

EXPERIENCE OF COLORECTAL CANCER PATIENTS USING WEB-BASED SELF-MANAGEMENT SUPPORT MEASURES

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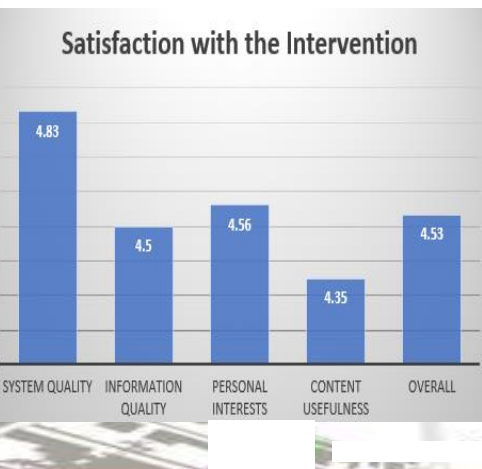
Introduction

Colorectal cancer patients require good self-management skills to face the challenges of cancer and its treatment. Web-based intervention can increase accessibility and help patients receive immediate communication and support. Patient experience is key to the success of this approach. Therefore, the purpose of the study is to investigate the experience of colorectal cancer patients using interactive web-based self-management support measures.

Methods

This is a descriptive phenomenological study. A purposive sample of patients with colon or rectal cancer was recruited from a medical center in Taipei. Data were collected through in-depth interviews and analyzed by content analysis. Interview guides were used to collect interviewees' experiences using the interactive online self-management support intervention. Patients answered a 20-item questionnaire to evaluate the content usefulness, information quality, system quality, and personal interests of the webpage. Each item was rated on a 1 (strongly disagree) to 5 (strongly agree) Likert scale. The average score of the items in each of the five dimensions represents the score for that subscale.

Results



Conclusions

The web-based self-management intervention can be used with the existing care system to provide more individualized and effective care for patients after colorectal cancer surgery. User experience and needs found in this study can be used as a reference for improving the design of interactive online self-management support measures in the future

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Funding

This research was supported by the National Science and Technology Council under grant number MOST 109-2314-B-227 -004 -MY3.

Keywords

colorectal cancer, web-based interactive self-management support, supportive care needs, user experience

Results

A total of nine patients took part in this study. The main themes of patients' experience in using the "Interactive online Self-Management Support Webpage" were "Information and Health Education Needs", "User-Friendly Needs", "Psychological support Needs", and "Communication Needs". Regarding satisfaction with the intervention, participants reported the highest scores for system quality, followed by personal interests, information quality, and web content. The mean scores of content usefulness, information quality, system quality, and personal interests were 4.83, 4.5, 4.56, 4.35, and 4.53, respectively

Information and Health Education Needs

- Need more information about short- and long-term impacts on quality of life
- Need more information on preventive checks
- Need more information on dietary and nutrition
- Need information about treatment and pain medication
- Need information about exercise

User-Friendly Needs

- The contents are easy to read
- The questions are easy to answer
- The site is easy to search
- It is easy to find the information I am looking for

Psychological Support Needs

- Emotional support and reassurance
- Provide support for easing uncertainty and facing the future

Communication Needs

- Ongoing communication/connection and support with trusted clinicians