

Inflammatory Bowel Disease nurse helpline contact trends in a large real-world Australasian Cohort – Crohn's Colitis Cure (CCC) Data Insights Program

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INTRODUCTION & AIM

- Specialised IBD nurse led helplines improve access to care and reduce healthcare costs.
- IBD nurses and helplines receive variable funding
- Little is known about their use across care sites.
- Aim to analyse real world IBD helpline usage across 10 sites in Australasia.

METHOD

- Crohn's Colitis Care (CCCare) is a cloud-based IBD-specific electronic medical record used in Australasia.
- Helpline data entered prospectively during usual care from April 2023 to April 2024 were analysed.
- Data from people under active care – defined as having an assessment during the last 14-months - were included.

RESULTS:

- Total of **6,259** people with IBD included
- Median age **41** years (IQR 31 – 56)
- Even gender distribution, **50.2% male** (n=3,145)
- Majority resided in Australia (76.4%, n=4,782, 23.6%, n=1,477 in New Zealand)
- Across the cohort, mean of **1.4 helpline contacts per person (cpp)**

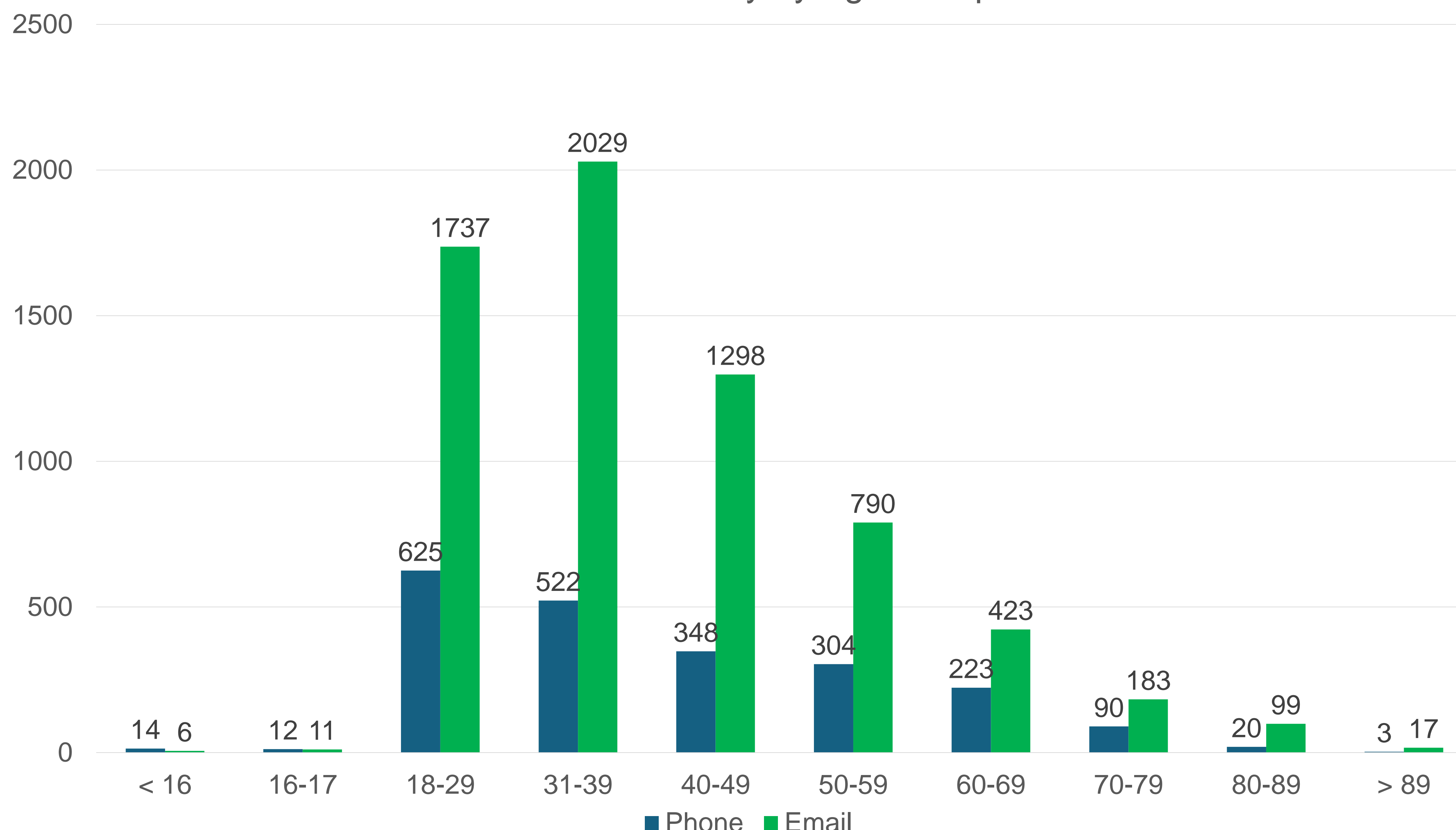
RESULTS – CONT.

- People aged between **18-39** and **>89** years had the highest number of contacts per person (1.8 – 2.2).
- Those aged 18-39 used email more than phone for contacts.
- People residing in large regional areas had the highest utilisation (2.0 cpp).
- **53.2% (n=3,328)** were currently receiving an advanced therapy (biologic or novel small molecule).
- Accounted for **76.2%** (n=6,674 contacts) of helpline utilisation compared to **23.8%** (n=2,080 contacts) for those not receiving an advanced therapy.

CONCLUSIONS

- IBD helplines are well used and play an integral role in healthcare delivery to people with IBD.
- Highlights the importance of providing a streamlined digital platform to engage with people with IBD, improve satisfaction and outcomes.
- The preference for digital forms of contact aligns with the shift towards digital communication.
- Digital platforms have the potential to empower individuals in managing their healthcare by offering on-demand educational resources and solutions to frequently asked questions.

Contact Modality by Age Group



Contact Reason

