

Title:

Satisfaction degree comparison of patients treated at Inflammatory Bowel Disease Unit (IBDU) of the Hospital Universitario 12 de Octubre between previous face-to-face care and telephone care during the COVID-19 pandemic

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DOI: 10.17235/reed.2021.8185/2021

Link: [PubMed \(Epub ahead of print\)](#)

Please cite this article as:

Vázquez García Pablo, Fernández-Gordón Sánchez Flor María, Algara San Nicolás María, Yela San Bernardino Carmen, Casis Herce Begoña, Masedo González Ángeles, Gómez Gómez Gonzalo Jesús, Martínez Montiel María del Pilar. Satisfaction degree comparison of patients treated at Inflammatory Bowel Disease Unit (IBDU) of the Hospital Universitario 12 de Octubre between previous face-to-face care and telephone care during the COVID-19 pandemic. Rev Esp Enferm Dig 2021. doi: 10.17235/reed.2021.8185/2021.

This is a PDF file of an unedited manuscript that has been accepted for publication. As a service to our customers we are providing this early version of the manuscript. The manuscript will undergo copyediting, typesetting, and review of the resulting proof before it is published in its final form. Please note that during the production process errors may be discovered which could affect the content, and all legal disclaimers that apply to the journal pertain.

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Letter

The aim of the IBDU is to provide comprehensive care for patients with IBD.^{1,2} During the COVID-19 pandemic, telephone medical consultations and telemedicine training sessions have been implemented to ensure patient safety.³

Our aim is to find out whether there is a difference in the degree of satisfaction between face-to-face and telephone cares, as well as in the annual patient sessions.

We conducted a retrospective study in patients cared in our unit between 2019 and 2020. The study was performed by means of an anonymous survey delivered during the instructive sessions, with 88 patients participating in 2019 and 33 patients participating online in 2020.

The variables analysed were: time treated in the IBDU, assessment of the treatment received, staff information, communication with staff, installations, coordination between specialists, quality of health care and IBDU global assessment. Each item was assessed on a qualitative scale, except for the time spent and the IBDU global assessment, which were assessed quantitatively.

All qualitative variables show a higher percentage in the "very adequate" category in both 2019 and 2020, except for the IBDU installations that were more frequently rated as "adequate" in 2019.

The percentage of "very adequate" responses was higher in 2020 for all variables, with statistically significant differences found in staff information, quality of health care and the IBDU global assessment. Coordination between specialists scored higher in 2020, although the difference is not statistically significant.

The analysis of the satisfaction degree is more favourable in telematic care, although the 2020 sample is small (N=33 patients) and there could be a bias in the results. On the other hand, it would be interesting to compare the times used in both consultation modalities with a view to consolidating telematic assistance in the future, a parameter not included in this study.

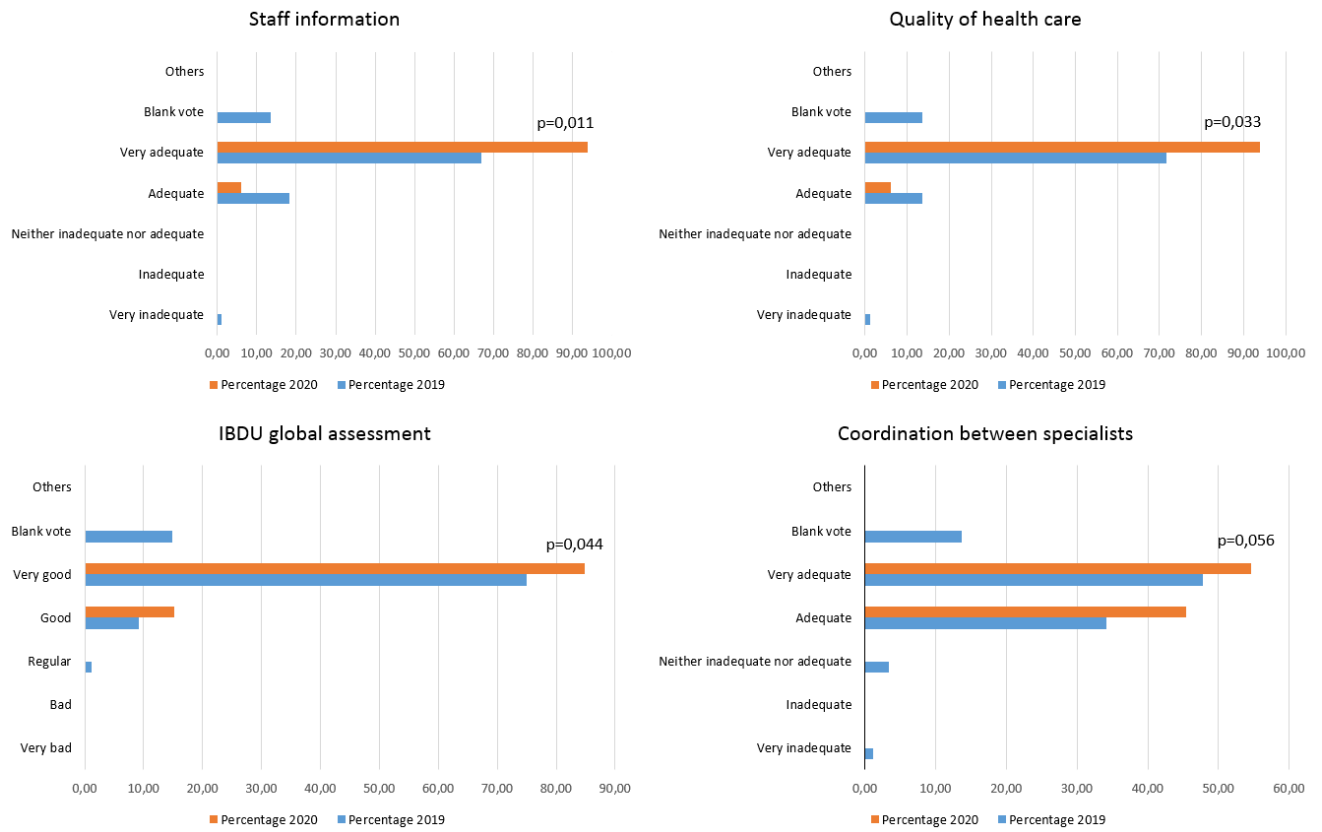
Despite the difficulties caused by the COVID-19 pandemic, the IBDU has maintained the quality of care perceived by patients.

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- 3 El Hajra I, Calvo M, Santos Pérez E et al. Consequences and management of COVID-19 on the care activity of an Inflammatory Bowel Disease Unit. *Rev Esp Enferm Dig.* 2021 Feb;113(2):98-102. doi: 10.17235/reed.2020.7543/2020. PMID: 33342217.

Figures

Figure 1. Assessments of the Inflammatory Bowel Disease Unit in the years 2019 and 2020.



Accepted