

Solving the Ostomy Nurse Access Dilemma: How a Virtual Ostomy Nurse Platform Fills the Void

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BACKGROUND / CLINICAL PROBLEM

There are more than 1 million people living with ostomy in the US and more than 130,000 new cases, annually¹. Timely access to a WOC nurse presents a considerable challenge for many new and existing ostomates. Recent findings show up to 52% of new ostomates were rehospitalized within 120 days of discharge with 40% due to ostomy complications².

PURPOSE / AIM

The purpose of this retrospective chart review was to identify the types of patients seeking virtual ostomy visits and to evaluate the effectiveness of a virtual ostomy program for the purpose of promoting independence and minimizing pouching and peristomal complications.

PRACTICE INNOVATION

A virtual ostomy program was designed to expand the availability of WOC nurses to offer advice for pouching challenges, patient education, and advocacy in urban and rural areas where access to a qualified ostomy nurse expert is problematic.

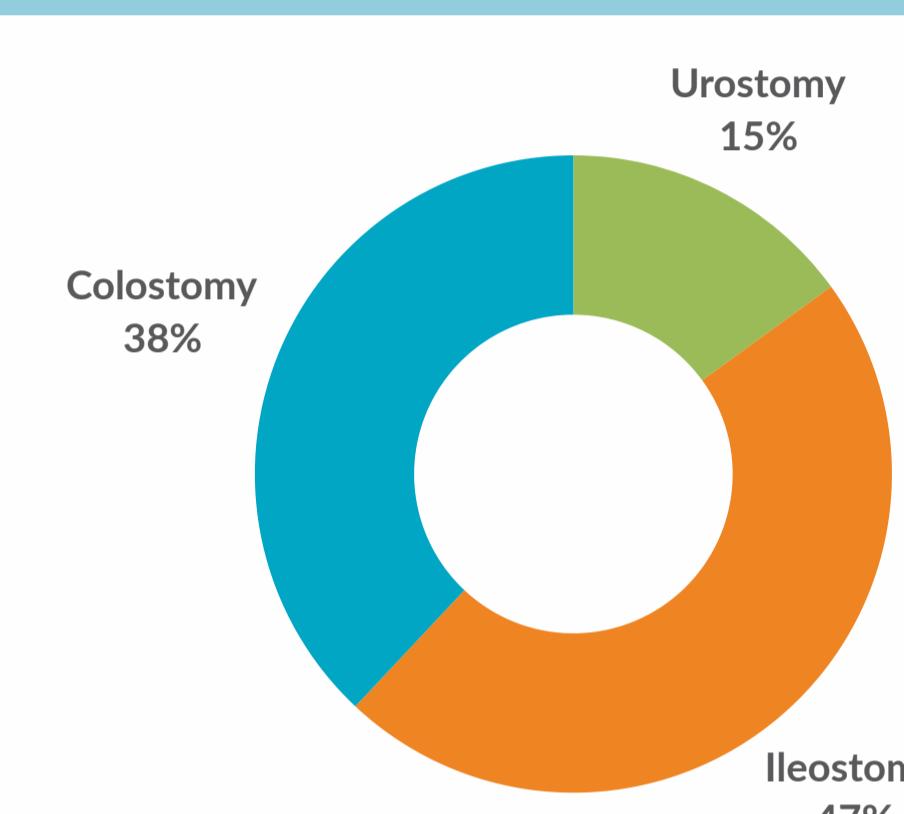
CONCLUSION

A review of nearly 3,000 patient visits over 6 years who participated in this program shows positive outcomes for patient satisfaction and increased confidence in self-care. Additionally, over seventy-five percent of the respondents stated their issues would have otherwise gone unattended, or required follow up with primary provider, or presentation to the E.R.

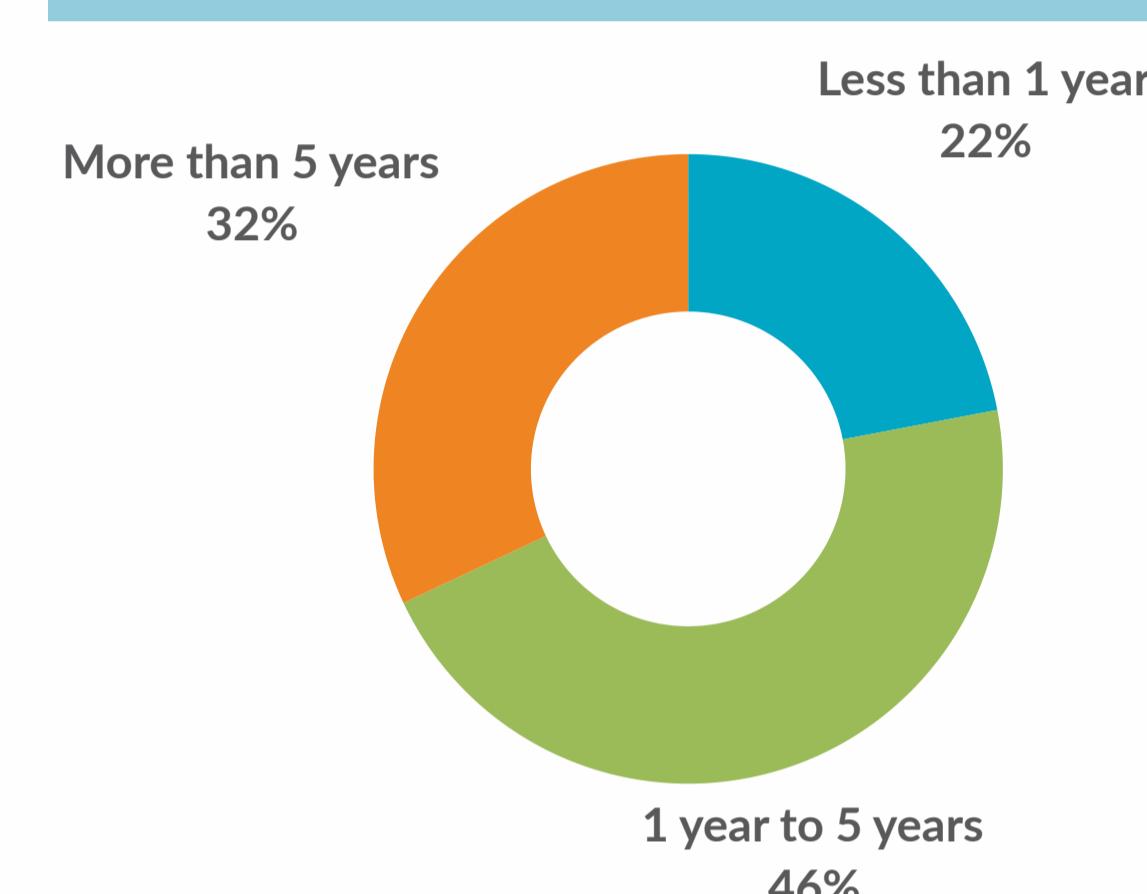
REFERENCES

1. Sun, V., Ercolano, E., McCorkle, R., Grant, M., Wendel, C.S., Tallman, N.J., Passero, F., Raza, S., Cidav, Z., & Holcomb, M. (2018). Ostomy telehealth for cancer survivors: Design of the ostomy self-management training (OSMT) randomized trial. *Contemporary Clinical Trials*, 64, 167-172.
2. Schott, L.L., Eaves, D., Inglese, G., & Sinha, M., (2022) Readmissions Among Individuals Undergoing Abdominal Ostomy Surgery: Review of a Large Healthcare Database. *Journal of Wound, Ostomy and Continence Nursing* 49(6): p 529-539. DOI: 10.1097/WON.0000000000000922

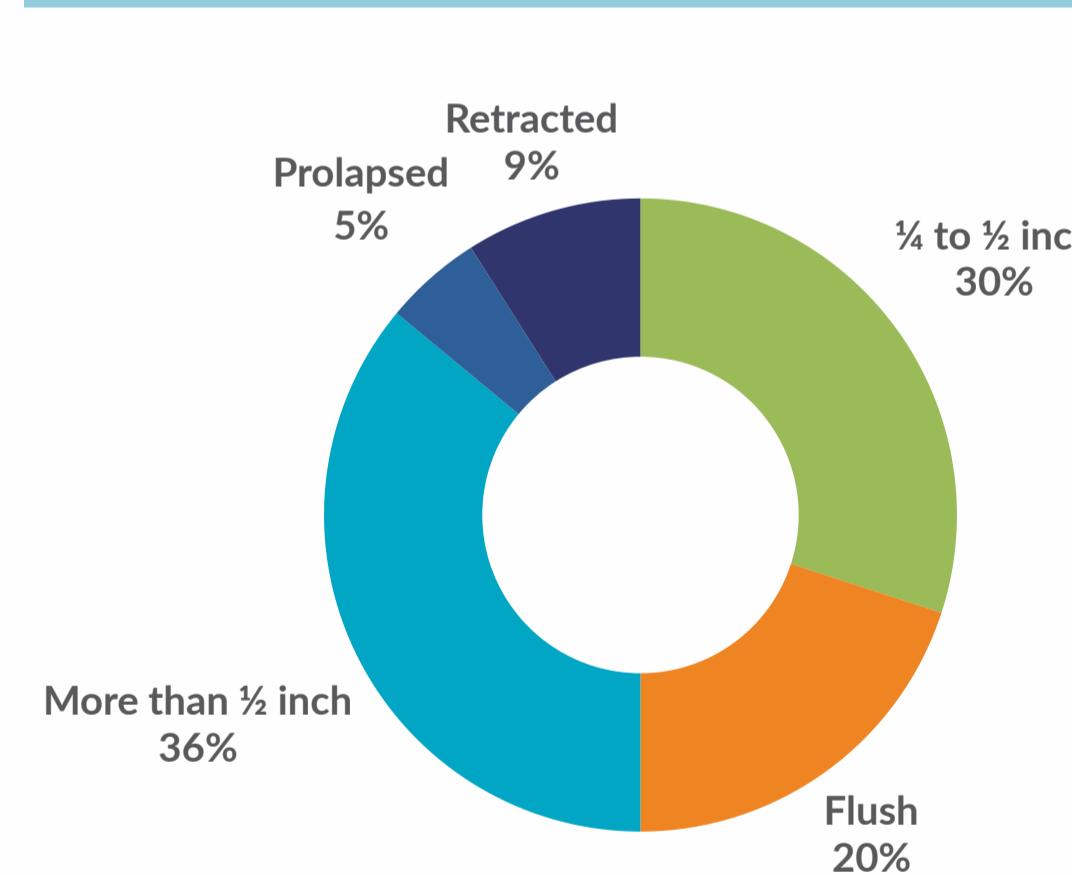
OSTOMY TYPE



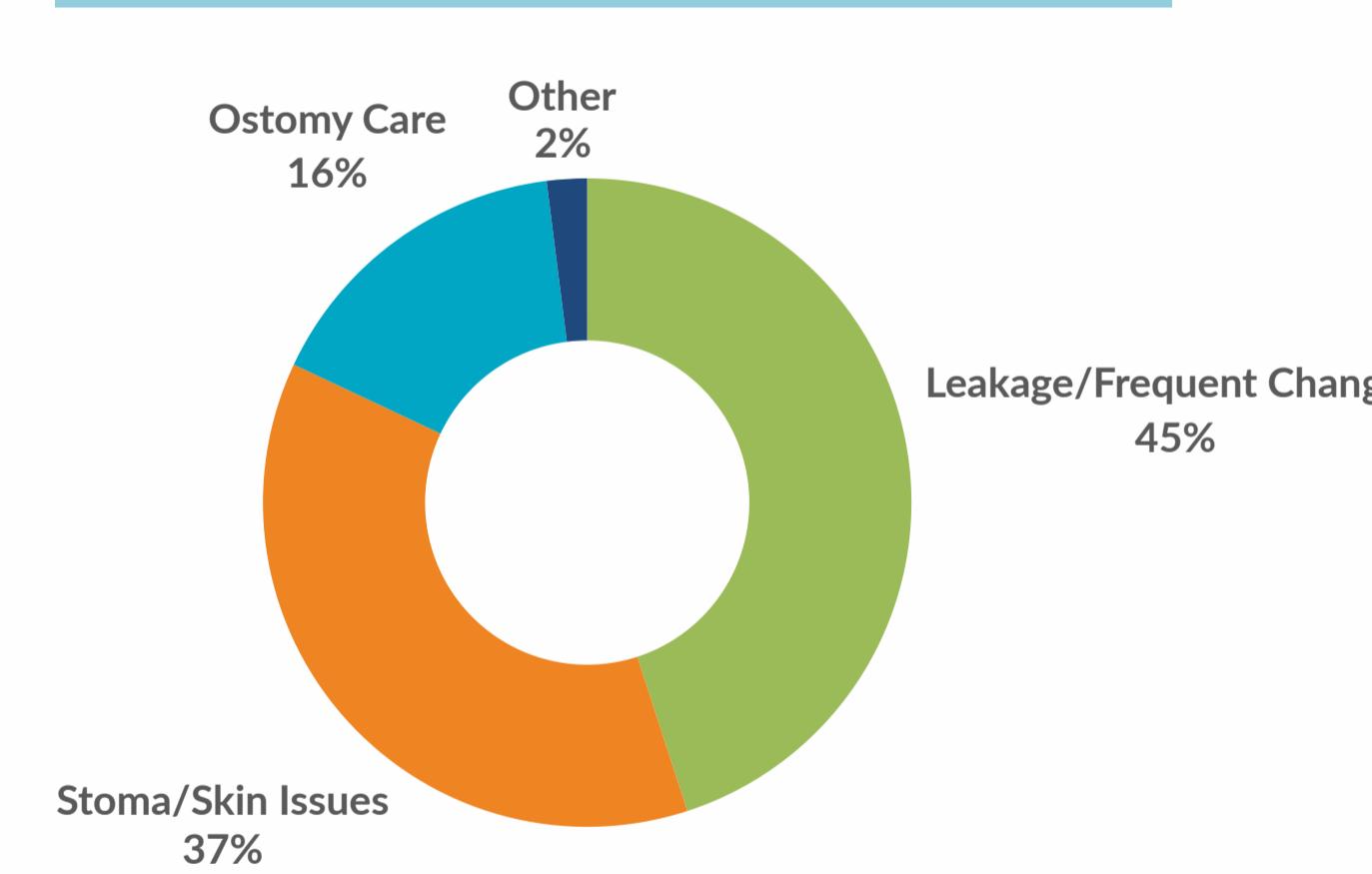
TIME SINCE SURGERY



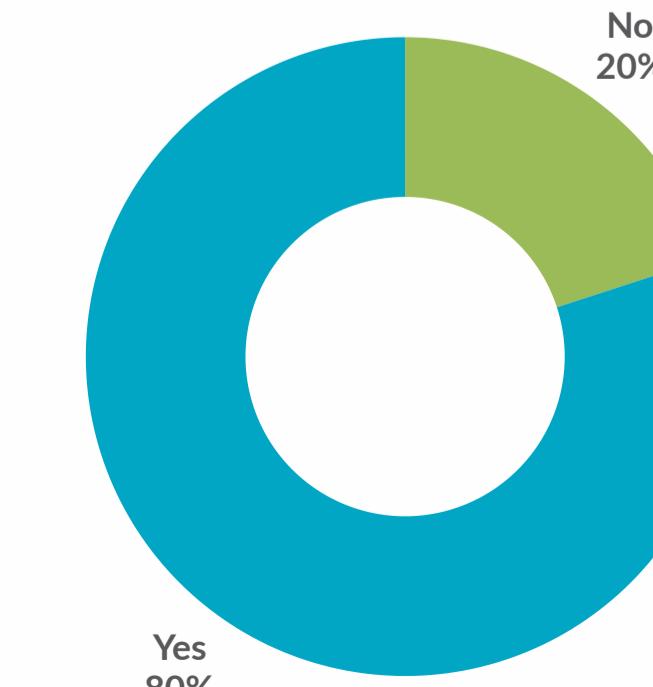
STOMA PROTRUSION LEVEL



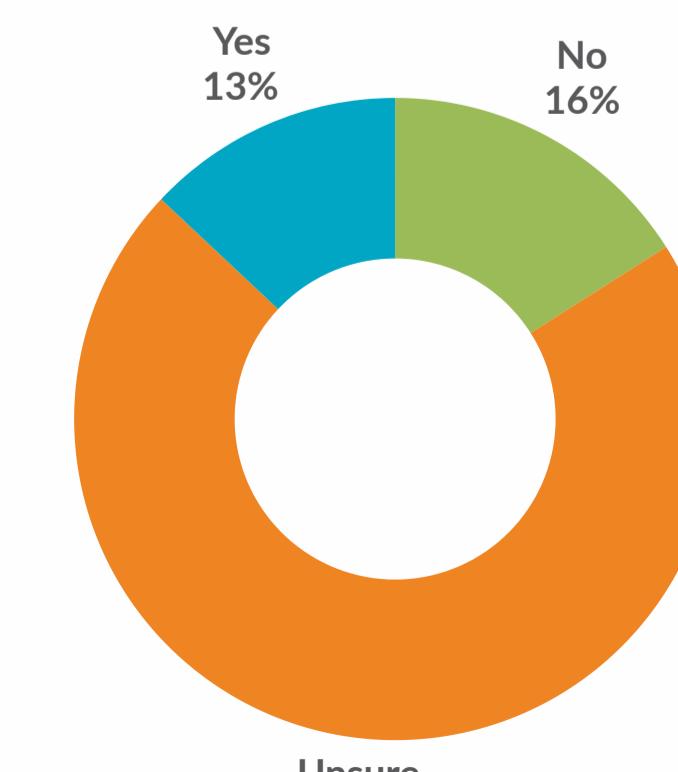
REASON FOR ASSISTANCE



PRIOR OSTOMY EDUCATION



PRESURGICAL SITE MARKING



99%

OF PATIENTS WOULD RECOMMEND THIS SERVICE

PATIENT TESTIMONIALS

My nurse was an "ostomy angel"! After 5 years of having an ileostomy, I learned so many new processes and pieces of knowledge! I am comforted by knowing that a resolution will be found and I can live a near-normal life with an ostomy! Thank you, Corstrata!

I was overjoyed with my virtual visit! Although my colostomy surgery was 4 years ago the virtual visit enabled me to fully comprehend the entire process. Eased all my concerns and I now feel much happier and calm.

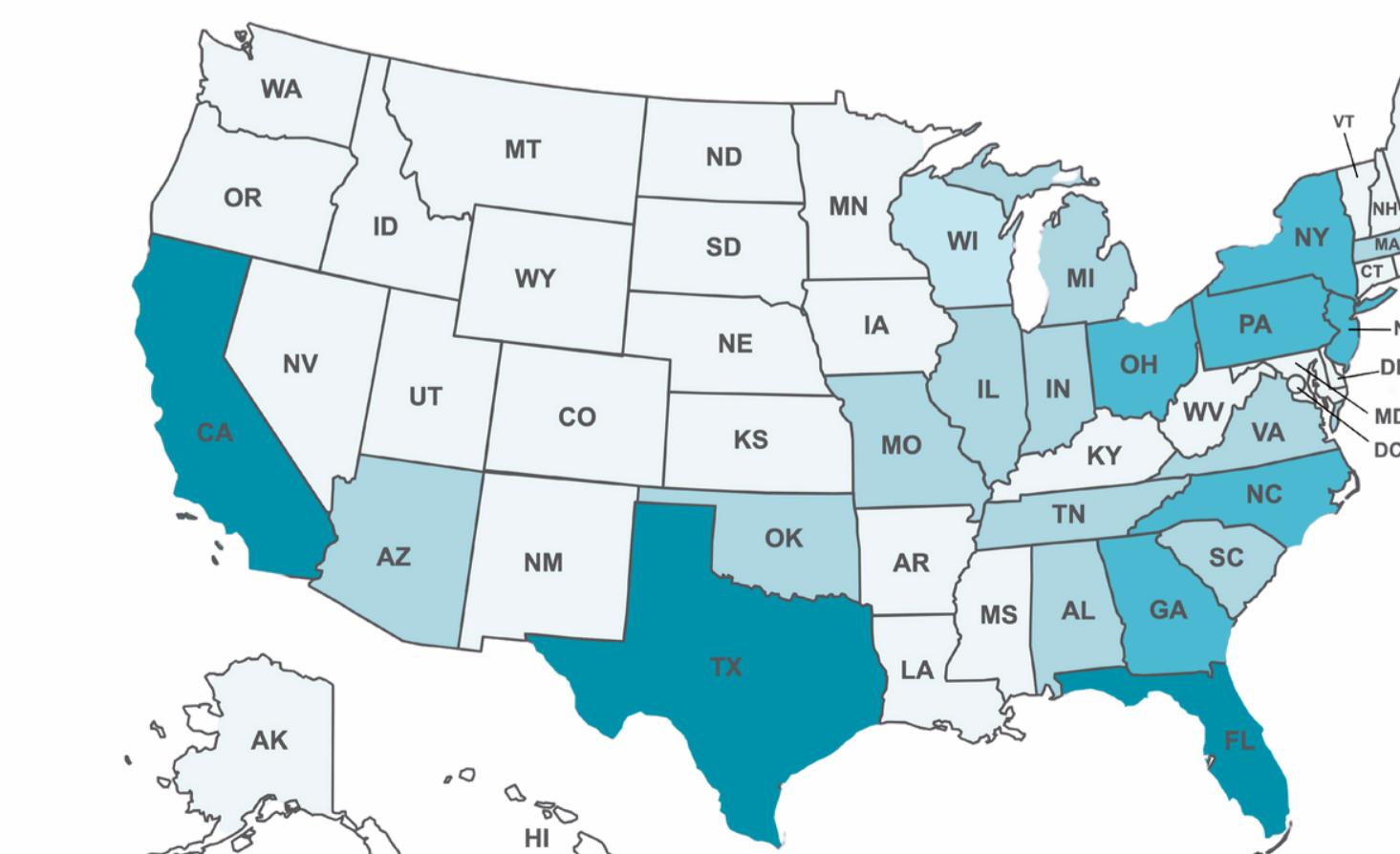
My ostomy nurse was a blessing. She and the Corstrata virtual services bridged the void for ostomy knowledge and care.. Together we established a sequence of variables to test, one at a time, during my appliance changes to identify the cause of my itching and peristomal irritation.

My nurse took time to get to know me, my routine, past issues and a future surgery to repair and reroute the stoma and walked me through questions to ask the surgeon to help with better placement of the Ostomy this time. I LOVE HER!!!! She knows her stuff!!

COMPLEX STOMA IMAGES



POPULATION DENSITY



DEMOGRAPHICS

