

Text Message-Facilitated Patient-Centered Clinical Decision Support (PC CDS)

Implementation: Key Considerations and Promising Practices

Krysta Heaney-Huls, MPH; Kensaku Kawamoto, MD, PhD, MHS; David Lobach, MD, PhD, MS; Frances Jimenez, MPH;
Sofia Ryan, MSPH; Priyanka Desai, PhD, MSPH, CPH; Prashila Dullabh, MD, FAMIA

BACKGROUND

- Patient-centered clinical decision support (PC CDS) includes digital tools designed to help patients and clinicians make informed healthcare decisions based on what matters most to the patient.¹
- Text messages are a convenient, easy to use, low-cost and customizable way to communicate with patients and support informed decision making.^{2,3,4,5}

OBJECTIVES

- Describe key considerations to implement and scale text-based PC CDS.
- Provide practical implementation guidance for using text-based PC CDS to engage patients.
- Reduce the effort around planning for text-based PC CDS interventions.

METHODS

- Conducted a scan of the peer-reviewed literature, screened 176 publications and included 21 publications in the analysis.
- Conducted four key informant interviews with researchers, a PC CDS developer, and a patient representative to supplement literature review findings.

CONTACT

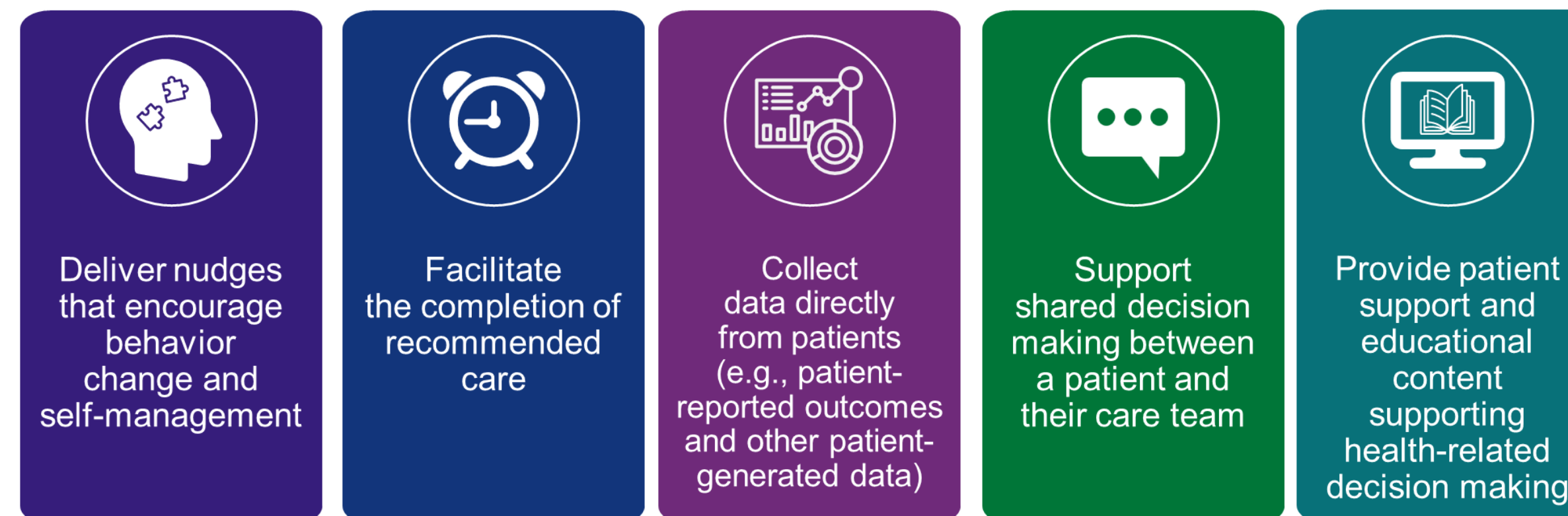
Priyanka Desai, PhD, MSPH, CPH
Principal Research Scientist
NORC at the University of Chicago
Desai-Priyanka@norc.org



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PRIMARY USES OF TEXT-BASED PC CDS



PRINCIPAL FINDINGS: PROMISING IMPLEMENTATION PRACTICES

Involve Patients in Codesign

Key Consideration: Ensuring text-based PC CDS interventions are patient-centered.

 **Implementation Tip:** Leverage co-design methods to ensure to achieve the 5 Rights of CDS.

Use Behavioral Science Principles

Key Consideration: Increasing patient acceptance.

 **Implementation Tip:** Use action-oriented, positive, and empathetic language to motivate behavior change. Framing the desired action as the default choice can further strengthen patient motivation and adherence.

Support Bidirectional Communication with Patients

Key Consideration: Two-way communication can boost patient participation and improve self-management behaviors.

 **Implementation Tip:** Use embedded web links to collect patient-reported data, when workflows and costs can be sustained.

Personalize Decision Support

Key Consideration: Fostering message trustworthiness.

 **Implementation Tip:** Include the clinician's name and organization and patient-specific data relevant to the patient's health and visit.

Balance the Use of Protected Health Information with Potential Privacy Risks

Key Consideration: Balancing patient information needs with the potential for breaches of privacy.

 **Implementation Tip:** Establish standard, easy-to-understand consent procedures for communicating with patients via text.

Implement Adaptive Text Message Capabilities

Key Consideration: Seamless integration into patient's daily.

 **Implementation Tip:** Use patient preferences to inform message timing. Leverage patient-specific clinical data to adjust message frequency.

IMPLICATIONS FOR POLICY AND PRACTICE

To help scale effective text-based PC CDS



Monitor Adoption, Use, and Satisfaction

- Tracking usage to identify patients who have not engaged with text-based PC CDS.
- Understanding facilitators and barriers to patient engagement can inform improvements and increase adoption.



Assess the Use of Text-based PC CDS for Patients with Multiple Conditions

- Health systems should evaluate the effectiveness of text-based PC CDS to manage multiple conditions.
- Implementers should consider coordinated message campaigns.



Create of a Central Resource Library

- Include text messages content, message templates, and lessons learned.
- Catalogue text-based PC CDS interventions that implementers can access similar to an app marketplace.

CONCLUSIONS

- Health systems can use these promising implementation practices when planning, designing, implementing, and evaluating text-based PC CDS.
- When implemented appropriately, the promising practices presented have the potential to improve patient engagement with PC CDS.

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