

Ostomates have significant perioperative needs and benefit from comprehensive multidisciplinary care to address ostomy management, clinical information, and emotional support.

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Nurse led multidisciplinary care management can identify areas of unmet need for ostomates

Introduction

Ostomy patients are a particularly engaged group of patients when it comes to using their experiences to help shape the quality of their care. A novel technology-led ostomy management pathway connects ostomates to a 'smart' ostomy appliance and care management program. The platform generates a huge amount of patient-centered data and we needed to formalize the analysis process to make meaningful changes to improve our system. We created a multidisciplinary remote patient interview process to analyze this data which included nurses, doctors, engineers, and of course, patients.

Methods

Phase 1

Ostomy patients from multiple hospitals consented to receive remote patient coaching to help support their unique needs post-surgery. Maintenance of remote monitoring occurred weekly with a multi-disciplinary meeting to discuss indirect data collected through patient-patient coach interactions. We identified common themes among patient needs post-surgery.

Phase 2

We launched a separate patient interview program giving us the opportunity to directly collect feedback on patient experience pre and post participation in our remote patient coaching program. These weekly multi-disciplinary meetings were led by our nursing staff.

Results

In total there were 52 interview sessions between February 2019 and September 2019. The total number of ostomy patients interviewed was 178. The most common problems were hydration (31%), pain (29%), skin irritation (26%), and leakage (14%). After an average of 90 days of support, 90% of respondents were satisfied or very satisfied with the support and the net promoter score of the program was 95 points out of a possible 100.

Discussion

Multidisciplinary nurse-led interviews have helped us understand our data to make improvements in technology for the benefit of the patient. Using our internal resources and external partnerships with hospitals, a holistic program of smart, technology-led care for ostomates can provide patient-driven innovations that offer the support clinicians want for their patients and, most importantly, support the patient's need when they need it.

The Support of the 11 Health Patient Coach Program improved my overall quality of life

Strongly Agree		54.8%	17
Agree		35.5%	11
Neutral		6.5%	2
Disagree		3.2%	1
Strongly Disagree		0%	0

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