

Barriers identified by the navigators

There were 978 encounters noted to be associated with patient navigator template. Of those 978, 865 (88%) had a barrier selected in the chief complaint field. Among those 865 encounters, there were 1011 noted barriers in the chief complaint field. Of the 1011 barriers, 956 (95%) were the original 11 predefined barriers. There were 65 encounters that had the following chief complaint barriers not originally predefined: care coordination chronic care, care coordination other, follow up for, returning patient's call. Of the 956 encounters the number one barrier entered was information (n=781), followed by education of patient and family (n=49) and then other CCF referral (n=32) and refer/community resources (n=31).

Supplemental Table 1 Barriers addressed by patient navigators

Barrier	N (%) Total = 956
ASSESSMENT	7 (1%)
COMPLIANCE ADHERENCE	11 (1%)
CONSULT FOR	5 (0.5%)
EDUCATION OF PATIENT/FAMILY	49 (5%)
FINANCIAL APPLICATIONS	3 (0.5%)
INFORMATION	781 (82%)
INSURANCE INQUIRY	17 (2%)
OTHER CCF REFERRAL	32 (3%)
REFER / COMMUNITY RESOURCES	31 (3%)
REFERRAL / CCF FINANCIAL COUNSELORS	3 (0.5%)
TRANSPORTATION	15 (1.5%)

Supplemental material is neither peer-reviewed nor thoroughly edited by CJASN. The authors alone are responsible for the accuracy and presentation of the material.

Post-intervention survey results

We conducted a phone exit interview survey at the end of the planned 2-year follow-up. We had 198 participants eligible (11 had deceased) of which 98% (n=194) completed the exit survey; 4 declined, did not respond to voicemail, or were unable to be reached by phone. Nearly two-thirds (60/92) of those surveyed who had the enhanced PHR self-reported using the CKD educational links and of those who reported using them 90% (54/60) thought they were user friendly. Over three-quarters (73/95) of those surveyed who had interacted with a CKD patient navigator self-reported that their quality of life improved and that they felt more empowered to make positive healthcare choices. The vast majority (84/95) wanted to have patient navigators in other areas of healthcare.

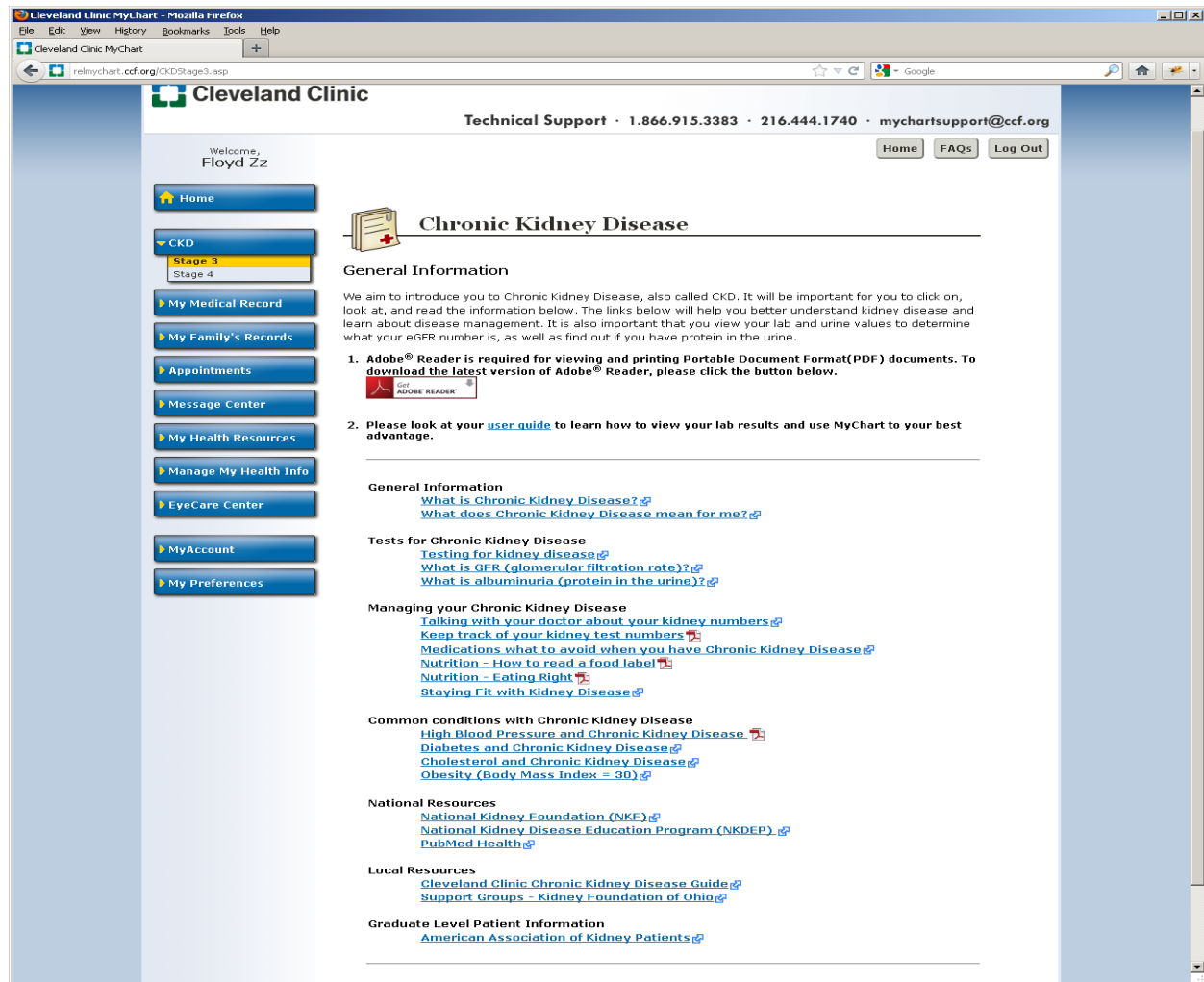


Figure 1. Enhanced Personal Health Record showing various educational material for those with stage 3b CKD.

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The screenshot displays the Cleveland Clinic MyChart web application in a Mozilla Firefox browser. The user is logged in as Floyd Zz, with MyChart ID: ckd123, MRN: 46602080, and PCP: Jason J Komitau, MD. The page is titled "Chronic Kidney Disease" and specifically addresses "Stage 4 (eGFR 15-29)".

On the left, a navigation menu includes links for Home, CKD (with Stage 3 and Stage 4 sub-links), My Medical Record, My Family's Records, Appointments, Message Center, My Health Resources, Manage My Health Info, EyeCare Center, MyAccount, and My Preferences.

The main content area provides educational information for Stage 4 CKD. It includes a welcome message, a brief explanation of CKD, and two numbered instructions: 1. Download the latest version of Adobe Reader for PDF documents, and 2. Refer to a user guide for lab results. Below this, there are sections for "Complications of Chronic Kidney Disease" (linking to Anemia and Iron issues), "Nutrition is important in Chronic Kidney Disease" (linking to Sodium, Potassium, Phosphorus, and Protein), and "Planning for End Stage Kidney Disease" (linking to dialysis and transplant information).

At the bottom, there is a "Back to the Home Page" button and a footer with links for Home, Site Map, Terms & Conditions, and Log Out. A small copyright notice for Epic Systems Corporation is also visible.

Figure 2. Enhanced Personal Health Record showing various educational material for those with stage 4 CKD.