

P1030: Inflammatory Bowel Disease helpline contact trends in a real-world Australasian cohort: Crohn's Colitis Cure (CCC) data insight's program

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BACKGROUND

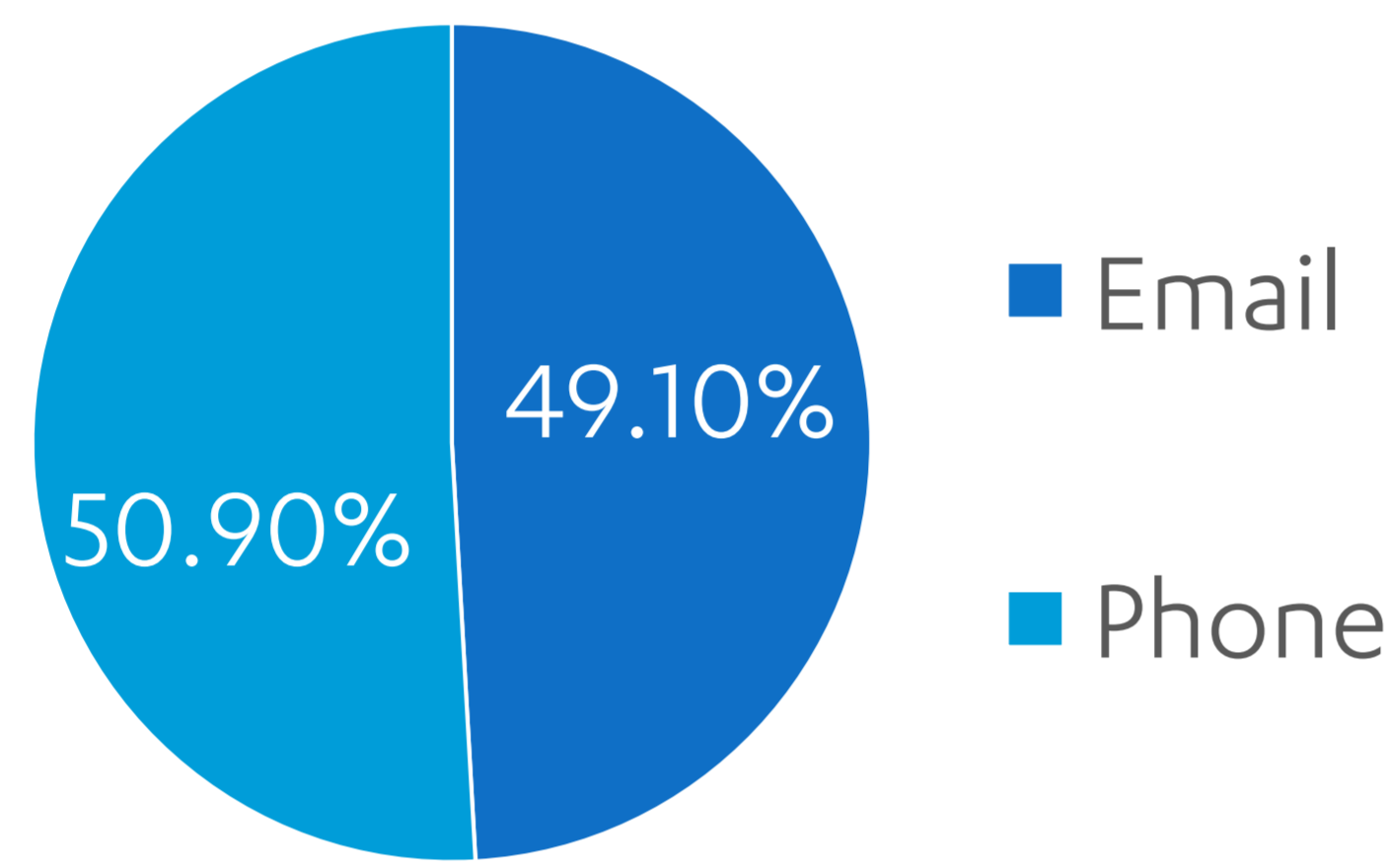
- Specialised Inflammatory Bowel Disease (IBD)-nurse-led helplines improve access to care and reduce associated costs^{1,2}.
- Despite this, IBD nurses and helplines receive variable funding and little is known about their use across care centres.
- Aim:** to examine IBD-helpline usage patterns across IBD care centres in Australia and New Zealand.

METHODS

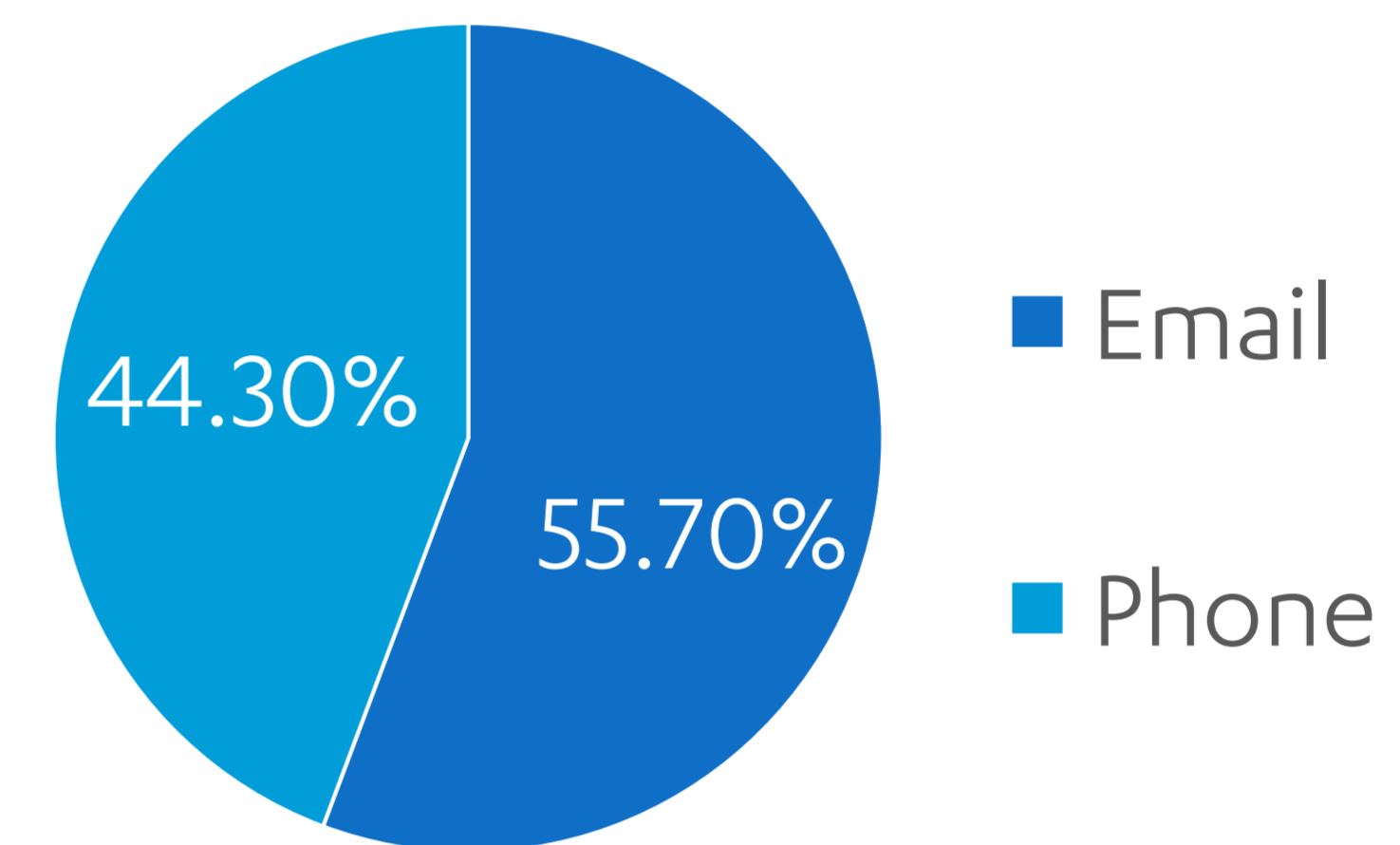
- Crohn's Colitis Care is a cloud-based IBD-specific electronic medical record (EMR) used at IBD centres across Australasia since 2018.
 - CCCare's "Helpline" tab supports helpline encounter documentation at time of patient contact.
- Data from CCCare flow across to a de-identified clinical quality registry, which was interrogated in Nov 2023.

RESULTS

- In **2022**, 6,717 helpline encounters were documented across 6 large adult care sites.
 - Roughly equal split in contact type (phone = 50.9%, email = 49.1%).

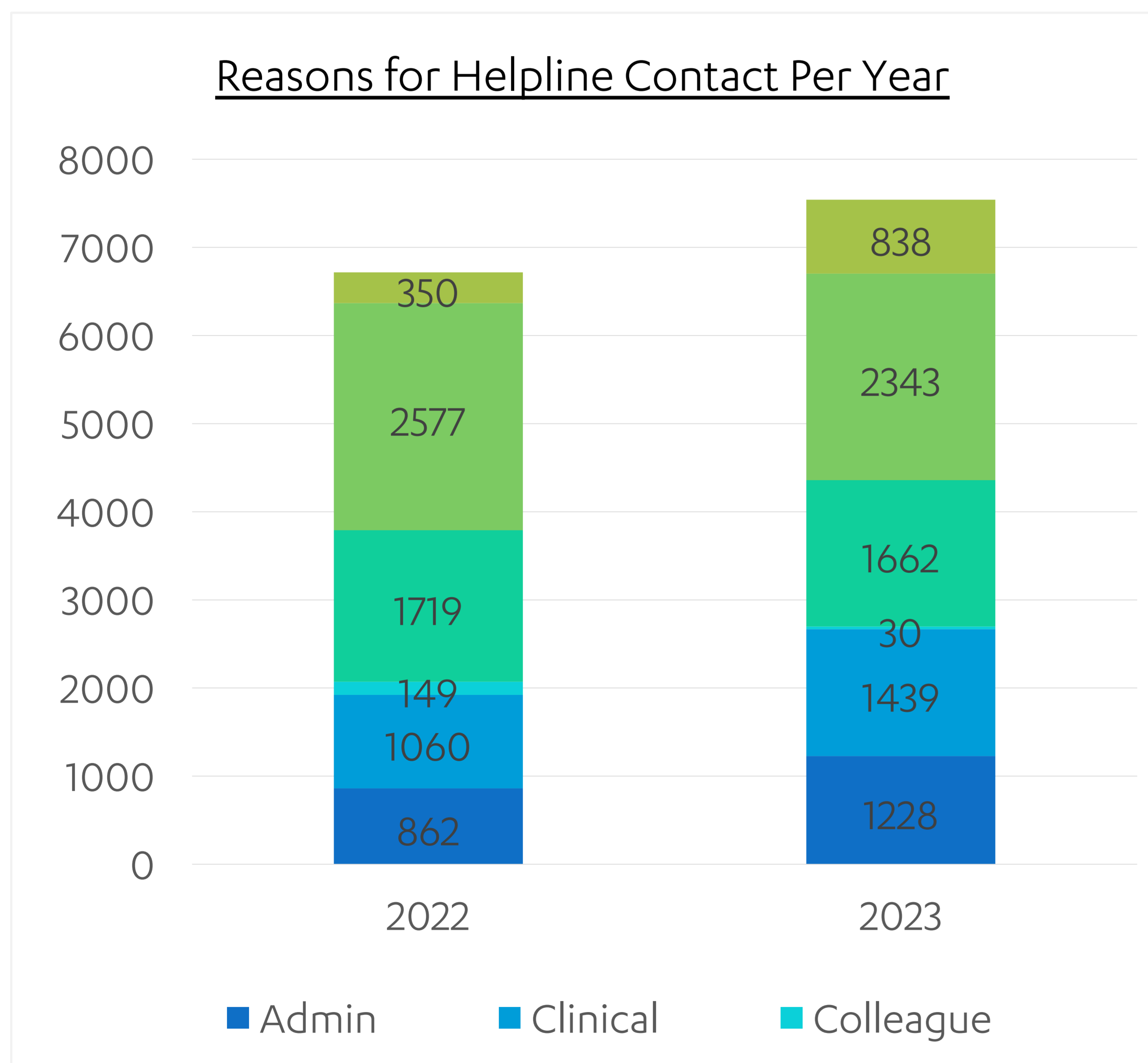


- In **2023**, 7,540 helpline encounters were documented (to date of data extract) across the same 6 adult care sites.
 - More email contact (70.3%) than phone (29.8%).

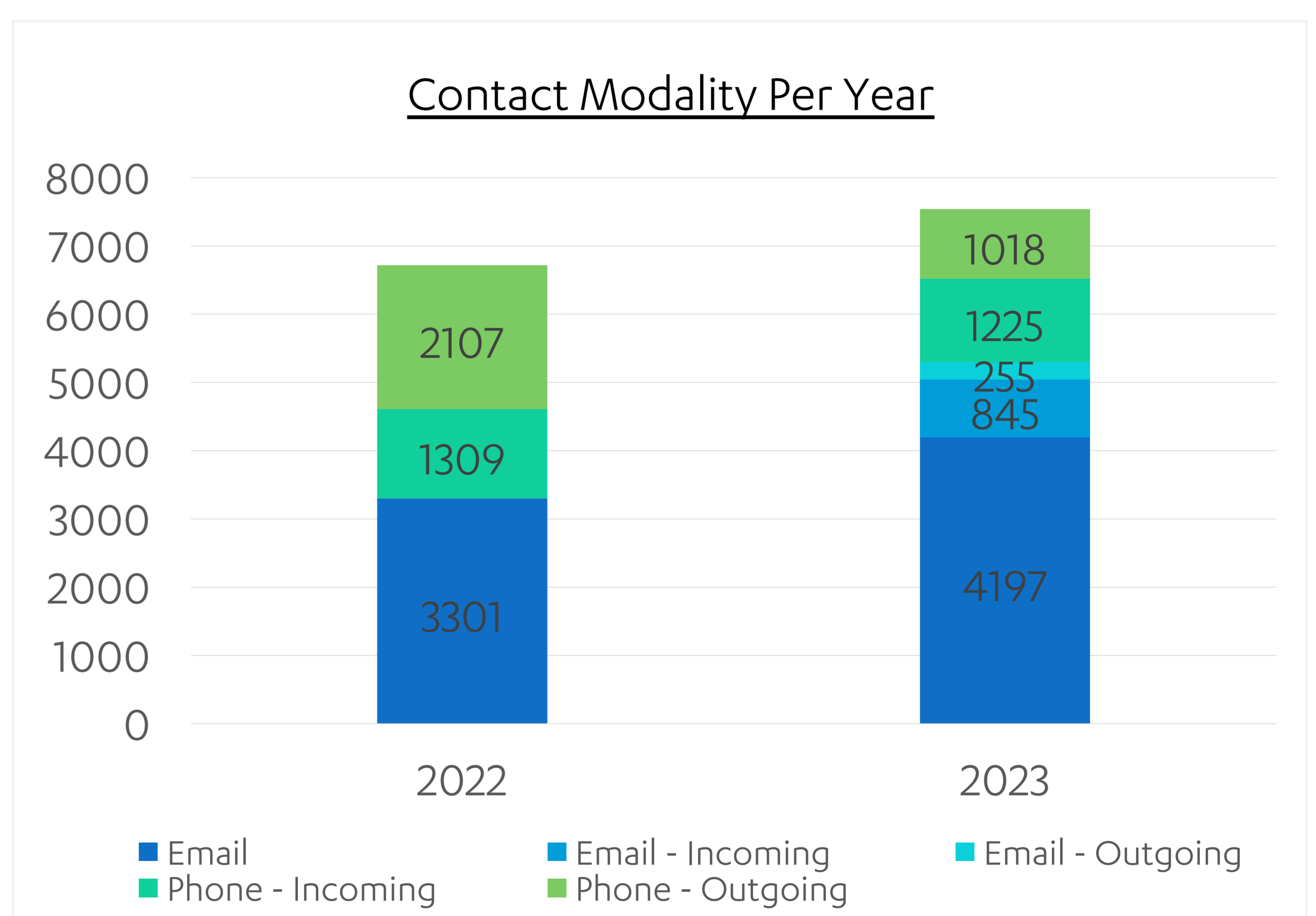


- Most common reasons for contact in 2022 were:
 - Medication-Related (n=2,577; 38.4%)
 - Investigation-Related (n=1,719; 25.6%)
 - Clinical-Related (n=1,060; 15.8%)

- Most common reasons for contact in 2023 were:
 - Medication-Related (n=2,577; 31.1%)
 - Investigation-Related (n=1,162; 22.0%)
 - Clinical-Related (n=1,439; 19.1%)



- In 2022 *and* 2023, helpline activity was lowest in January and February, perhaps corresponding to the Holiday season (southern hemisphere summer).



CONCLUSIONS

These prospectively collected data from large Australasian IBD treatment centres:

- Offer insights into necessary supports required between appointments, aiding in improved care delivery.
- Identify common reasons for helpline contacts, which allow for targeted interventions that free up nursing time for flare prevention and other unexpected clinical issues.
- Underscore changing communication preferences, streamlining helpline support scheduling.



References: 1 - Nicolaidis S, Vasudevan A, Van Langenberg D. Inflammatory Bowel Disease Helpline Reduces Subsequent Inpatient Admission Rates. J Crohns Colitis. 2020 Feb 10;14(2):281. doi: 10.1093/ecco-jcc/jjz141. PMID: 31374121. 2 - Karimi N, Sechi AJ, Harb M, Sawyer E, Williams AJ, Ng W, Connor SJ. The effect of a nurse-led advice line and virtual clinic on inflammatory bowel disease service delivery: an Australian study. Eur J Gastroenterol Hepatol. 2021 Dec 1;33(15 Suppl 1):e771-e776. doi: 10.1097/MEG.0000000000002249. PMID: 34402467.