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# MS BUDDY: AN INNOVATIVE IPAD SERVICE TO ENGAGE MULTIPLE SCLEROSIS PATIENTS

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SPENCER S. ECCLES HEALTH SCIENCES LIBRARY - UNIVERSITY OF UTAH

# ILEAD USA UTAH 2015 PROGRAM



*Innovative Librarians Explore, Apply and Discover*

# BRAINSTORMING

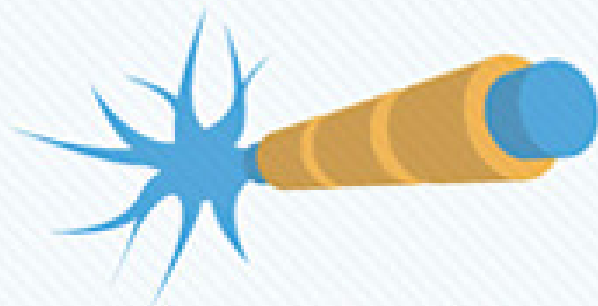
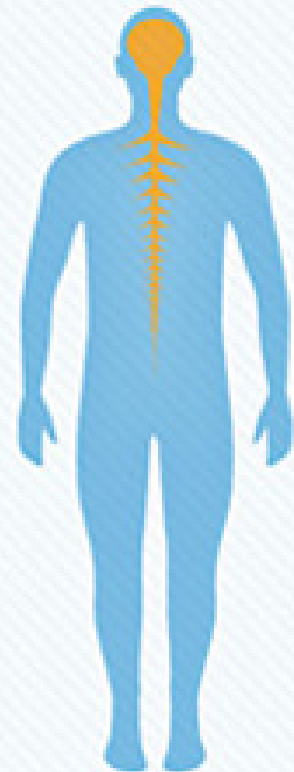


# WHAT IS MULTIPLE SCLEROSIS?

## MULTIPLE SCLEROSIS (MS)

is an autoimmune disease that affects the

**CENTRAL NERVOUS SYSTEM**



Researchers believe that MS causes the body's immune system to attack **MYELIN**, an insulating coating around nerve cells.

MULTIPLE SCLEROSIS

is what's known as a

**snowflake  
disease**

because

**NO TWO**

MS patients are alike



# THE NEED



## Barriers to accessing information

- Lack computer or internet service
- Lack sufficient technology skills
- Lack confidence in their ability to identify trustworthy information

# LOCAL CHAPTER OF THE NATIONAL MS SOCIETY

## Utah-Southern Idaho

Welcome to the Utah-Southern Idaho Chapter, serving residents of Utah and Idahoans living south of Idaho County. We mobilize people and resources to drive research for a cure and to address the challenges of everyone impacted by MS. The Utah-Southern Idaho Chapter works to improve the quality of life for people affected by MS in Utah and Idahoans living south of Idaho County and raise funds for critical MS research. Join the movement toward a world free of MS.



**National  
Multiple Sclerosis  
Society**

**2015 national  
Isolation Initiative**

# SHAPING OUR SERVICE



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WALK TO CREATE A WORLD  
FREE OF MULTIPLE SCLEROSIS

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**SURVEY**

**MS Walk 2015**



# DELIVERY SYSTEM

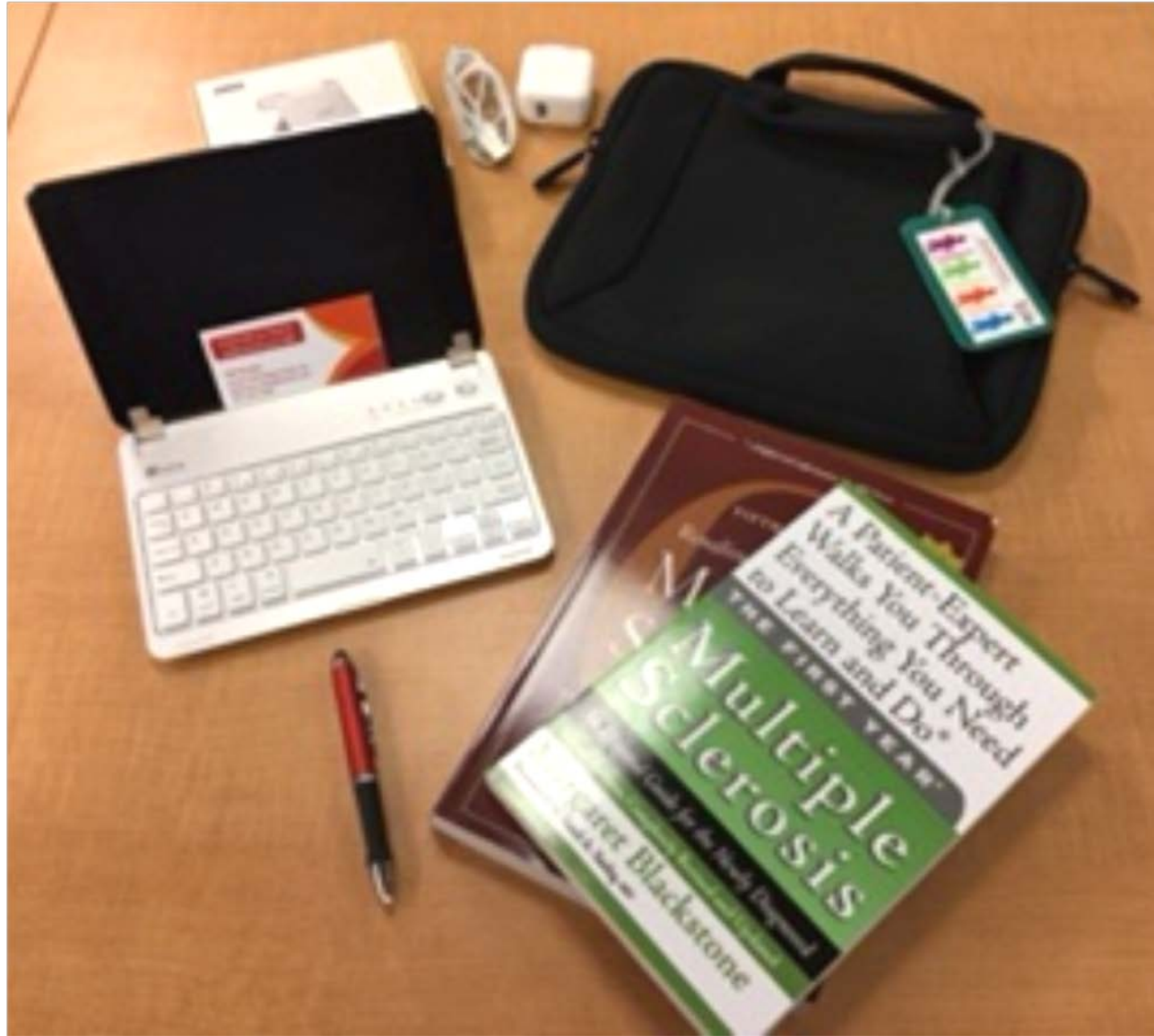


## BENEFITS OF USING TABLETS

- Portability
- Ease of use
- Customizable
- Wi-Fi or mobile data use



# MS BUDDY KITS



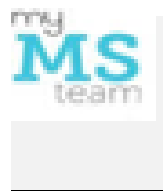
- Zippered carry bag
- iPad charger
- Bluetooth keyboard
- Device stand and stylus
- Diagram of iPad buttons
- Two books
- Business card

# MS BUDDY CONTENT

## Vetted apps, websites, videos, and tools

- Customized content relevant to individual
- Social networks
- On-device help
- Evaluation forms & reminders



Social networks			
Facebook		Free	-
Twitter		Free	-
Gmail		Free	-
Patients Like Me MS Forum		Free	<a href="https://www.patientslikeme.com/conditions/1-multiple-sclerosis">https://www.patientslikeme.com/conditions/1-multiple-sclerosis</a>
MS Connection		Free	From the National MS Society; <a href="https://www.msconnection.org/">https://www.msconnection.org/</a>
My MS Team		Free	Social network dedicated to those who have multiple sclerosis. Connect and share with other patients and with providers. <a href="https://itunes.apple.com/us/app/multiple-sclerosis-social-network/id628041222?mt=8">https://itunes.apple.com/us/app/multiple-sclerosis-social-network/id628041222?mt=8</a>
Videos			
MS 101 Part 1 time 9:40		Free	<a href="https://www.youtube.com/watch?v=aUsUTzzcp5M">https://www.youtube.com/watch?v=aUsUTzzcp5M</a>
MS 101 Part 2 time 9:30		Free	<a href="https://www.youtube.com/watch?v=BewpD-dvNB8">https://www.youtube.com/watch?v=BewpD-dvNB8</a>
Managing MS: A Team Approach time 10:32		Free	<a href="https://www.youtube.com/watch?v=H1ymt0Xt5g4">https://www.youtube.com/watch?v=H1ymt0Xt5g4</a>
Choosing a Healthcare Provider and Preparing for Your Appointment time 7:01		Free	<a href="https://www.youtube.com/watch?v=f5khO-15k9k">https://www.youtube.com/watch?v=f5khO-15k9k</a>
Invisible Symptoms in MS Part 1 time 13:10		Free	<a href="https://www.youtube.com/watch?v=K04ZSeCvKQM">https://www.youtube.com/watch?v=K04ZSeCvKQM</a>
Invisible Symptoms in MS Part 2 time 9:57		Free	<a href="https://www.youtube.com/watch?v=K04ZSeCvKQM">https://www.youtube.com/watch?v=K04ZSeCvKQM</a>
Healthy Living and MS: Nutrition time 10:12		Free	<a href="https://www.youtube.com/watch?v=kg-lj2LhEZo">https://www.youtube.com/watch?v=kg-lj2LhEZo</a>
Aging and MS time 8:13		Free	<a href="https://www.youtube.com/watch?v=kUUKV12BWeg">https://www.youtube.com/watch?v=kUUKV12BWeg</a>
How to use iPad		Free	<a href="https://youtu.be/sLzCXB-BD9g">https://youtu.be/sLzCXB-BD9g</a>

# CHECK-OUT APPOINTMENT

- One-on-one session
- Reviewed expectations
- Able to use iPad for MS-related and general activity
- Reviewed contents of kit
- Introduction to each resource
- Technology training as needed



# BETA TESTING

10 months to design, implement, and report back on our ILEAD projects.

Beta testing:

- Two months
- Five MS patients

# PARTICIPANT EVALUATIONS

“Overall, this has been a great experience. It has provided me with knowledge, comfort, and a few apps that I will now always use. I feel like there are people out there who care, and will go above and beyond to help me.”

“I would recommend Doctor offices getting patients started on these websites once they are diagnosed. This is also great for managing MS all on one tablet. Wish I had something like this early on. Thanks!”

“Hmm, I can see a need for something like this at my organization.”

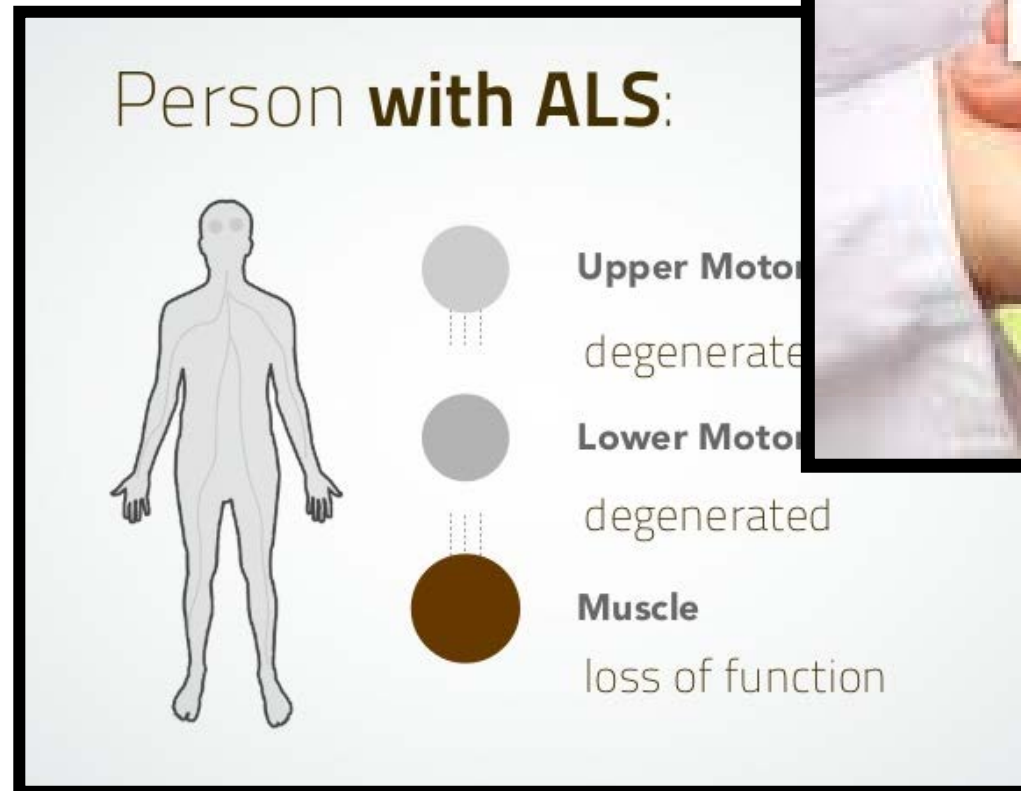
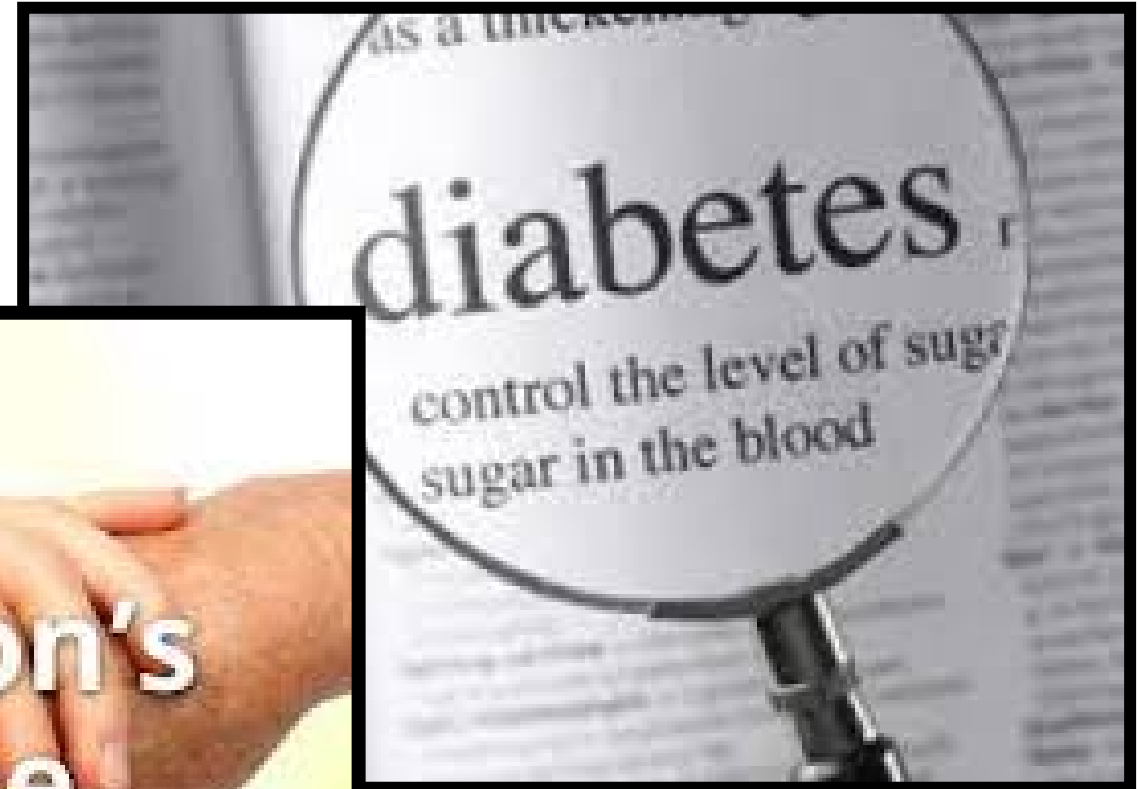




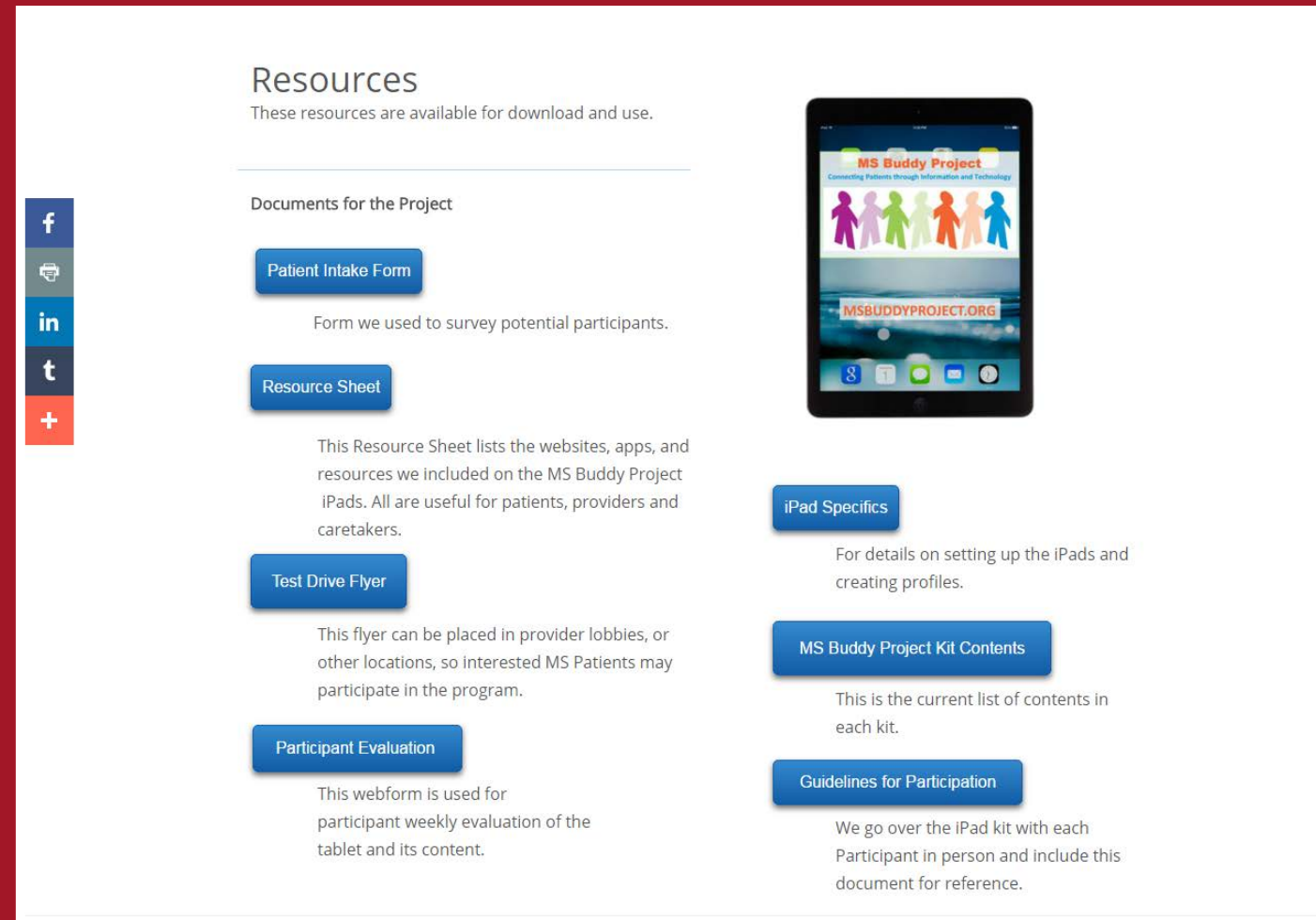
# ANY ORGANIZATION, ANYWHERE



# ADAPTABLE



# STEP-BY-STEP TOOLKIT



The screenshot shows a webpage titled "Resources" with a sub-header "These resources are available for download and use." On the left side, there is a vertical stack of social media sharing icons: Facebook (f), Print, LinkedIn (in), Twitter (t), and a plus sign (+). The main content area is divided into two columns. The left column is titled "Documents for the Project" and contains five blue buttons with corresponding descriptions: "Patient Intake Form" (Form we used to survey potential participants.), "Resource Sheet" (This Resource Sheet lists the websites, apps, and resources we included on the MS Buddy Project iPads. All are useful for patients, providers and caretakers.), "Test Drive Flyer" (This flyer can be placed in provider lobbies, or other locations, so interested MS Patients may participate in the program.), "Participant Evaluation" (This webform is used for participant weekly evaluation of the tablet and its content.), and "iPad Specifics" (For details on setting up the iPads and creating profiles.). The right column contains three blue buttons with descriptions: "MS Buddy Project Kit Contents" (This is the current list of contents in each kit.), "Guidelines for Participation" (We go over the iPad kit with each Participant in person and include this document for reference.), and an image of an iPad displaying the MS Buddy Project app interface.

## Resources

These resources are available for download and use.

### Documents for the Project

**Patient Intake Form**  
Form we used to survey potential participants.

**Resource Sheet**  
This Resource Sheet lists the websites, apps, and resources we included on the MS Buddy Project iPads. All are useful for patients, providers and caretakers.


**Test Drive Flyer**  
This flyer can be placed in provider lobbies, or other locations, so interested MS Patients may participate in the program.

**Participant Evaluation**  
This webform is used for participant weekly evaluation of the tablet and its content.

**iPad Specifics**  
For details on setting up the iPads and creating profiles.

**MS Buddy Project Kit Contents**  
This is the current list of contents in each kit.

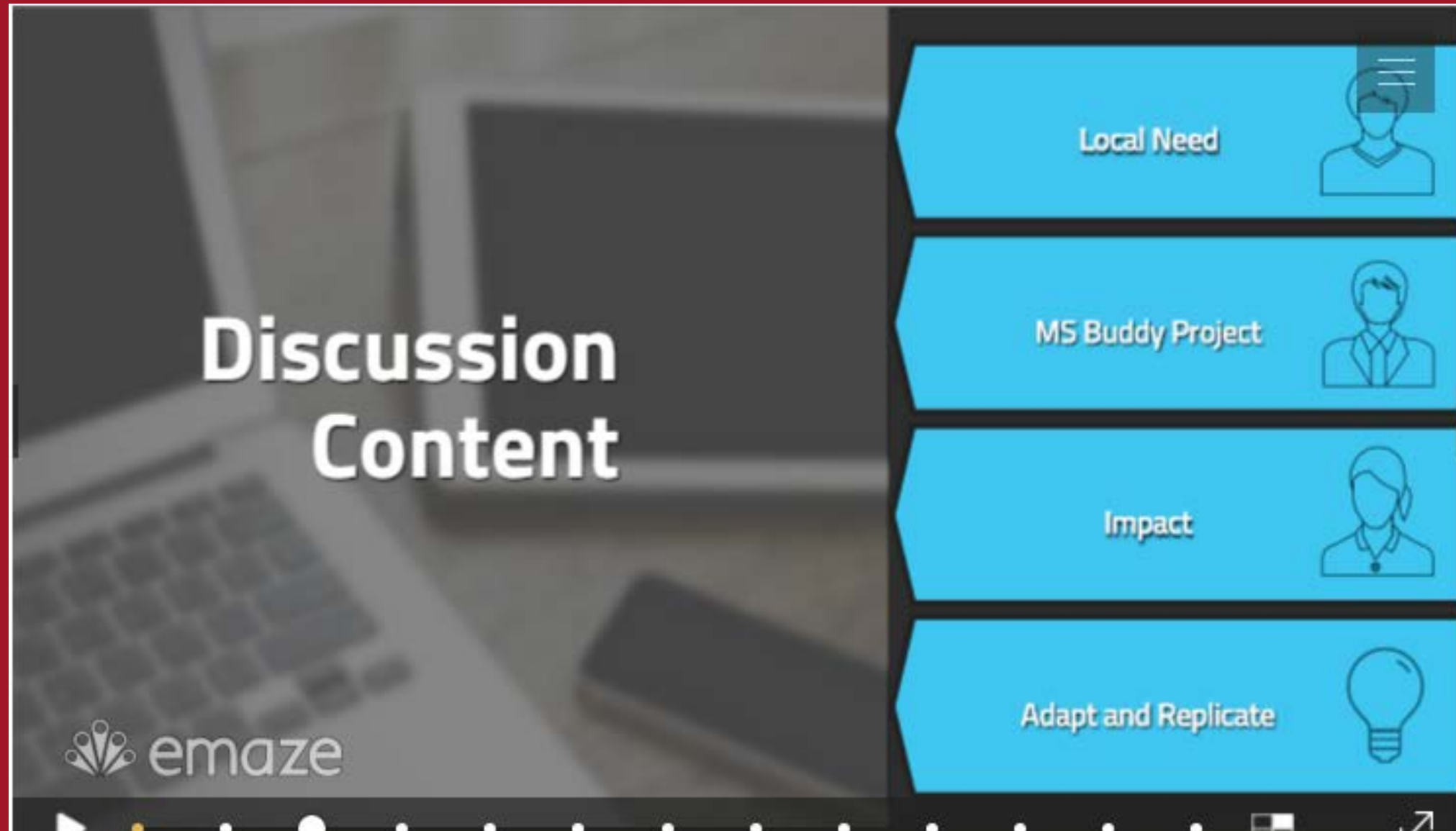
**Guidelines for Participation**  
We go over the iPad kit with each Participant in person and include this document for reference.



[www.ms Buddypoint.org](http://www.ms Buddypoint.org)



# SHARE!



# ONWARD!



*imagine*  
**PERFECT CARE**

## Seed Funding

Seed Grants Awarded, Projects Underway

An important function of the IPC Resource Center is to provide seed funding to great ideas that may not otherwise have typical organizational funding options. The first call for proposals was issued last fall, and 50 applications from across the campus were received and shared on the Spark website ([spark.utah.edu](http://spark.utah.edu)). After comprehensive review of each proposal, 21 projects were awarded seed funding, and work is already underway on this diverse group of projects. Seed funding will be an ongoing role of the IPC Resource Center to support unique solutions that bring us closer to providing perfect patient care.

# INNOVATION



<http://metamd.net/patient-education-engagement/>

# INFORMATION EQUITY

- Access to technology for those that don't have it
- Tech instruction for those who don't know how to use it
- Vetted resources for those who don't know what information to trust



More importantly, the service enables connections to community members that participants can turn to for support or assistance once their iPad loan is over.



# ACKNOWLEDGEMENTS

ILEAD USA Utah

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University of Utah Health

University of Utah Imagine Perfect Care program

Spencer S. Eccles Health Sciences Library