

# IMPACT OF THE FREE INFORMATION SERVICE **My Cancer Navigator** ACCORDING TO PATIENTS AND THEIR RELATIVES



## AN ONLINE SURVEY

GN20

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### BACKGROUND

**My Cancer Navigator (MCN) is a personalised service of the Anticancer Fund<sup>\*</sup>, aiming to address information needs and contribute to informed and shared decision-making (SDM).** To this end, a team of scientists and physicians, answers therapy-related questions of cancer patients and their relatives in an evidence-based manner.

An explorative and descriptive cross-sectional study was conducted to assess the perceived impact of MCN on users' emotions, knowledge level and communication with healthcare professionals (HCP), all factors contributing to SDM<sup>\*\*</sup>.

### METHODOLOGY

- Online surveys consisted of quantitative (Likert scale, multiple choice) and qualitative (open-ended) questions, based on a structured literature review.
- Surveys were disseminated in February-March 2023 via email to adult patients and their relatives who used the MCN service in the previous year.
- Patient demographics were extracted from the MCN case files obtained as part of the standard procedure to which all service users consented.
- Catholic University Leuven ethics approval (ref S67258).

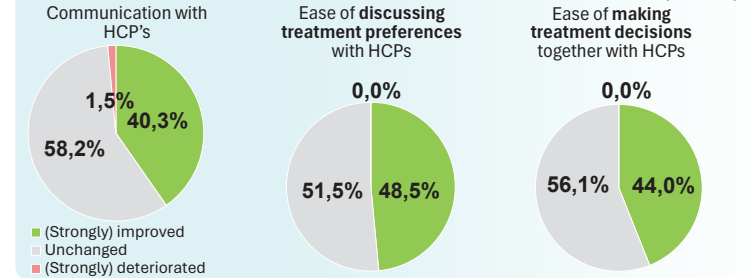
### RESULTS

- Of 253 invited MCN users, 109 (43.1%) filled out the survey. Respondents were 64.2% patients and 35.8% relatives.
- Overall knowledge level improved for 86.3%** of respondents, with no change for 13.7%.
- Regarding **impact on emotions**, 72.5% of respondents reported a positive change overall; 16.5% reported no and 11.0% a negative change.
- Of all patients among respondents, **68.5%** indicated an **improved ability to cope** with their disease after MCN while 76.4% of relatives said they were able to better support the patient.
- Regarding impact on communication with HCPs, 37.8% reported a positive change. **48.5%** of patients among respondents said **discussing treatments with HCPs got easier** and 44% found joint decision-making easier.
- According to 52% of respondents, **disease management changed** after having used the MCN service.

### CONCLUSION

**MCN supports shared decision-making in cancer treatment for both patients and caregivers, by positively impacting users' emotions, coping skills, knowledge level and communication with HCPs.**

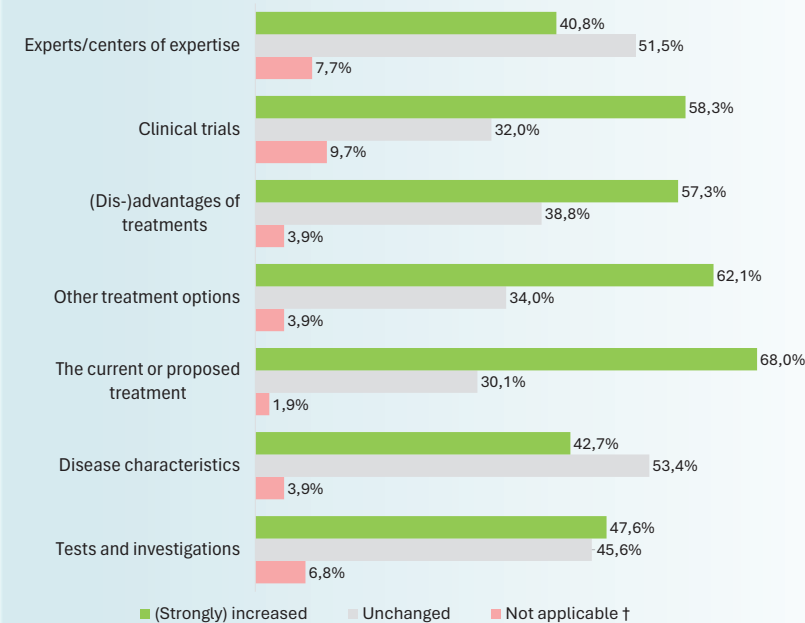
### PATIENT-PERCEIVED IMPACT OF MCN ON SEVERAL PARAMETERS (N = 67)



### REPORTED CHANGE IN DISEASE MANAGEMENT (N = 57) Participants could select more than one option.

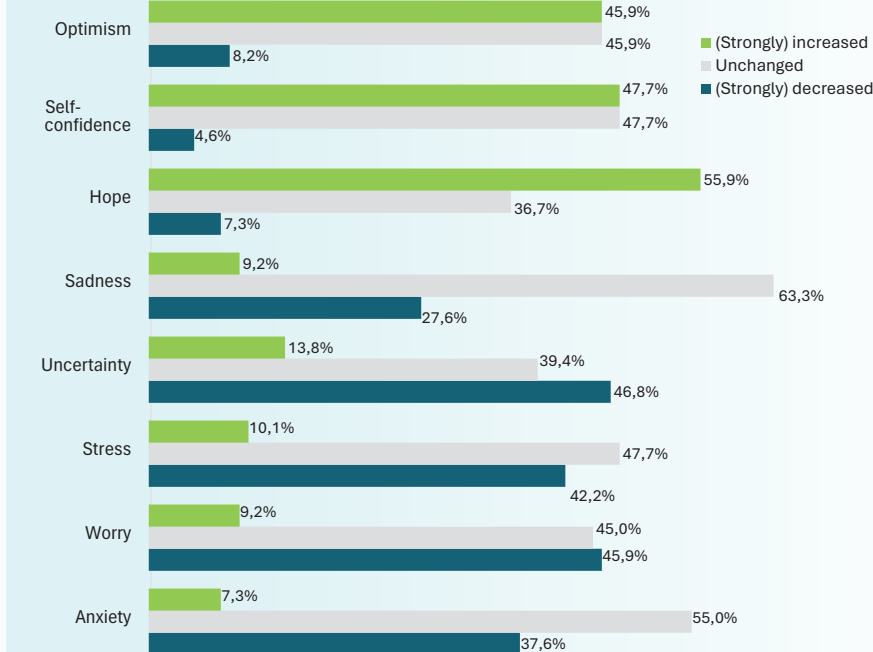
Patient went to a different hospital/centre of expertise	45.2%
Patient received a different treatment or participated in a clinical trial	41.5%
Other	35.8%
Patient was able to make a decision about treatment, which they couldn't before	34.0%
Patient did not seek a 2 <sup>nd</sup> opinion, even though they planned to initially	13.2%
Patient underwent an additional test or investigation	11.3%

### USER-PERCEIVED IMPACT OF MCN ON KNOWLEDGE (N= 103)



† "Not applicable" was the option indicated by participants in case they did not ask the MCN team about that specific topic

### USER-PERCEIVED IMPACT OF MCN ON INDIVIDUAL EMOTIONS (N=109)



### PATIENT CHARACTERISTICS N (%)

SEX	Male	54 (49.5%)
	Female	54 (49.5%)
	Unknown	1 (0.9%)
CANCER TYPE	Gastrointestinal	24 (22.0%)
	Breast	21 (19.3%)
	Genitourinary	14 (12.8%)
	CNS <sup>†</sup>	10 (9.2%)
	Gynaecological	9 (8.3%)
	Lung	9 (8.3%)
	Sarcoma	7 (6.4%)
	Haematological	6 (5.5%)
Other (n<5)	9 (8.3%)	
COUNTRY OF RESIDENCE	Belgium	64 (58.7%)
	The Netherlands	12 (11.0%)
	UK	10 (9.0%)
	USA	5 (4.6%)
	France	5 (4.6%)
	Other (n<5)	13 (11.8%)

† Central Nervous System

\* Kuijten GA, Matteo N, Battisti L, Vandeborne L, Buyens G, Crispino S. Characteristics and information needs of patients with cancer contacting My Cancer Navigator (MCN): A personalized information service of the Anticancer Fund (ACF). J Clin Oncol 2022;40:e13521.

\*\*Covvey JR, Kamal KM, Gorse EE, Mehta Z, Dhumal T, Heidari E, et al. Barriers and facilitators to shared decision-making in oncology: a systematic review of the literature. Support Care Cancer 2019;27:1613-37.

