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

Authors: Pablo Vázquez García; Flor María Fernández-Gordón Sánchez; María Algara San Nicolás; Carmen Yela San Bernardino; Begoña Casis Herce; Ángeles Masedo González; Gonzalo Jesús Gómez Gómez; Pilar Martínez Montiel

Aparato Digestivo, Hospital Universitario 12 de Octubre, Madrid.

Pablo Vázquez García (pablo_mejo@hotmail.com)

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.

**Bibliography**

1. Simian D, Quera R. Manejo integral de la enfermedad inflamatoria intestinal: más allá de una terapia farmacológica adecuada. Rev Med Chile 2016; 144: 488-495
Figures

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