

**Cancer Care Ontario (CCO)
Your Symptoms Matter**

EPIC User Guide

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CCO ‘Your Symptoms Matter’ Implementation Details

This package is intended to be distributed to Primary Contacts at facilities planning to implement *Your Symptoms Matter* **EPIC** assessment into their clinics. As a part of the package, this guide has been created for providing detailed information on CCO’s *Your Symptoms Matter* web application and enhancements made to it to accommodate the new **EPIC** assessment.

About This Guide

Overview

This guide outlines the changes to the *Your Symptoms Matter* tool as a result of the EPIC implementation and guides users in their interactions with the new assessment and its related features.

Glossary

The following terminology is used within this guide:

Term	Definition
CPAC	Canadian Partnership against Cancer
ESAS	<i>Your Symptoms Matter</i> – General Symptoms
EPIC	<i>Your Symptoms Matter</i> – Prostate Cancer
ISAAC	<i>Your Symptoms Matter</i>
PRFS	<i>Your Symptoms Matter</i> – Daily Activities
PREMs	Patient-reported experience measures
PROMs	Patient-reported outcome measures

Audience

Intended Users (Clerks, Nurses, Physicians, etc.)

This guide outlines content from both the Admin and Patient portals. It will assist users with configuring initial settings, daily operations and understanding the content of the printouts.

Organization

Table of Contents

Outlines the overall structure and content of this document and is hyperlinked for easy navigation to chapters or sections within the guide.

Chapters

Each chapter groups related information and is likely to have multiple sections and hyperlinks to other sections within the guide, as well as to external reference material in the *Your Symptoms Matter* Implementation Toolkit.

Background

Project Overview

Cancer Care Ontario's Interactive Symptom Assessment and Collection tool, newly named "Your Symptoms Matter", allows patients to assess and monitor their symptoms through an easy to use, standardized, secure, web-based application. Your Symptoms Matter allows patients to complete survey assessments electronically on a touch-screen kiosk at their local cancer centre, or from the convenience of their Internet-linked home computer. The assessments are then reviewed by the patients' care team which allows symptoms to be managed more effectively and facilitates appropriate care planning. Clinicians can access their patients' symptom information, regardless of where the patient has entered their scores and can track this information over time.

There has been a need identified to have the patients self-identify if they are prostate patients, and if they are on chemotherapy. This will help identify the correct assessment to be presented to the patient. A phased approach will be employed to release EPIC survey to all the sites.

The changes that will be introduced as part of this release of Your Symptoms Matter are as follows:

1. EPIC survey with disease identification questions: This project involves adding three disease identification questions to identify if the patient is a prostate cancer patient and is taking chemotherapy treatment. Based on the answers, the patients will be presented with different surveys.
 - a. Patients prompted with EPIC will also get PRFS and if any additional surveys as set. The output will be a new report with both **EPIC +PRFS data**.
 - b. Patients prompted with PRFS, and if any additional surveys as set. The output will be only PRFS data.
 - c. Patients prompted with ESAS will also get PRFS and any other survey as set. The output will be the old report with both **ESAS + PRFS data**.
2. EPIC upload functionality for RCC sites will be provided to admin users.
3. HL7 ORU messages for EPIC survey will be provided for sites to send and receive EPIC symptom scores.
4. New question- Bloody stool question is added to the EPIC survey.
5. Name change of ISAAC and the surveys will be as follows:
 - **ISAAC** = Your Symptoms Matter
 - **ESAS** = Your Symptoms Matter – General Symptoms
 - **EPIC** = Your Symptoms Matter – Prostate Cancer
 - **PRFS** = p-ECOG/Your Symptoms Matter – Daily Activities

Initial Site and Kiosk Configuration

Enabled by Site

By default, there should be no impact to sites and users until the **EPIC** questionnaire is scheduled to roll out at the site. Sites enabled with the **EPIC** survey will require a small amount of configuration to make the new assessment available for their patients.

The *Your Symptoms Matter* Application Team will make the new assessment available to sites only when they are scheduled to implement. Sites that have not yet implemented EPIC should not be impacted by the changes until it is their scheduled time. This configuration is made by the CCO Application Team and can be updated at any time. Sites that have the **EPIC** assessment enabled for their site will be able to view them from the **Survey Tab**.

Patient
Reports
Configuration
Users
Surveys
File Upload

Kiosk #1

Enabled:

Kiosk GUID: 5069292b-1910-425e-983f-1005de2aca3e

Name:

Survey List:

	Survey Name	Description	Available At
<input type="checkbox"/>	Disease Identification Assessment	Disease Identification Assessment	Both
<input type="checkbox"/>	Disease Identification Follow-up Assessment	Prostate Followup Assessment	Both
<input checked="" type="checkbox"/>	p-ECOG/Your Symptoms Matter - Daily Activities	Patient Reported Functional Status	Both
<input checked="" type="checkbox"/>	Your Symptoms Matter - General Symptoms	Edmonton Symptom Assessment System Revised	Both
<input type="checkbox"/>	Your Symptoms Matter - Prostate Cancer	Expanded Prostate Cancer Index Composite for Clinical Practice	Both

Notifications:

Print Supplementary Information:

Print End of Survey Report:

Portal Site Key:

Custom Login Error Message: View Add

Save
Cancel
Duplicate

The assessment is available for Home and Kiosk currently for the testing environment to simplify testing. If you do not see these entries, please contact the *Your Symptom Matter* Application Team.

Enabled by Kiosk

As previously stated, unless configured intentionally, the **EPIC** assessment will not appear for patients. For that reason we require that the assessment be enabled on each of the kiosks that you wish to display the **EPIC** assessment.

To enable the assessments you must login as an Admin user and navigate to the **Configuration Tab**. The Admin user is the only role with access to this tab. If you do not see the tab, your user does not have sufficient access requirements.

Patient Reports **Configuration** Users Surveys File Upload

Kiosk #1

Select the kiosk(s) you wish to update under **Configuration** Tab

Enabled:

Kiosk GUID: 5069292b-f910-425e-983f-1005de2aca3e

Name: Kiosk

Survey List:

	Survey Name	Description	Available At
<input checked="" type="checkbox"/>	Disease Identification Assessment	Disease Identification Assessment	Both
<input checked="" type="checkbox"/>	Disease Identification Follow-up Assessment	Prostate Followup Assessment	Both
<input checked="" type="checkbox"/>	p-ECOG/Your Symptom s Matter - Daily Activities	Patient Reported Functional Status	Both
<input checked="" type="checkbox"/>	Your Symptom s Matter - General Symptom s	Edmonton Symptom Assessment System Revised	Both
<input checked="" type="checkbox"/>	Your Symptom s Matter - Prostate Cancer	Expanded Prostate Cancer Index Composite for Clinical Practice	Both

Check each of the following Assessments:

1. Disease Identification
2. Disease identification follow-up
3. Your Symptom Matter- Prostate Cancer

Notifications:

Print Supplementary Information:

Print End of Survey Report:

Portal Site Key:

Custom Login Error Message:

Do not forget to click **Save**

Select the kiosk from the list of kiosks to the left or create a new kiosk. Once selected, you should see the kiosk name as a heading for the page. Under the kiosk configuration, you will be able to select the **3 new** assessments from the Survey List and save the changes. This must be repeated for each kiosk you wish to enable.

Triggering new surveys

The **EPIC** assessment will be triggered for patients who meet certain criteria. Some of these criteria will be evaluated based on a Patient's response to displayed questions while some criteria will already be available in the application due to the Patient's previous interactions with *Your Symptoms Matter*.

An **EPIC** survey will be displayed to Patients that fit the following criteria:

1. Are males
2. The main purpose of the visit is related to Prostate Cancer
3. Are not receiving chemotherapy
4. Have completed an **EPIC** assessment within 13 days but are feeling a change in their general sense of wellbeing

*A visual flow detailing trigger conditions is attached as [Appendix A](#).

Admin Portal Features using EPIC Assessment

Existing Features Available

EPIC may be managed in the same manner as existing assessments. Each of the provider portal features will become available for **EPIC** that are currently available for **iPEHOC**, **ESAS** and **PRFS**. This includes the following:

1. Notification email configuration based on patient input from the **Survey** tab. Please note that none will be configured by default.
2. Viewing/editing/printing/deleting past assessments from the **Patient** tab.
3. Various report generation from the **Reports** tab.

These features all preexist the introduction of the **EPIC** assessments and are referenced in the *Your Symptoms Matter* Admin User Guide in greater detail.

In addition the file upload feature is available for the EPIC survey

1. Manual input of assessments from the “Patient” tab
2. Manual bulk upload from the “File Upload” tab

New Features

There were no new management features implemented in the Admin Portal for managing the **EPIC** assessment.

Patient Portal Guide

Changes for Patients

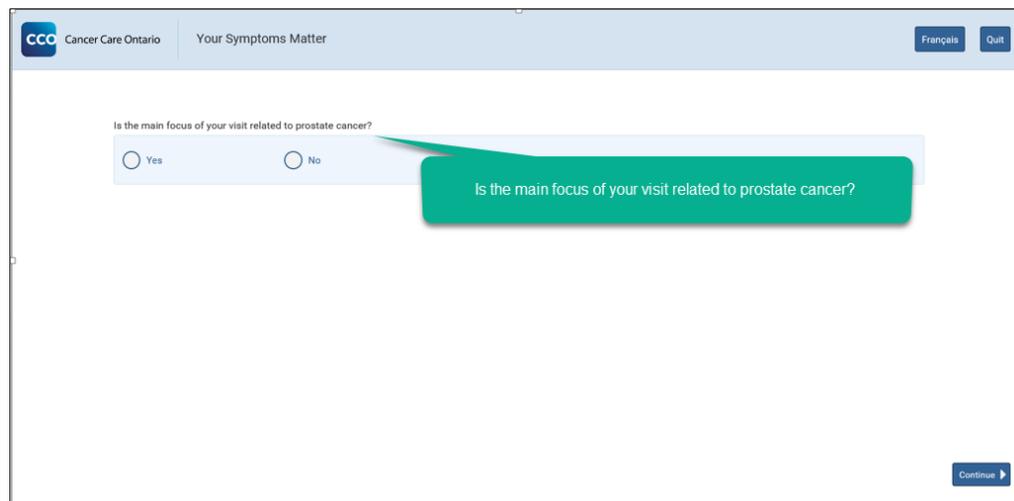
Questions asked prior to assessment being triggered

All male patients using *Your Symptoms Matter* will be asked to answer **2 Pre-assessment questions** and potentially a **Follow-up question**. In conjunction with existing patient data already present in *Your Symptoms Matter*, the responses to these questions will manage the patients flow through the application and onto the **EPIC** assessment.

Pre-Assessment Question

When a male patient logs in to *Your Symptoms Matter*, the application checks if he has completed an **EPIC** assessment within 13 days.

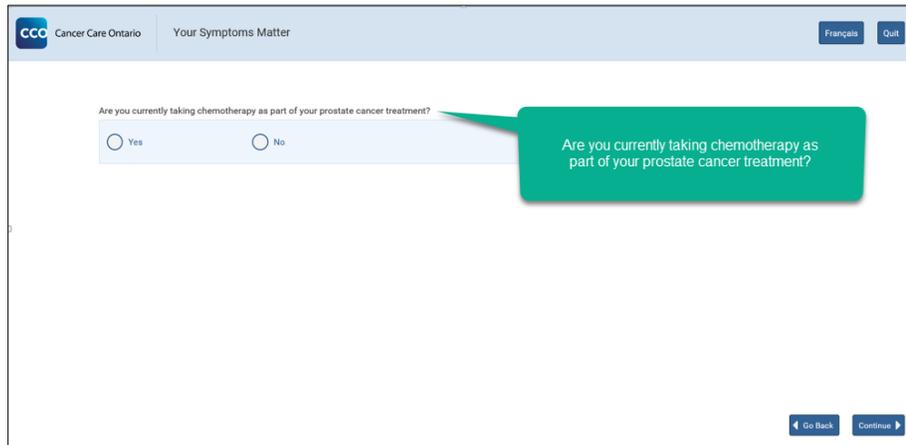
- 1. If Patient has not completed last EPIC assessment within 13 days**, or if it his first time, he is asked to respond to the following Pre-assessment question (Figure 1 and 2 below):



The screenshot shows the user interface of the 'Your Symptoms Matter' application. At the top, there is a header with the 'CCC Cancer Care Ontario' logo, the text 'Your Symptoms Matter', and buttons for 'Français' and 'Quit'. The main content area displays a question: 'Is the main focus of your visit related to prostate cancer?' with two radio button options: 'Yes' and 'No'. A green callout box with a white border points to the question text, containing the same text: 'Is the main focus of your visit related to prostate cancer?'. At the bottom right of the form, there is a 'Continue' button with a right-pointing arrow.

Figure 1

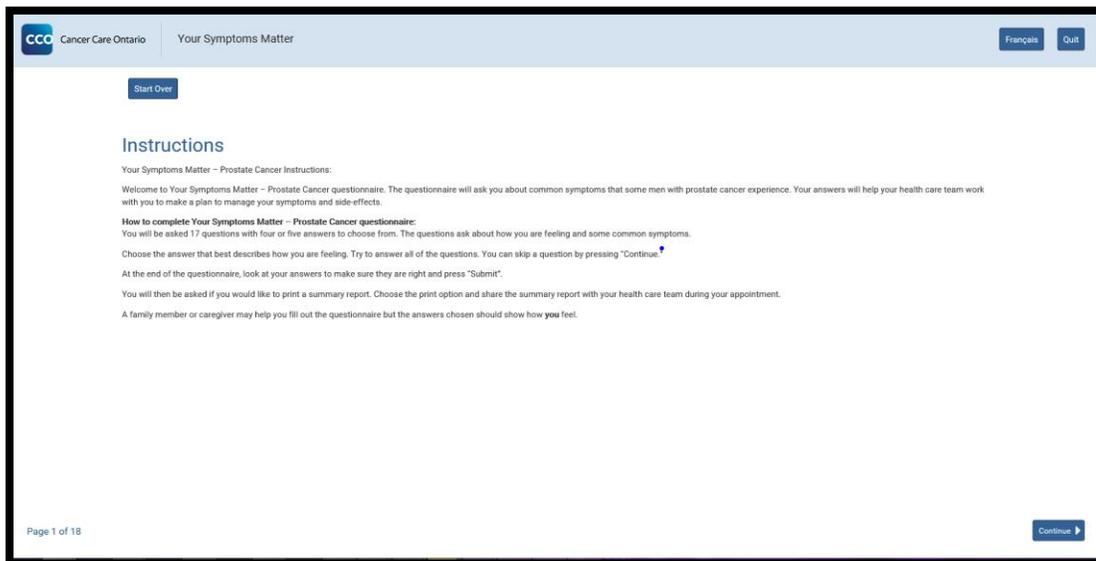
- A response of 'Yes' will present the patient with the next question (Figure 2 below)



The screenshot shows the 'Your Symptoms Matter' questionnaire interface. At the top, there is a header with the 'CCO Cancer Care Ontario' logo and the title 'Your Symptoms Matter'. On the right side of the header, there are buttons for 'Français' and 'Quit'. The main content area displays the question: 'Are you currently taking chemotherapy as part of your prostate cancer treatment?'. Below the question are two radio button options: 'Yes' and 'No'. A green callout box points to the question text, containing the same text: 'Are you currently taking chemotherapy as part of your prostate cancer treatment?'. At the bottom right of the form, there are 'Go Back' and 'Continue' buttons.

Figure 2

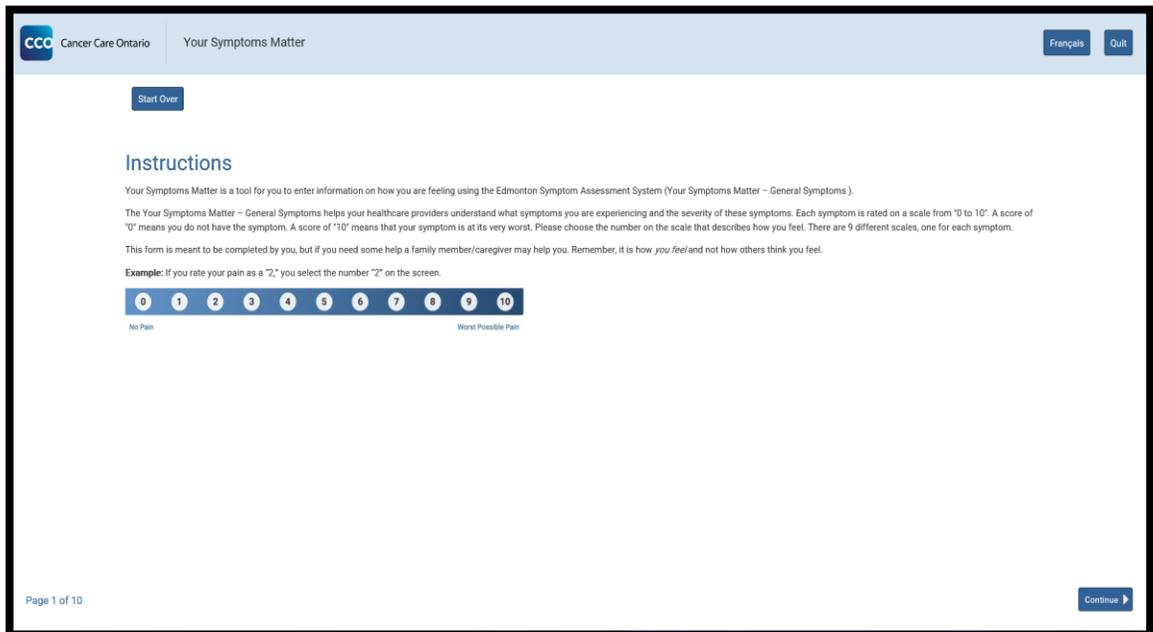
- A response of 'No' will direct the patient to the home for the EPIC survey (Figure 3 below):



The screenshot shows the 'Instructions' page of the 'Your Symptoms Matter' questionnaire. At the top, there is a header with the 'CCO Cancer Care Ontario' logo and the title 'Your Symptoms Matter'. On the right side of the header, there are buttons for 'Français' and 'Quit'. Below the header, there is a 'Start Over' button. The main content area is titled 'Instructions' and contains the following text: 'Your Symptoms Matter – Prostate Cancer Instructions: Welcome to Your Symptoms Matter – Prostate Cancer questionnaire. The questionnaire will ask you about common symptoms that some men with prostate cancer experience. Your answers will help your health care team work with you to make a plan to manage your symptoms and side effects. How to complete Your Symptoms Matter – Prostate Cancer questionnaire: You will be asked 17 questions with four or five answers to choose from. The questions ask about how you are feeling and some common symptoms. Choose the answer that best describes how you are feeling. Try to answer all of the questions. You can skip a question by pressing "Continue". At the end of the questionnaire, look at your answers to make sure they are right and press "Submit". You will then be asked if you would like to print a summary report. Choose the print option and share the summary report with your health care team during your appointment. A family member or caregiver may help you fill out the questionnaire but the answers chosen should show how you feel.' At the bottom left, there is a 'Page 1 of 18' indicator. At the bottom right, there is a 'Continue' button.

Figure 3

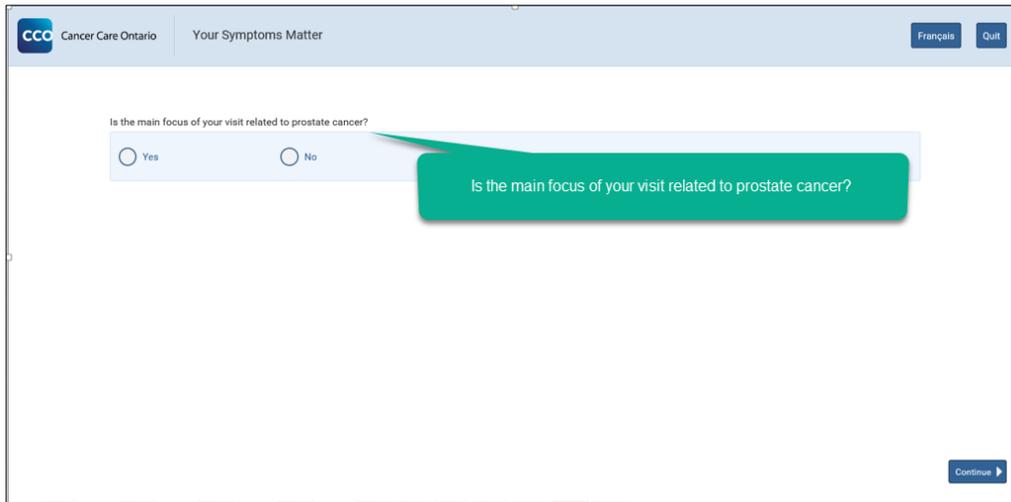
- A response of 'YES' will direct the patient to the home page for the ESAS survey (Figure 4 below):



The screenshot shows the 'Your Symptoms Matter' survey instructions page. At the top left is the 'CCO Cancer Care Ontario' logo and the title 'Your Symptoms Matter'. At the top right are 'Français' and 'Quit' buttons. Below the title is a 'Start Over' button. The main heading is 'Instructions'. The text explains that the survey is a tool for entering information on how you are feeling using the Edmonton Symptom Assessment System (Your Symptoms Matter - General Symptoms). It states that each symptom is rated on a scale from '0' to '10', where '0' means no symptom and '10' means the symptom is at its worst. It also notes that the form is meant to be completed by the patient, but a family member or caregiver can help. An example is given: 'If you rate your pain as a "2," you select the number "2" on the screen.' Below this is a horizontal scale from 0 to 10, with '0' labeled 'No Pain' and '10' labeled 'Worst Possible Pain'. At the bottom left is 'Page 1 of 10' and at the bottom right is a 'Continue' button with a right-pointing arrow.

Figure 4

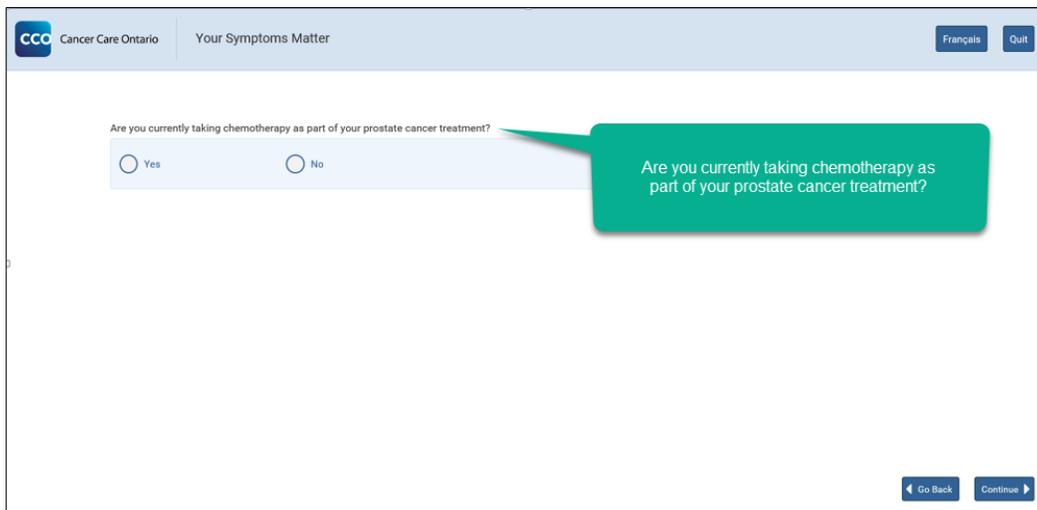
2. If Patient has completed an EPIC assessment within last 13 days, the Patient is asked to respond to the following Pre-assessment questions (Figure 5 and 6 below):



The screenshot shows the 'Your Symptoms Matter' assessment interface. At the top, there is a header with the CCO logo, 'Cancer Care Ontario', and the title 'Your Symptoms Matter'. On the right side of the header, there are buttons for 'Français' and 'Quit'. The main content area displays the question: 'Is the main focus of your visit related to prostate cancer?'. Below the question are two radio button options: 'Yes' and 'No'. A green callout box points to the question text, containing the text 'Is the main focus of your visit related to prostate cancer?'. At the bottom right of the form, there is a 'Continue' button with a right-pointing arrow.

Figure 5

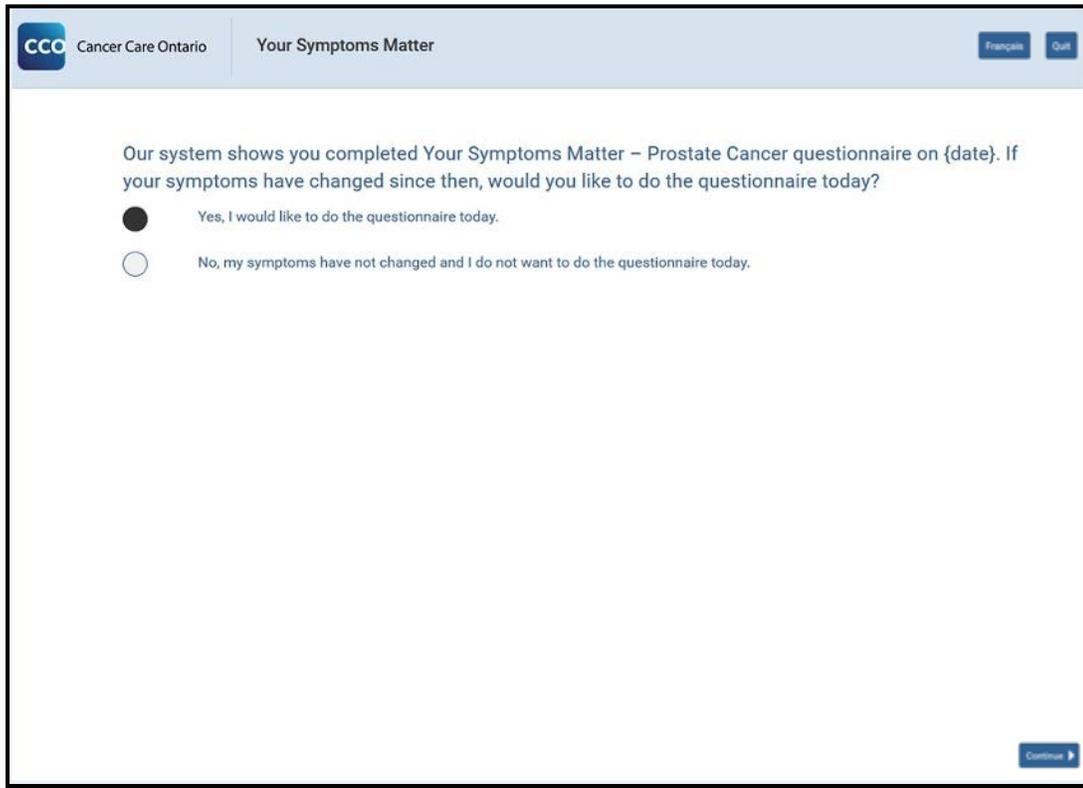
➤ A response of 'Yes' will present the patient with the next question (Figure 6 below)



The screenshot shows the 'Your Symptoms Matter' assessment interface. At the top, there is a header with the CCO logo, 'Cancer Care Ontario', and the title 'Your Symptoms Matter'. On the right side of the header, there are buttons for 'Français' and 'Quit'. The main content area displays the question: 'Are you currently taking chemotherapy as part of your prostate cancer treatment?'. Below the question are two radio button options: 'Yes' and 'No'. A green callout box points to the question text, containing the text 'Are you currently taking chemotherapy as part of your prostate cancer treatment?'. At the bottom right of the form, there are two buttons: 'Go Back' with a left-pointing arrow and 'Continue' with a right-pointing arrow.

Figure 6

- A response of 'No' will present the Patient with Follow-Up question (**Figure 7 below**):



The screenshot shows a web interface for 'Your Symptoms Matter' by Cancer Care Ontario. The header includes the CCO logo, the text 'Cancer Care Ontario', and the title 'Your Symptoms Matter'. There are buttons for 'Français' and 'Quit'. The main content area contains the following text: 'Our system shows you completed Your Symptoms Matter – Prostate Cancer questionnaire on {date}. If your symptoms have changed since then, would you like to do the questionnaire today?'. Below this text are two radio button options: 'Yes, I would like to do the questionnaire today.' (with a selected radio button) and 'No, my symptoms have not changed and I do not want to do the questionnaire today.' (with an unselected radio button). A 'Continue' button with a right-pointing arrow is located in the bottom right corner.

Figure 7

Depending upon the response provided, the Patient will either be redirected to the **EPIC** assessment home page or the **PRFS** home page.

New EPIC Question

The **EPIC** assessment has a new question that will be displayed to the Patient:

The screenshot shows the 'Your Symptoms Matter' assessment interface. At the top, there is a 'Start Over' button. The question is titled 'Bloody Stool' and asks 'How big a problem, if any, has rectal bleeding been for you in the LAST FOUR WEEKS?'. There are five radio button options: 'No problem', 'Very small problem', 'Small problem', 'Moderate problem', and 'Big problem'. At the bottom, there are 'Go Back' and 'Continue' buttons. The page number 'Page 11 of 18' is visible in the bottom left corner.

Question Optionality

All questions in the **EPIC** survey are 100% optional and the patient can skip responding to them if so desired. Skipped questions are marked **'Skipped'** in the review page:

The screenshot shows the 'Review Your Answers' page. It includes instructions: 'If you wish to change your answers, click on the question title to review your choice.' and 'When you have confirmed your answers, click on the Continue button.' A table displays the following data:

Question Title	Your Answers
Overall Urinary Function	Very small problem
Urinary Control	Frequent dribbling
Number of pads or diapers used	One pad per day
Problem with urinary leakage	Skipped
Urinary pain or burning	Moderate problem
Weak stream or bladder emptying	Small problem
Urinary frequency	Very small problem
Rectal pain or urgency	Small problem
Rectal frequency	Small problem

Navigation buttons for back, forward, and page 1 of 17 are shown below the table. A 'Continue' button is at the bottom right. The text 'Displaying Items 1 - 9 of 17' is visible at the bottom right of the table area. A 'Terms of Use' link is in the bottom left corner.

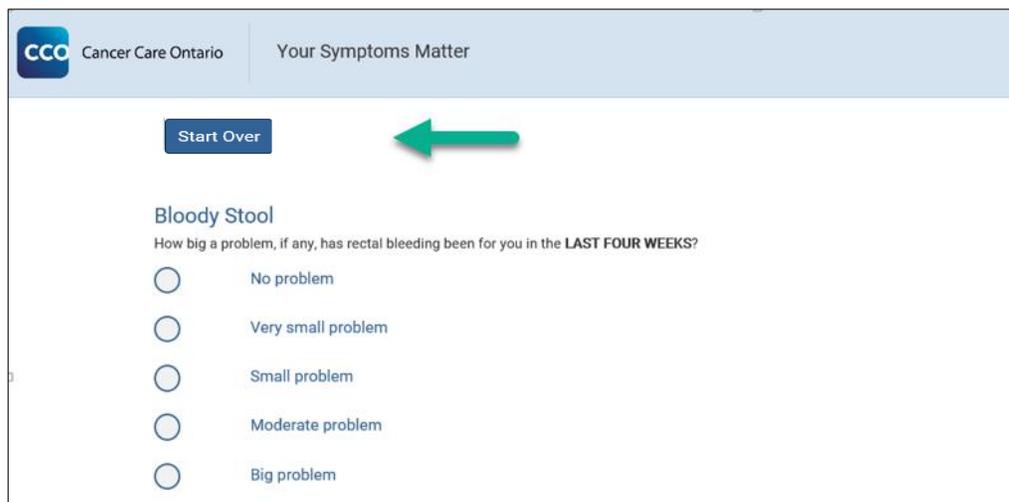
Usability Features for Patients

User interaction with assessments

Patients who are deemed eligible (i.e. satisfy the [trigger criteria](#)) for completing the **EPIC** assessment will be able to do so in the same way they are currently allowed to complete any of the existing surveys offered by *Your Symptoms Matter*.

Easy navigation to the Pre-assessment questionnaire

Every question page of the **EPIC** assessment will have a direct link to the Pre-assessment questionnaire. This link is situated on the top left of the screen (under the *Your Symptoms Matter* banner) labelled as “Start Over”:



The screenshot shows the top navigation bar with the CCO logo and 'Cancer Care Ontario' on the left, and 'Your Symptoms Matter' on the right. Below the navigation bar, there is a 'Start Over' button. A green arrow points to this button. Below the button, the question 'Bloody Stool' is displayed, followed by the text 'How big a problem, if any, has rectal bleeding been for you in the LAST FOUR WEEKS?'. There are five radio button options: 'No problem', 'Very small problem', 'Small problem', 'Moderate problem', and 'Big problem'.

Continuing Features for Patients

Patients will continue to have the same features available for the added surveys that are available for current assessments. This includes:

1. Printout of scores and trends
2. Review pages
3. French language support
4. Session timeout for inactivity
5. Manual Exit from *Your Symptoms Matter*

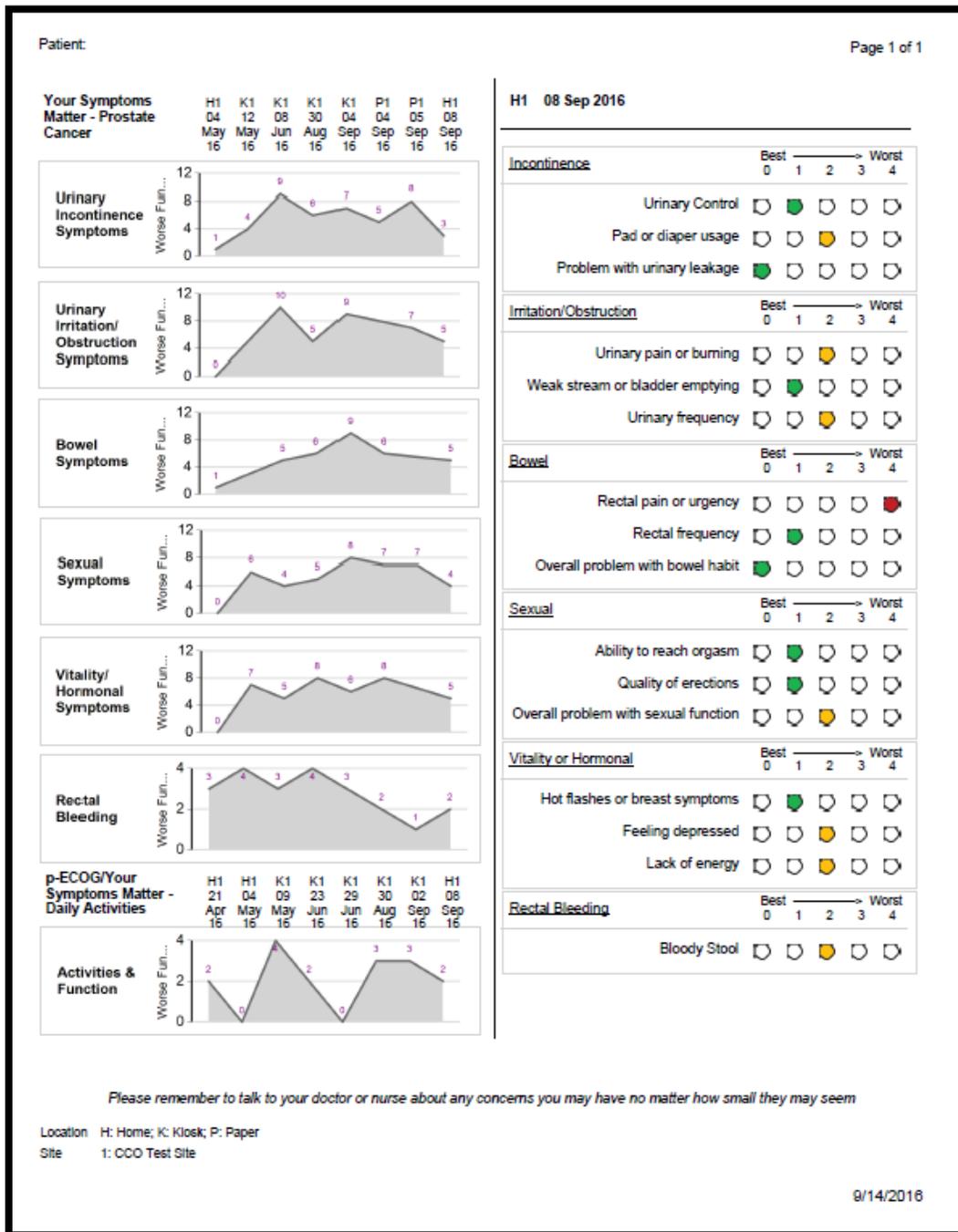
EPIC Patient Printout Guide

Overview

Each facility is required to designate a Primary Contact to oversee all implementation activities and act as a single point of contact with the CCO *Your Symptoms Matter* Project Team for the duration of this project.

End of Survey Report

For Patients completing EPIC survey, the end of Survey report will have both EPIC and PRFS data- below is a screenshot of the report. The ESAS end of survey report will remain unchanged and will be provided to those patients completing ESAS survey.



EPIC HL7 Specification.

Similar to ESAS and PRFS, HL7 ORU messages for EPIC survey will be provided for sites to send and receive EPIC symptom scores. The attached specification details the changes needed to the ORU message to support EPIC survey score



ISAAC HL7 Message
Specification-v2.0-1

Appendix A: EPIC Trigger Conditions

