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Telehealth Implementation of a Young Adult IBD Clinic: Uptake, Benefits to Patient Care, and Challenges

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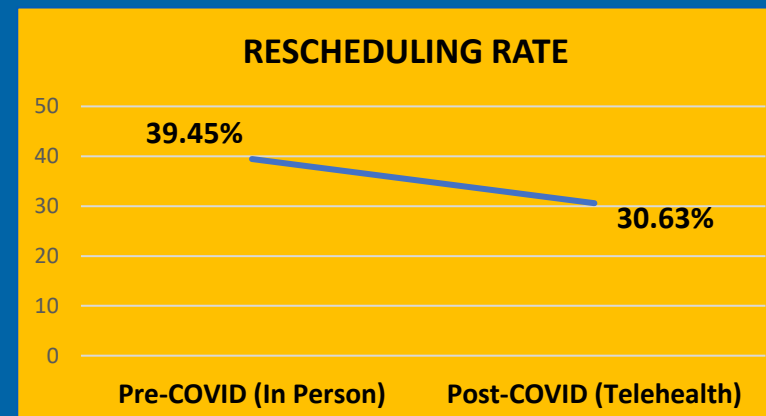
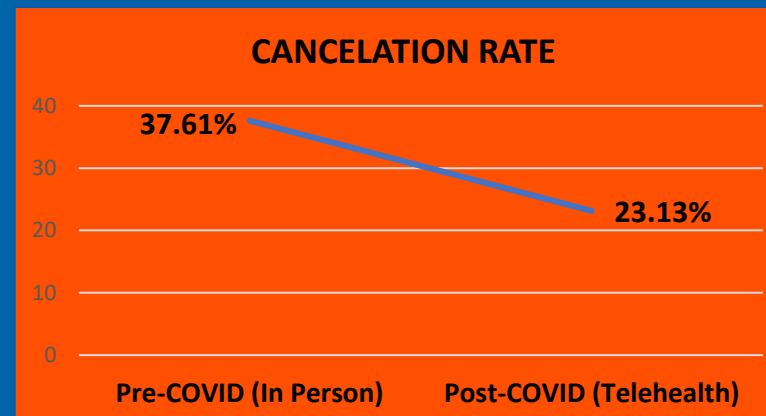
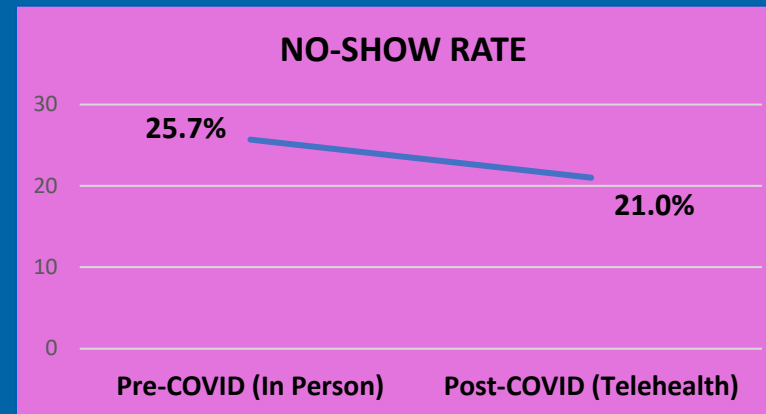
Background & Objectives

- Since the COVID-19 pandemic, pediatric psychologists have been at the forefront of telemedicine expansion to ensure access for patients and families to needed mental health services
- This has required adaptations across the care continuum – from scheduling to service delivery to documentation.
- Summarize the telehealth (TH) application of a Young Adult IBD Clinic (YAC-IBD) that provides transition preparation to youth with Inflammatory Bowel Disease (IBD)

Methods

- In April 2020, the YAC-IBD was converted from in-person visits to a virtual visit format
- 119 youth ages 17-21 (inclusive) have been seen in this clinic
- This clinic is staffed by a pediatric psychologist, nurse practitioner, and pharmacist
- As part of YAC-IBD, youth and caregivers complete a standard battery of psychosocial screeners (not described herein)
- Qualitative feedback from patients/caregivers and clinic providers was obtained on feasibility, challenges, and solutions to converting multidisciplinary visits to a telemedicine format
- Opt-in to be seen in the YAC-IBD, no-show, cancelation, and rescheduling rates were also evaluated

Data below depicts 2-years prior to 2-year following TH implementation



Results

- Qualitative feedback from patients/caregivers revealed preference for TH visits, due to fewer scheduling constraints and the convenience of seeing their provider from their college campus
- Feedback from clinic providers revealed the benefit of **less repetition across providers, improved access, and more collaborative treatment planning**
- Challenges include **distractions, connectivity issues, and privacy concerns**
- Opt-in rate increased by approximately **20.0%**

Conclusions

- While the transition from in-person to TH in the YAC-IBD involved logistical challenges, data on satisfaction and show rates suggest **that TH implementation is a promising format for transition planning and support to youth with IBD**

