

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.^{1,2} 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.

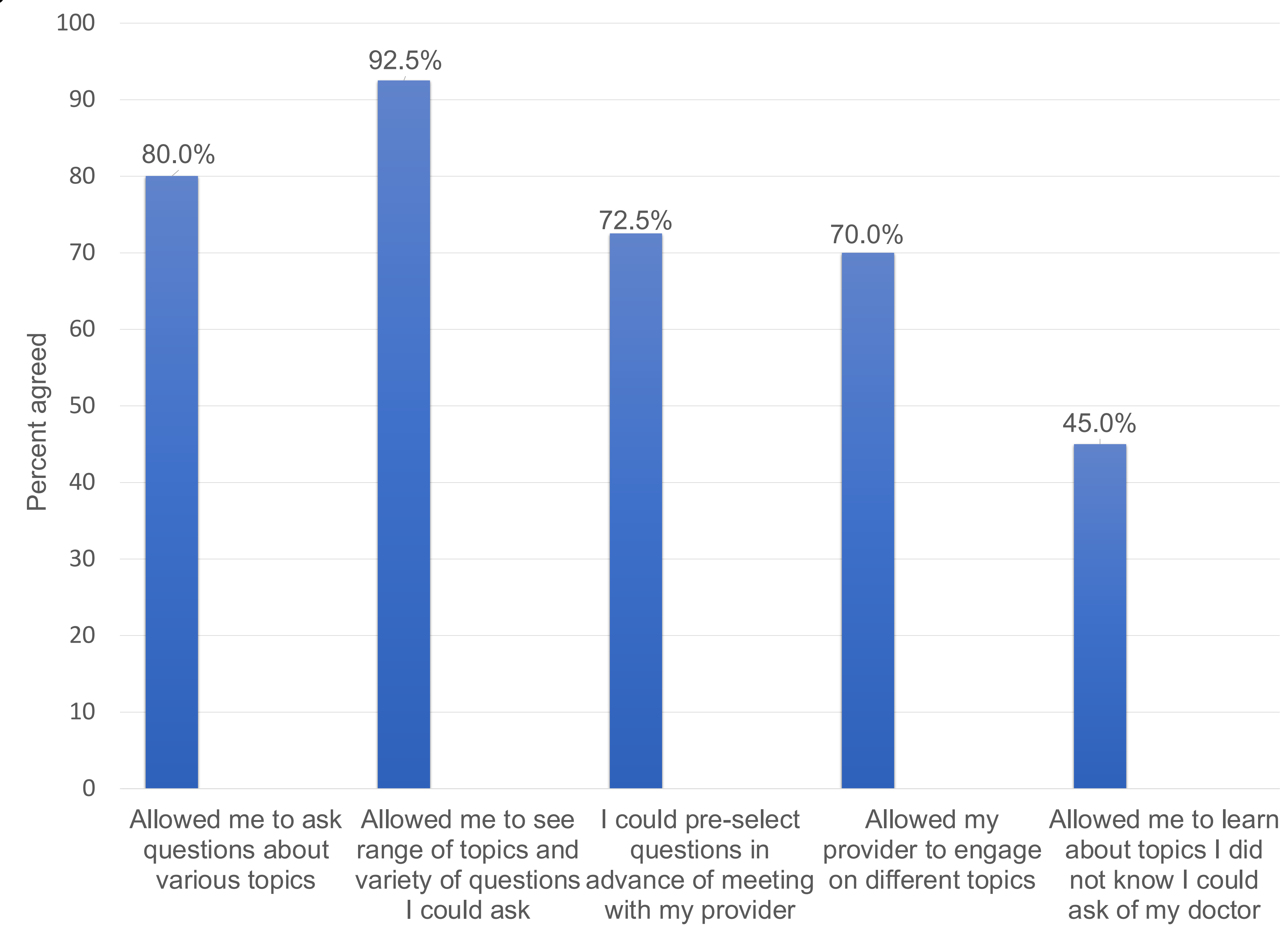
PATIENTS

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.

Demographic Characteristics n=40	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)

RESULTS

Figure 2. Patient perceptions of Let's Chat characteristics



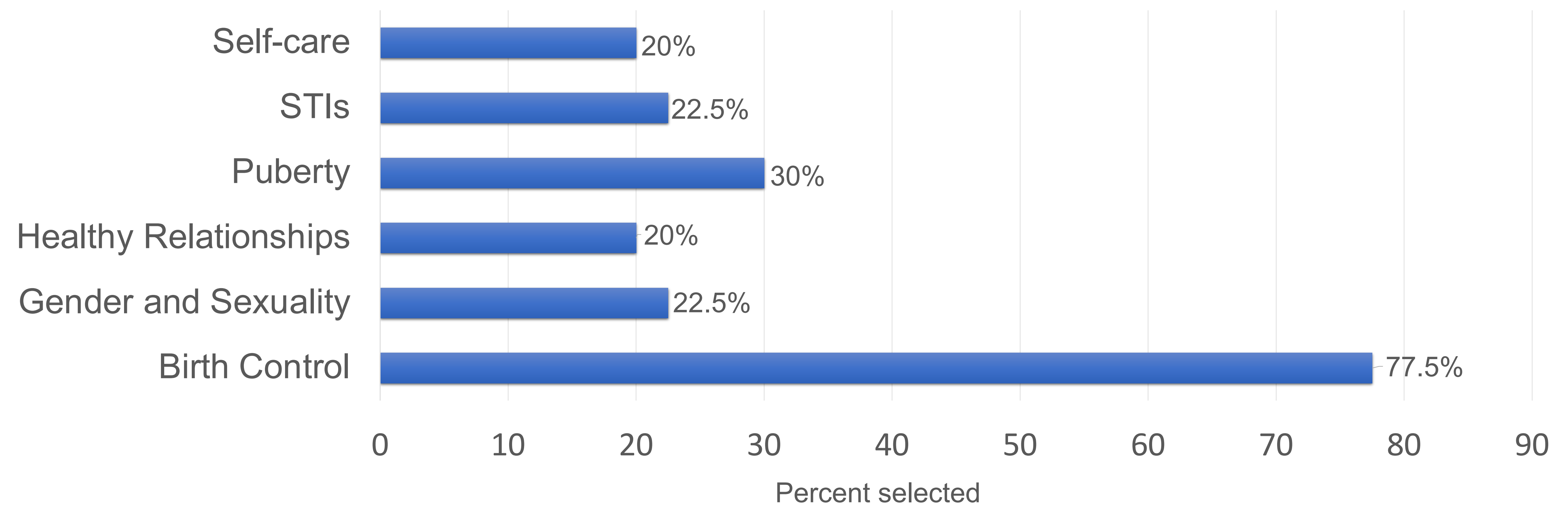
PROVIDERS

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.

I think it's usable. I think it's direct in terms of dividing things into categories that people might have questions about. So, I think usability is pretty good in terms of the website

I also think it might help to kind of pre-answer some questions, like gives patients a basic set of information that they can use as a building block to discuss further with their provider.

Figure 1. Percentage of patients who selected each topic for provider discussion



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

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

1. Fuentes, L., et al., *Adolescents' and young adults' reports of barriers to confidential health care and receipt of contraceptive services.* Journal of Adolescent Health, 2018. 62(1): p. 36-43.
2. Donnelly, K.Z., T.C. Foster, and R. Thompson, *What matters most? The content and concordance of patients' and providers' information priorities for contraceptive decision making.* Contraception, 2014. 90(3): p. 280-287.

