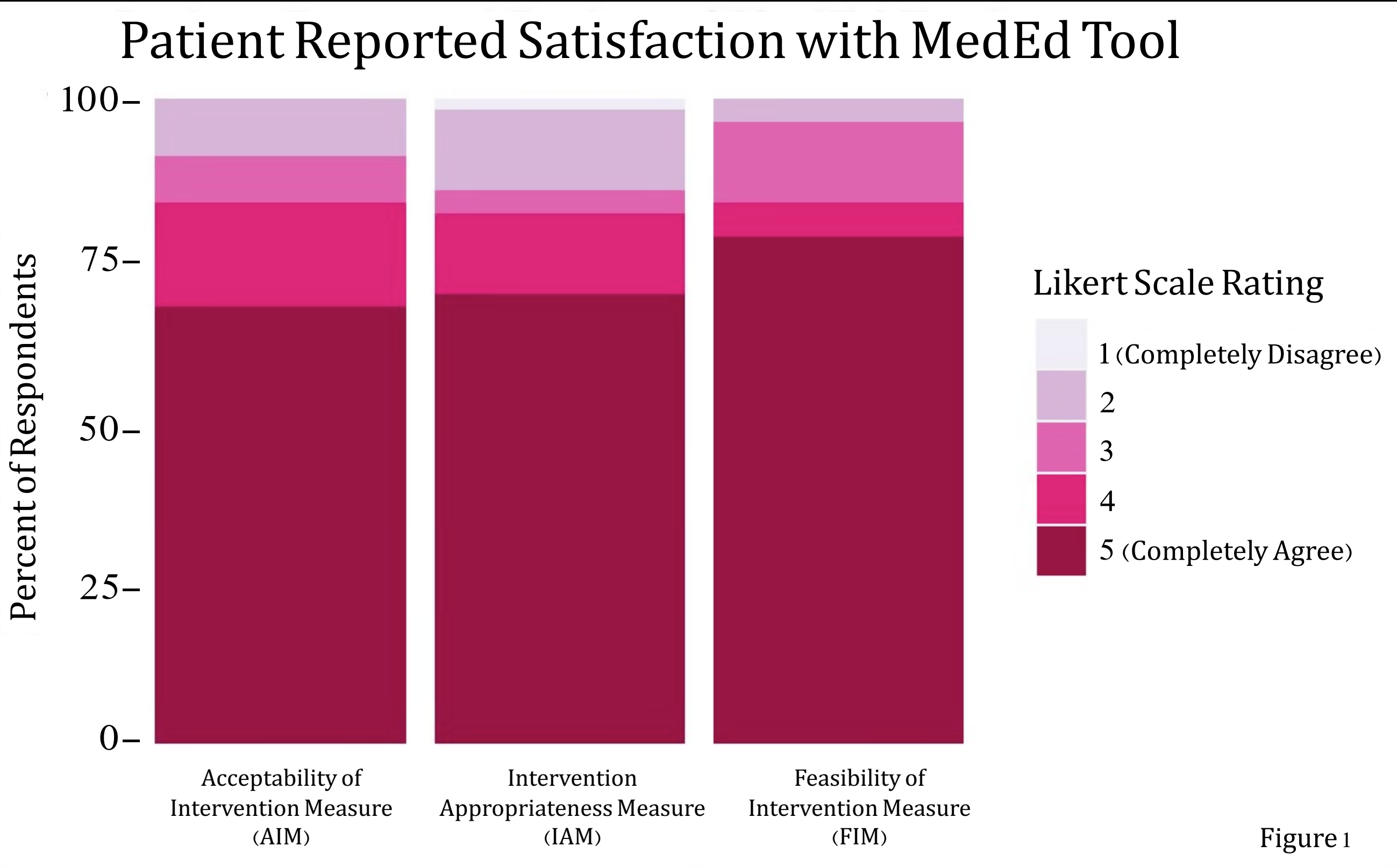
- Conducted a usability study from 7 /2022 to 2 /2023 to thematically analyze participants’ experiences with MedEd
- Assessed the acceptability (AIM), appropriateness (IAM), and feasibility (FIM) of MedEd using validated implementation measures
- Example statements assessed with Likert scale :

AIM	The MedEd tool is appealing to me .
IAM	The MedEd tool seems applicable .
FIM	The MedEd tool seems possible .

Results

- N = 14 participants
- Reported high acceptability, appropriateness, and feasibility of implementing MedEd (Figure 1)
- Common themes identified on qualitative analysis : easy downloading, instruction clarity, ease of navigating site, concern for others’ abilities, excitement for future use, and necessity for Chrome (Table 1)

Patients expressed comfort downloading and navigating MedEd : a tool that provides definitions to medical terms in breast pathology and radiology reports



Common Themes

Easy downloading	“Downloading was only two buttons . You had to add it to your browser extension, so that’s pretty simple .”
Instruction clarity	“Once we clicked install, it took me immediately to the [app] store ... It became really easy . But if you hadn’t walked me through, I would have been nervous about it .”
Ease of navigating site	“Downloading was done in a reasonable time, and it met my expectations of being easy .”
Concern for others’ abilities	“It needs to be good for the target age of your audience . How comfortable they’re going to feel with the technology on their computer and how to download things .”
Excitement for future use	“This is a way for you to learn about the diagnosis you know your doctor will discuss with you later . If you download this instrument, you get this information and help prepare you for asking questions .”
Necessity for Chrome	“Downloading the extension into Chrome feels a little strange . Trying to get someone to download a tool and download Chrome is going to be hard .”

Table 1

Conclusions and Implications

- Rated MedEd’s acceptability, appropriateness, and feasibility highly and provided suggestions for improving ease of downloading and patient friendliness
- Next steps include modifying the tool to implement these suggestions and piloting the tool to determine its efficacy in aiding patients interpreting medical results