How can we develop comprehensive technology to support patients’ cancer journeys?

1. Understand effective human processes

Methods:
- Spent one year with Cancer Navigators of Rome, GA
- Interviews, focus groups

Findings:
- Focus on eliminating barriers to care: both medical and personal
- Navigators provide personalized support to individuals
- Navigators adapt as patients progress through treatment and into survivorship

You don’t ever know how a patient is going to handle something. You might speak with them 10-15 minutes or you could be caught up for 2 hours.

I’m there to support them. I become their shadow. That’s what I tell them, ‘I’m your shadow through all this. And just know I’m here to do whatever you need me to do.’

2. Evaluate adoption of open, customizable tablets (MyJourney Compass)

Methods:
- Aggregated resources with input from healthcare professionals & survivors
- Provided tablets to newly diagnosed breast cancer patients

Findings:
- Tablets afforded privacy when seeking health info in public
- Patients’ ability to add content lead to continuous engagement
- Patients used ‘non-health’ resources to support health and wellbeing (Angry Birds, YouTube)

3. Understand the ‘breast cancer journey’ from a holistic care perspective

Methods:
- Asked survivors to ‘draw their journeys’
- Focused on important moments from patient’s perspective

Findings:
- Identified a range of responsibilities and challenges, which change over time
- Participants described a ‘personal journey’: how cancer affected they daily lives

4. Design and evaluate personalized, adaptive support (MyPath)

Design Goals:
- Provide day to day support, with focus on transitions of care and barriers to care
- Integrate clinical and non-clinical information
- Combine generalized, clinical knowledge with individual data

Evaluation:
- Randomized controlled trial
- Continuous assessments of barriers and psychosocial metrics