BACKGROUND & INTRODUCTION

Background about CLL in Care in 2018

- Expert care can improve outcomes for CLL patients (pts).
- CLL treatment has rapidly changed over the past several years, making it challenging for healthcare providers (HCP) to keep pace with new therapies.
- Telemedicine can provide HIPAA-compliant access to experts.
- Many patients do not have access to CLL experts due to geography, insurance, or cost.
- The nonprofit CLL Society, working with 10 CLL experts and using a platform from an EAP participant, coordinated 105 telemedicine consults in 2017 as part of a free Expert Access Program (EAP).
- Here we report the impact of this service on a nationwide underserved CLL population.

OBJECTIVES

- To establish feasibility of telemedicine (EAP) approach in CLL care and assess receptiveness of patients to online tools and telemedicine consults.
- To conduct preliminary assessment whether telemedicine (EAP) consulting service impacts decision making in CLL care.
- To identify potential gaps and barriers to EAP consulting service.

METHODS

Study Design

- The study was a descriptive, observational study in the United States.
- The purpose of the study was to evaluate the impact of an EAP program on improving patient access to experienced CLL experts.

Inclusion criteria

- To qualify for EAP, participants needed to be US residents who had a CLL diagnosis and were not seeing an expert physician (defined as a nationally recognized CLL expert).

Survey Recruitment

- Pts meeting inclusion criteria were asked to complete a pre-consult survey and had their electronic records synchronized for review by the consulting expert.
- Pts participated in a 30-minute online HIPAA-compliant video consult with the EAP expert.
- Following the consult, pts received a summary to share with their local HCP.

Statistical Analysis

- Participants' responses were surveyed and checked for validity.
- Data were analyzed using descriptive statistics and Clopper-Pearson confidence intervals.

RESULTS

Survey Response Rate: 116 patients registered

- 100% filled out pre-consult survey
- 105 pts. (90.5%) had the EAP consult
- 84 pts. (72.4%) finished the post survey

Patient Characteristics (n=116)

- Age, median (range): 62 (28-88)
- Age, ≥ 65: 42
- Sex, Males: 53%

Reasons patients didn't complete the EAP consult (n=11)

- Patient was unresponsive to email/phone
- Patient was unresponsive to email/phone calls to schedule
- Patient missed scheduled call and did not respond to rescheduling
- Patient wanted to wait until a later date, but never re-applied

What Participants Learned

- Planned to make changes regarding their disease treatment
- Planned to make more tests done
- Planned to see a new doctor
- Planned to pursue additional genetic testing
- Planned to pursue a different treatment
- Planned to delay treatment

Participant Intended Future Action Post-EAP

- 75% of pts (95% CI: 64-88) planned to make changes regarding their disease treatment
- 51% of pts (95% CI: 38-64) planned to more research about CLL

- 25% of pts completed the post-survey and did not find the online consult easy, due to hearing trouble or video issues

- 95% of patients affirmed that the convenience of the online platform was important in their decision to participate in EAP

- Only 2% of the 84 pts who completed the post-survey did not find the online consult easy, due to hearing trouble or video issues

- 83% of participants felt a greater peace of mind following their EAP call

CONCLUSIONS

- Access to expert care through EAP provided important medical information and improved confidence in a patient’s current HCP.
- 75% of pts (95% CI: 64% - 84%) planned to make changes regarding their CLL management.
- An online consult with an expert may benefit pts by both increasing their confidence in their local HCP and in their knowledge of CLL, while motivating them to act.
- This study is expanded and includes collection of additional medical data as well as harmonization of pre- and post-questionnaires.