Deployment and evaluation of an integrated digital digestive solution deploying app-based telenutrition services for a commercially-insured population with chronic digestive conditions

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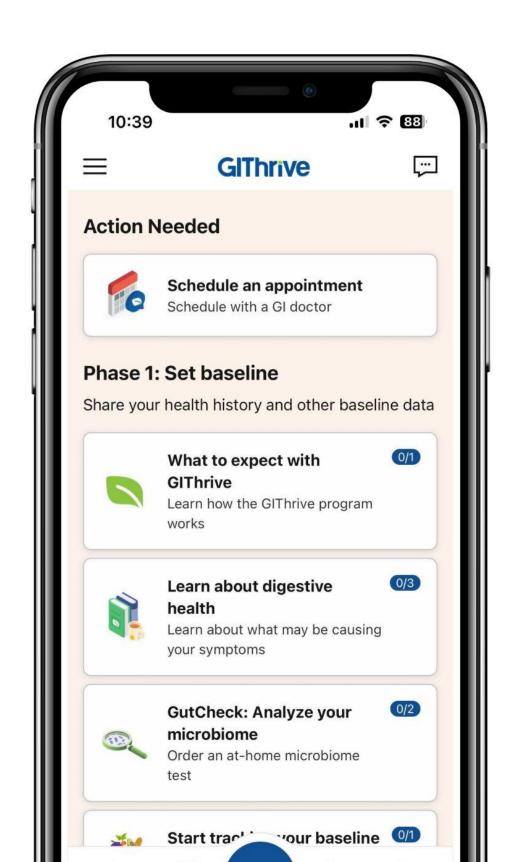
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Background

- Digestive disease includes conditions such as irritable bowel syndrome, gastrointestinal acid reflux, inflammatory bowel disease, constipation, and diarrhea.
- Digestive diseases significantly impact both health and societal costs, often receiving less attention compared to other chronic illnesses.
- Diet often plays a significant role in managing digestive diseases. Medical nutrition therapy (MNT) and nutrition counseling provided by registered dietitians (RDNs) can improve digestive symptoms and conditions.
- Technological advancements enable RDNs to offer telenutrition for digestive diseases, but research on its impact on improving access and care quality is limited.

Methods

- We developed a multi-modal digital program to care for chronic digestive disorders.
- Participants were commercially-insured, receiving the program as an employment benefit.
- RDNs provided evidence-based MNT and nutrition counseling via video or phone appointments.
- Participants met with their RDN every 2 to 6 weeks for up to 30 minutes.
- Participants had access to nutrition and lifestyle educational content and, when applicable, tracked their food, symptoms and stooling pattern in our app.
- We evaluated clinical progress using a patient-reported survey given after at least one month of meeting with their RDN. The survey asked about symptoms, food triggers, and program satisfaction.
- We measured care satisfaction with a post-appointment survey, yielding a Net Promoter Score (NPS).

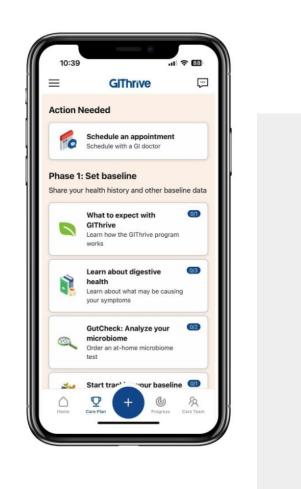


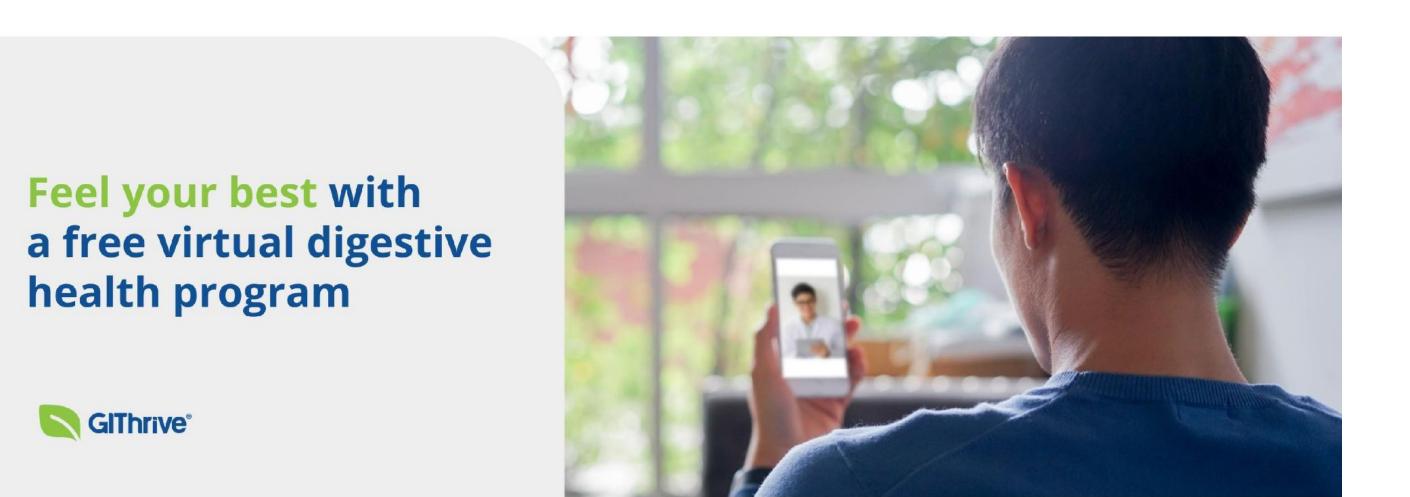
Conclusion

- RDNs offering telenutrition for digestive conditions can alleviate symptoms, enhance quality of life, and identify food triggers.
- A significant number of participants enrolled in the program for at least a month had improvements in their symptoms and quality of life (98%) and were able to identify a new symptom trigger (88%).
- Telenutrition allows RDNs to reach a larger and more diverse population, providing equitable access to care in resource-constrained settings.

Objective

- To describe how digital telenutrition services can be used to optimize clinical outcomes and care for participants with digestive conditions and symptoms.
- To evaluate outcomes of such a program, including symptom and quality of life improvement, and trigger identification.

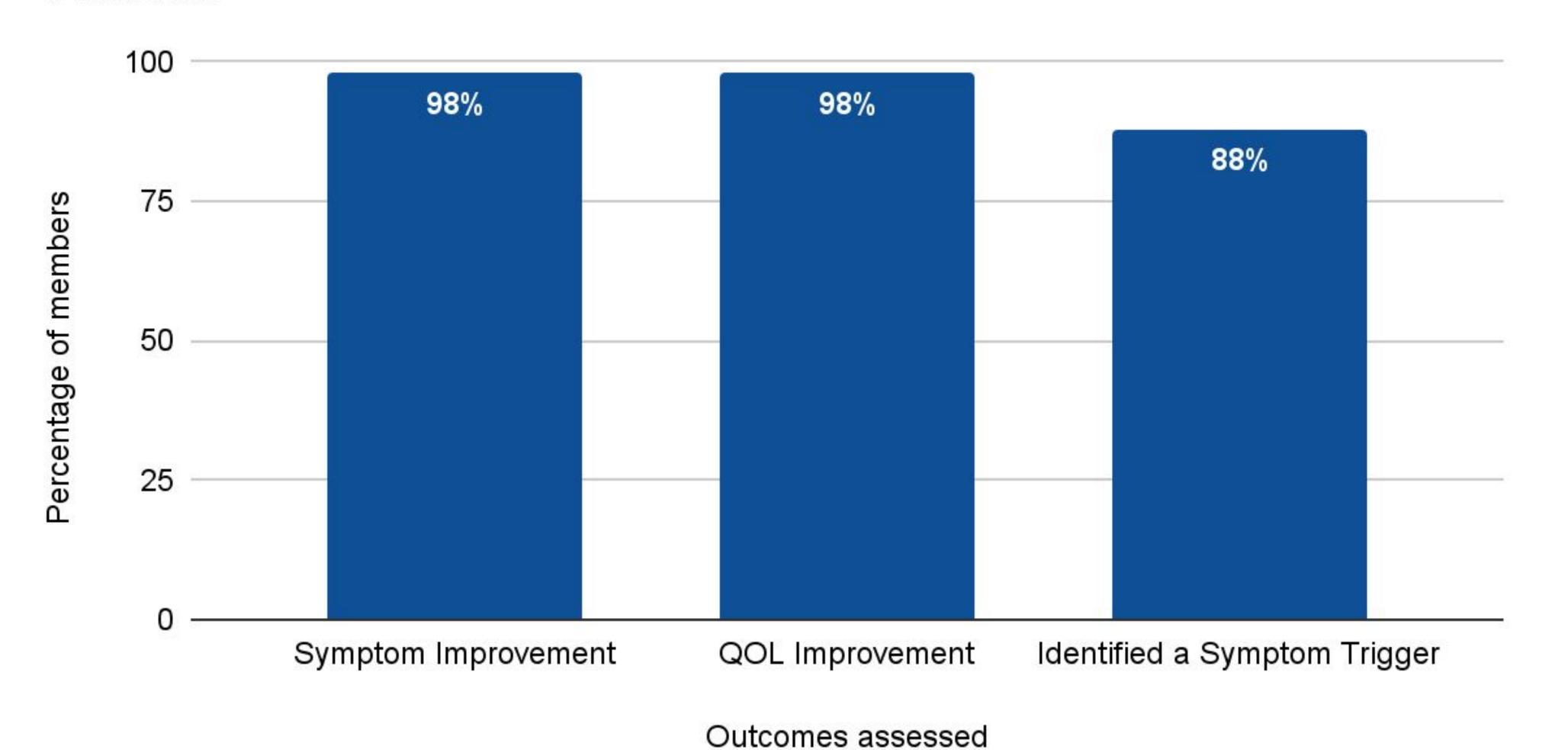




Results

- N = 298 partificants
- 98% of participants reported an improvement in symptoms and quality of life (QOL).
- 88% identified a new symptom trigger (food, lifestyle, or emotional).
- 3% received a new diagnosis (e.g., Celiac, small intestinal bacterial overgrowth, Helicobacter pylori).
- The program received a NPS score of 92.
- Not all members provided answers to all questions.

Survey results from members participating in the program for > 1 month



Summary

- Commercially-insured digital telenutrition can improve the lives of people living with digestive conditions and symptoms, and increase equitable access to care for more diverse populations.
- Further evaluation and deployment of such services may be warranted.

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