

# EMOTIONAL SUPPORT:

## A Crucial Component of Quality Care for Ostomy and Continent Diversion Patients

United Ostomy Associations of America, Inc. (UOAA) is committed to providing resources to those who are in need of emotional support as well as promoting recommended standards of care across the nation that is supportive of both the physical and emotional well-being of people living with an ostomy or continent diversion.



Important research findings<sup>1</sup> show evidence that a high percentage of patients **did not** receive these recommended standards of care as outlined within the Ostomy and Continent Diversion Patient Bill of Rights<sup>2</sup>:

When asked what patients struggled with most following discharge from their ostomy or continent diversion surgery, a survey of 412 respondents revealed “lack of emotional support/depression” to be in the **top 3** most commonly reported answers.

60%

**Did not** receive resources to organizations who support and advocate for patients living with an ostomy or continent diversion

68%

**Did not** receive information about support groups

70%

**Were not** provided the opportunity to talk with someone who has been through ostomy or continent diversion surgery

78%

**Were not** provided the opportunity to discuss the emotional impact of surgery

“It would have been great to speak to someone who had the surgery and was living with the ostomy.”



“We had to search out an ostomy nurse, our hospital only had one at the time of surgery. They hold classes for knee replacements, diabetes, etc. but nothing for a urostomy.”



“I’m still shocked at how we felt so alone and abandoned after we left the hospital.”

“It really is crucial to join a support group and see a psychologist.”



These quotes were taken directly from survey respondents<sup>1</sup>

### DO YOU OR SOMEONE YOU KNOW NEED EMOTIONAL SUPPORT?

UOAA has 300 Affiliated Support Groups (some with visitor programs), a mental health provider finder, ostomy nurse finder, and an online discussion board.

**FOR MORE INFORMATION PLEASE VISIT [WWW.OSTOMY.ORG](http://WWW.OSTOMY.ORG) OR CALL 800-826-0826**



<sup>1</sup> 412 respondents were surveyed in 2019 in a national survey performed by the United Ostomy Associations of America, Inc. for a research project under the auspice of the University of Oklahoma with research team members Leslie Riggle Miller, PhD; B. Mitchell Peck, PhD; Joanna Burgess-Stocks, BSN, RN, CWOON; Jeanine Gleba, MEd.

<sup>2</sup> To view all of the best in practice standards of care recommended in UOAA's Ostomy and Continent Diversion Patient Bill of Rights and the White Paper validating the standards of care, please visit <https://www.ostomy.org/bill-of-rights/>