

## Introduction

The development of a digital clinical decision support system for lymphoedema is a very welcome change to improve the efficiency of the workflow during a lymphoedema consultation. Dr Robyn Sierla, the founder of this digital clinical decision support system, aptly names the platform as Lymbase. She has completed a clinical trial of the platform and with this, I have interviewed some of the users of the platform and gathered some feedback which I have summarised in this report.

## Issues

There are certain bugs which seem to be consistent across the interviews. Many users are **complaining about being unable to save session data at different points in the session**, from saving information about patient's lymphoedema stage to issues when saving historical circumference data. Clinicians have also complained about how they were **unable to transcribe details for MTM garments from the previous sessions into the next session**, which consumes their time as they need to enter all the details again.

## Suggestions

With this, clinicians have also offered certain suggestions which would be helpful for the further development of Lymbase. One clinician mentioned that they want to see **a summary of the patient information and key items such as measurements on the side of each page of the platform** so that they do not need to flick back and forth through the different pages to get different aspects of the patient's details. Another clinician has also mentioned that they would appreciate being able to **have MTM measurements sync or transcribed into the next session**. One key feature from the garment search function which clinicians are looking for is the **ability to show what parameters nearly fit** so that the clinicians can make a clinical judgement on the suitability of the garment. Additionally, being able to **see what information is missing from garment search function before conducting the search** is helpful. A particular clinician would appreciate being able to have **more than one recommendation appear when using the garment search function**.

## Positive Feedback

This section of the report aims to highlight the key areas which Lymbase is doing well in. One area which Lymbase has received praises for is the **graphing capabilities** as it has helped clinicians and patients alike to have a visual and holistic view on the progress of the patient's lymphoedema. Another feature which was commended upon is **the speed and efficiency that the platform has provided clinicians when it comes to inputting patient data and calculating limb sizes, which can be attributed to the well thought-out UI/UX design**. Another commended feature is the **ability to export as a pdf** as this has helped clinicians to draft up a report and made the platform more versatile.

## Website traffic analysis tools

With the conclusion of this project in the context of HISS program, there are some website traffic analysis tools that would be helpful with the project. A popular free tool is **Google Analytics**, which reports information such as page views and number of users. Another tool would be **Hotjar**, which includes a free plan and a paid plan with extra features. Customer Relationship Management (CRM) tools would also be helpful as it allows businesses to administer their interactions with customers with the help of data analysis. The most popular CRM tool is Salesforce, however it can be pricy, starting at \$35/month. **Salesforce** however does offer a free learning platform. **Monday.com** is another good CRM tool for tracking communications and to nurture relationships with clients.