

# 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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### INTRODUCTION

- Rural older cancer survivors (ROCS) have challenges accessing telehealth, namely for cancer care
- 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

### RESULTS

Table 1: Demographics

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

### RESULTS



Figure 1: Count of Themes Analyzed from MyChart Messages of ROCS

Table 2: Most common themes and subthemes

THEME	SUBTHEME	EXAMPLE QUOTE
Medication Concerns	Logistical or medication access concerns	"Got a notice...that Metformin Extended Release 1000 mg not approved. Not sure why as normal refill. Can you assist?"
	Medication changes and symptoms	"So I began the 15 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?"
Symptom management	General disease related symptoms	"I am still in AF. I cannot really tell if other than I might get a little extra when I become 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."
	Post-procedure or treatment related symptoms	"How do I let dermatologist know that three areas that had a procedure 10 days ago are ranged with red and have not healed?..."
Lab orders	Questions or requests regarding lab and imaging orders	"...I went there today for the tests but they don't have an order. Perhaps I don't do this until a week before my next appointment?"
Caregiver Messaging	Caregiver communicates with healthcare team	"[Patient] and I are planning a trip in April... I was hoping you could provide your opinion of [patient] traveling at this time. He is doing great."
Resource Referral	New care team providers	"...Who would you recommend as a derm surgeon? I will go to any location. I live in [address] 2 hours west of downtown."

### DISCUSSION

- Practitioners 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 messages

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