SMART PATIENTS SURVEY CAPABILITIES

*PORTAL’s Patient Engagement Core can provide quick and free feedback from patients as part of your prep-to-research process*

**Our partnership.** PORTAL is partnering with Smart Patients, an online community of over 10,000 members where patients and caregivers learn from each other about illness, treatment, and challenges. We are developing communities of colorectal cancer and bariatric surgery patients. Smart Patients also hosts communities of patients and caregivers devoted to other types of cancer, heart failure, and diabetes and healthy weight, to name a few: [https://www.smartpatients.com/communities](https://www.smartpatients.com/communities).

Our partnership with Smart Patients makes it easy for PORTAL health plans and research sites to invite their patients to these high-quality online communities for peer support. We also can obtain updates about the topics of online discussions, which can help improve care and inform our research.

We are excited to share an additional opportunity that our partnership with Smart Patients affords us. Their team can work with us to design brief surveys and online focus groups and invite members of Smart Patients to participate in them. Your survey will typically be viewed by 500-1000 patients and you can expect 50 – 200 (on average) to complete a survey.

**The process is simple and can be completed in one month.**

- An investigator affiliated with PORTAL contacts the Patient Engagement Core with a request about a potential survey or online discussion topic.
- Smart Patients works with the investigator to develop 5 - 10 questions and identify the relevant communities that would see them.
- Smart Patients posts the questions to the online communities for 1 – 2 weeks.
- Once the survey closes, Smart Patients provides the investigator with de-identified data that can be used to inform their research process.

**A recent example:** Smart Patients worked with an investigator at the Kaiser Permanente Center for Health Research to conduct an on-line survey exploring cancer patient interest in obtaining financial counselling regarding the impact of their disease. This six-question survey was sent to 10 cancer communities and resulted in approximately 200 responses in one week. The investigator is using the findings to help prepare a proposal to NIH.

We invite you to consider working with Smart Patients to learn more about what matters most to patients and caregivers as you plan your research.

For more information, please contact Smart Patients.

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*This toolkit was developed in full partnership with the PORTAL Patient Engagement Council (PEC) patient stakeholders. These materials may be used to help engage patients as research partners. The PEC is no longer a funded or active group. If you would like to reach out to one of the PEC members to engage them in a future project, please email Carmit McMullen, PhD, Senior Investigator, Kaiser Permanente Center for Health Research: Carmit.McMullen@kpchr.org.*