# BYTE-SIZED CONFUSION:

Preliminary Findings on an Investigation of the Needs of Rural Older Cancer Survivors (ROCS) by Analyzing MyChart Messages

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RESULTS

## INTRODUCTION

- · Rural older cancer survivors (ROCS) have challenges
- · 25% of rural residents have less than 25 MBPS
- broadband speed
   25% of rural residents are 65+ years and this population is expected to rise to 33% by 2030
- Telehealth services are increasingly essential for rural cancer care
- Yet little is known about ROCS usability of telehealth

### OBJECTIVE

To understand ROCS usability of telehealth, we will report preliminary findings of MyChart messages written by ROCS to explore themes in technology, access, technical assistance, and cancer care support

#### METHODS

- · Research team conducted a search by criteria of MyChart messages from a Midwestern hospital

  • Duplicate messages were deleted from search
- results
- Messages were inductively coded by two reviewers
- · Discordance in coding resolved by conversation with a qualitative expert

Table 1: Demographics

# RESULTS

	n	96
Total number of messages	79	
Participant Characteristics		
Average Age	73.6	
Female	40	50.6
White Race	59	74.6
Non-Hispanic Ethnicity	60	75.9

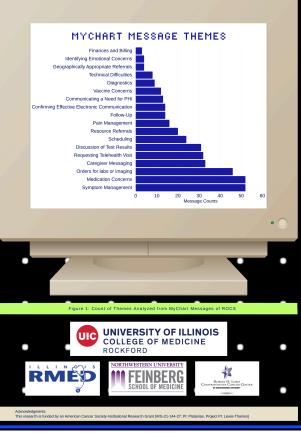


Table 2: Most ci THEME SUBTHEME EXAMPLE QUOTE Logistical or medication acce concerns Medication "So I began the IB guard and the next day began to have flushing in the morning and some minor swelling in hands. Is this normal side effect of should I continue taking it?" Medication changes and symptoms "I am still in AF. I cannot really tell it other han I might get a little extra when I becom more physically active but not all the time. How long is it acceptable for me to be in AF? It has always went back into rhythm other than the one time I had to be shocked." General disease related symptoms Symptom managemen "How do I let dermatologist know that three areas that had a procedure 10 days ago an ringed with red and have not healed?...)" Post-procedure or treatment related symptoms Questions or requests regarding lab and imaging orders Lab orders Patient] and I are planning a trip in April was hoping you could provide your opini of [patient] Traveling at this time. He is doing great."

## DISCUSSION

- Pracitioners now have further insight on the most common concerns of ROCS, enabling them to best prepare for future telehealth visits
- MyChart messaging is a critical component of cancer care for ROCS
- Continued practice and research must incorporate caregiver support when using telehealth for cancer care for ROCS
   Continued research will explore more themes and