Let’s Chat: Initial feasibility, usability, and acceptability of a novel adolescent-centered sexual and reproductive care web app

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BACKGROUND
Patient-centered communication on sexual and reproductive health (SRH) topics for adolescents is lacking. Let’s Chat is a digital counseling tool intended to spark questions and demystify SRH topics during one-on-one time with a provider. Adolescents are invited to explore 46 questions in 8 categories and select several to discuss.

OBJECTIVES
This evaluation of the Let’s Chat web app (app) assessed its usability, efficacy, and accessibility. Patients and clinicians were surveyed to determine if the app facilitated open, nonjudgmental sexual and reproductive health conversations.

METHODS
Participants: Recruited youth participants (n=40; ages 13-21) through 6 providers (5 OB/GYNs, 1 Internal Medicine) from a Chicago hospital-based system.

Survey: Adolescents completed a baseline survey on socio-demographics and sexual and reproductive health knowledge then used Let’s Chat web app while waiting for appointment. We administered a post-survey to assess efficacy and satisfaction with the app by participants; data was analyzed using SPSS.

Interviews: We conducted key informant interviews with clinicians (n=6) to obtain further feedback; interviews were transcribed and analyzed for themes.

RESULTS

![Figure 1. Percentage of patients who selected each topic for provider discussion](image1)

- **Self-care**: 20%
- **STIs**: 22.5%
- **Puberty**: 30%
- **Healthy Relationships**: 20%
- **Gender and Sexuality**: 22.5%
- **Birth Control**: 77.5%

*Could select multiple topics; no participants asked questions from topics "sexual wellness" or "your rights"*

![Figure 2. Patient perceptions of Let's Chat characteristics](image2)

- **Demographic Characteristics**: n (%)  
  - Race/Ethnicity
    - Hispanic/Latinx: 6 (15)
    - Black or African American: 17 (42.5)
    - White: 11 (27.5)
    - Asian or Asian American: 2 (5)
    - Multiracial: 4 (10)
  - **Sexual Identity**
    - Gay or Lesbian: 1 (2.5)
    - Queer: 6 (15)
    - Straight or Heterosexual: 31 (77.5)
    - Prefer not to say or missing: 1 (5)
  - **Gender Identity**
    - Female: 38 (95)
    - Gender non-conforming, non-binary: 2 (5)

**PATIENTS**

75 percent of patients asked their providers questions from the Let’s Chat app; 97.5 percent said the app made it easier to ask questions.

**PROVIDERS**

Providers found Let’s Chat usable and acceptable in supporting conversations during an adolescent appointment. Overall, providers recommended more information on abortion topics and branching into more sophistication and nuance within the topics.

CONCLUSION
Let’s Chat web app facilitates question asking between adolescents and clinicians, supporting conversations about sexual and reproductive health and increasing adolescent comfort. Providers also found it usable and acceptable in their practice.

REFERENCES

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