

P-15 Inequitable access to stoma care nurses, although multiple consultations are often needed to resolve stoma-related complications

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## **Inequitable access to stoma care nurses, although multiple consultations are often needed to resolve stoma-related complications**

### **Introduction**

Stoma care nurses (SCNs) are crucial in helping people with a stoma addressing various complications, including leakage of stomal effluent seeping underneath the baseplate, peristomal skin complications (PSCs) and difficulties with mental wellbeing (Karadag, 2003).

The aim of this study is to understand time spend by SCNs on different stoma-related complications and the availability of SCNs.

### **Content**

Methods: The Ostomy Life Study 2019 included a user survey (n=4209 respondents) and a nurse survey (n=328 respondents) covering multiple aspects of living with a stoma and the provision of stoma-care, respectively.

### **Conclusion / outcomes**

Results: Eighty percent of nurses estimated that 2-4 consultations (electronic, via telephone or in-person), were needed to resolve leakage issues and most of these consultations needed to be in-person. For management of PSCs, 85% of nurses estimated that 1-2 consultations (electronic, via telephone or in-person) were needed to resolve mild PSCs, 89% estimated that 2-4 consultations were needed to resolve moderate PSCs and 81% estimated that 4 or more consultations were needed to resolve severe PSCs. Again, most of these consultations needed to be in-person, indicating that remote access to SCNs was not always perceived sufficient to address complicated stoma-related complications. Nurses estimated that 35% of their in-person consultations concerned leakage issues and PSCs in combination, 20% concerned only PSCs, 17% concerned only leakage issues, 17% concerned emotional issues of the patient and 12% of the consultations were spend on other topics. Only 73% of people with a stoma had access to SCNs when needed.

Multiple in-person consultations with SCNs are often needed to resolve leakage issues and PSCs, however more than a quarter of people with a stoma do not have access to SCNs when needed, indicating inequitable access to SCNs. Reasons for inequitable access remain unexplored in the present investigation.

### **References**

Karadağ, A. et al. 2003. Impact of stomatherapy on quality of life in patients with permanent colostomies or ileostomies. *International Journal of Colorectal Disease*, 18(3), pp. 234–238. Available at: <https://doi.org/10.1007/s00384-002-0462-z>.

### **Learning Outcomes**

- Multiple consultations with SCNs are often needed to resolve leakage issues and PSCs
- Nurses preferred in-person consultations to manage complex stoma-related complications
- Patients are at risk to suffer in silence due to inequitable access to SCNs

### **Key Words**

- SCNs
- Consultations
- Availability.