Appendix D. Example Email Communication With Stakeholder Groups

Dear Stakeholders,

Thank you for providing feedback for Dr. Greer's Oral Chemotherapy Mobile Application Study. Your feedback is integral to the development and implementation of this study. We have consolidated your feedback below and included plans of how we will incorporate your suggestions into this project.

1. We asked you…
What kinds of things could we highlight about the control arm to reassure those participants that their participation is equally important, and to ensure that they stay motivated?

You suggested that we…
- Emphasize the high-tech characteristics of the pill bottles
- Let participants know that in the future the app may be accessible to all patients
- Be honest – the control group is important in order to see the effects of the mobile app
- Schedule check-ins with the control group participants to ensure that they feel appreciated throughout their participation

What we have changed…
Thank you for your suggestions! We have begun to inform participants of the high-tech aspects of the pill bottles, and we now inform them that the app could eventually be available for all patients. We emphasize the importance of the control group in research and communicate more frequently to ensure that all control participants feel valued and appreciated.

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2. We asked you...
We also want to encourage the oncology clinicians to be engaged with this study. When we send clinicians these weekly reports, what kinds of messages would be helpful for getting the clinicians motivated?

You suggested that we...
- Include information about adherence in the weekly symptom reports
- Include a brief report on symptoms that impact quality of life in between clinic visits
- Set up a forum for clinicians to post comments about their experience receiving the reports
- Disseminate information on how other clinicians respond to the reports
- Ensure that the weekly symptom reports are simple, easy to interpret, and brief, with a way for

clinicians to provide feedback directly

What we have changed…

This is very helpful feedback! In the current weekly symptom report format, we disseminate personalized information on the participants' adherence and symptoms to clinicians. This is an effective way for clinicians to be informed of patients' symptoms in between clinic visits, particularly for participants who come to clinic less frequently. We are currently restructuring our weekly symptom report format to include easily interpretable and comprehensive graphics that will allow clinicians to see what the participant endorses over a longer period of time, rather than only the current week's data.

We asked you...

Is there any one specific feature not currently in CORA that you think would greatly improve it if it were added?

You suggested that we...

- Create a competitive incentive by allowing participants to see how adherent they are compared to other app users. This could work for both the Fitbit and mobile app.
- Provide a section for participants to submit information about their emotional well-being
- Create a feature that allow participants to share comments on their experience with the app, as well as tips on managing adherence and symptoms
- Create a patient portal
- Provide specific information about medication

These are excellent and thoughtful recommendations. In future iterations of the app, we hope to create new features that engage the app users. Creating a method to allow participants to compare their adherence with each other and share tips on their experience would be an excellent feature that we will keep in mind for the future. Participants currently have the ability to record notes and questions in the app and are encouraged to share this information with their clinician in clinic. This is a great outlet for questions and comments about emotional well-being. Participants are also given the opportunity to submit information related to emotional well-being in the adhoc and weekly symptom reports. Additionally, the app includes an extensive education library with information on medication, adherence, symptoms and side effects, as well as emotional well-being and mood symptoms.

Thank you for providing us with your ideas! Your ongoing feedback is essential to the success of this study and we are grateful for your support. Please do not hesitate to reach out with any additional suggestions and feedback that come up in between Stakeholder newsletters.

Sincerely,

Joseph Greer and the Study Team