

INVOLVING OLDER ADULT STROKE SURVIVORS & HEALTHCARE PROVIDERS IN DESIGNING & EVALUATING A PATIENT-CENTRED WEBSITE TO IMPROVE TRANSITIONAL CARE

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BACKGROUND

- Navigating the transition from hospital to home can be stressful and challenging for older adult stroke survivors.
- Virtual resources offer a unique opportunity to optimize the accessibility and currency of health service information, but need to be tailored to the unique needs of older adult stroke survivors and their caregivers

OBJECTIVE

- To co-design a website with older adult stroke survivors and healthcare providers that supports care coordination and system/service navigation, promotes self-management, and increases awareness of community-based services.

METHODS

Literature review was conducted to identify best practices in co-designing a stroke-specific website with regards to content, format, and functionality.

Patient partners (older adult stroke survivors) were engaged in regular meetings to:

- determine the primary information needs of the target population
- identify a transition-focused framework to guide website design
- establish key features and functions (e.g., glossary, language, geography)
- identify requirements relating to appearance and format (e.g., colours, font)

Healthcare providers and stroke survivors from the Central South Regional Stroke Network were engaged in regular meetings to:

- Identify resources and services to be linked to the website
- Assess the need for training users on website navigation and advise on how to introduce the website to patients in community settings

RESULTS

The website was designed using a paper-based tool: “The Stroke Recovery Journey Map”, developed by the Central South Stroke Network’s Patient and Family Advisory Council.

The screenshot displays the 'My Stroke Recovery Journey' website. At the top, it says 'Learn about the stroke journey and find health and community services to support the recovery journey.' Below this is a 'Download' button and a prompt to 'Click a stage on the map to learn more!'. The main content is a flowchart titled 'My Stroke Recovery Journey' with the subtitle 'It is important to remember everyone's stroke recovery is different!'. The flowchart is divided into three main stages: 'Recovery', 'Transition', and 'Reintegration'. 'Recovery' includes 'Inpatient Care' (Regional Stroke Centre, Acute, Rehab, District Centre or Community Hospital) and 'Home'. 'Transition' includes 'Home' (Home emergency, Home based out-patient history, UHN Home & Community Care, Supported living) and 'Medical and risk factor follow-up'. 'Reintegration' includes 'Continued Recovery' (Leisure and Recreation, Community services and ongoing supports, Employment and Education, Ongoing medical and risk factor follow-up) and 'Get on with living!'. The flowchart is color-coded: orange for Recovery, green for Transition, and blue for Reintegration. The website interface includes a search bar, a 'Translate' button, and a system tray at the bottom showing the time as 3:31 PM on 2021-06-11.

Key features :

- **Userway plugin** to change colour contrast, text size, and font
- **Text-to-speech function**
- **Tutorial** on how to navigate the website
- **Glossary** to define medical terminology
- **Video testimony** from a stroke survivor about his stroke journey.

CONCLUSIONS / RECOMMENDATIONS

Patient partners and healthcare providers co-designed the website to support seamless transitions across the continuum of care and improve outcomes for stroke survivors and their caregivers. Formal usability testing of the website with a broader group of stroke survivors is planned.

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