

DME and the Sleep Center: Assessment, Treatment, and Follow-up Care

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Disclaimer

- Sleep Center Responsibilities
 - Patient Education
 - Competency
 - Accurate Diagnosis
 - Timely Orders to the DME
 - Clear Communication
 - Patient Satisfaction
- DME Responsibilities
 - Patient Education
 - Patient and Home Assessment
 - Competency
 - Treatment Plans
 - Follow-up Care
 - Patient Compliance
 - Patient Satisfaction
- DME and Sleep Center Communication

Objectives

- Patient Education

- Starts on initial patient contact prior to appointment
 - General information
 - Health risks
 - Causes of OSA
 - Test procedures
 - Benefits of treatment
 - What to expect with before and after testing
 - Contact information

Sleep Center Responsibilities

- Competency
 - Staff competency
 - Center credentials
 - Qualified physician
 - Policies
 - Protocols
 - Equipment performance
 - Communication skills

Sleep Center Responsibilities

- Accurate Diagnosis

- Hookup
- Calibration
- Proper protocol
- Equipment performance and troubleshooting
- Accurate patient notations and notes
- Complete chart
- Scoring guidelines
- Physician interpretation

Sleep Center Responsibilities

- Timely Orders to the DME
 - Complete prescription
 - Mask preference
 - Communication timeline for set up and follow up with the patient
 - Proper equipment
 - Insurance information
 - Patient contact information
 - Physician recommendations

Sleep Center Responsibilities

- Clear Communication
 - Staff to patient/family/caregiver
 - Staff to staff
 - Staff to physician
 - Staff to DME
 - Communication resources
 - Communication forms
 - Consistent, accurate, easy to understand

Sleep Center Responsibilities

- Patient Satisfaction
 - Ease of scheduling
 - Comfortable setting
 - Easy access
 - Personable staff
 - Education provided
 - Timely results
 - Available for questions
 - Clear communication
 - Important information
 - Questions answered

Sleep Center Responsibilities

- Patient Education
 - Quick set up
 - Medicare requirements
 - Equipment operation
 - Available for questions and troubleshooting
 - Quick response to questions
 - Proper mask fit and instruction
 - Documentation requirements
 - Treatment benefits
 - Common Problems and Side Effects
 - CPAP therapy
 - Travel Tips
 - Insurance coverage, timelines
 - Safety tips

DME Responsibilities

- Patient and Home Assessment
 - Patient understanding
 - Limitations
 - Home environment and requirements
 - Support systems
 - Physical limitations
 - Access to care

DME Responsibilities

- Treatment Plans
 - Treatment Benefits
 - Mask fits, replacement
 - May improve
 - Decrease risks
 - Follow up phone calls, appointments
 - Compliance

DME Responsibilities

- Follow up Care
- Phone calls – frequency
- Report back to physician/Sleep Center
- Compliance
- Patient symptoms
 - Questions
 - Improved?
 - Daytime sleepiness/fatigue
 - Observed apneas/choking/gasping
 - Morning headaches
 - Other

DME Responsibilities

- Patient Compliance
 - Patient instruction
 - Staff – patient interaction
 - Medicare requirements
 - Troubleshooting problems
 - Mask fit
 - Headgear
 - Pressure problems
 - Dryness
 - Skin breakdown

DME Responsibilities

- Patient Satisfaction
- Ease of contact
- Personal interaction
- Questions answered timely
- Problem solving
- Quick response
- Mask fit

DME Responsibilities

- Communication between DME and Sleep Center depends upon
 - Clear
 - Timely
 - Accurate
 - Key expectations – both ways
 - Appropriate channels
 - Transition of care

DME and Sleep Center Communication

- Communication
- Trust
- Creditability
- Professional, qualified staff
- Appropriate and accurate documentation
- Follow up
- Regulations

**How to build a relationship
between Sleep Center and
DME**

- Communication
 - Accountability
 - Timely
 - Accurate information
 - Resources
 - Follow up
 - Continued

Building a Relationship

- Trust
 - Do what you say you are going to do
 - Complimentary messages to the patient
 - Respectful
 - Accommodating

Building a relationship

- Creditability
 - Accredited
 - Trained
 - Provide options
 - Assessable
 - Responsive
 - Quality measures
 - Familiar with regulations

Building a relationship

- Professional and qualified staff
 - Credentialed
 - Trained
 - Competent
 - Good customer service
 - Good communicator
 - Good educator

Building Relationships

- Appropriate and accurate documentation
 - Accurate Diagnosis
 - Coding
 - Required covered information
 - Complete signed report
 - Complete prescription

Building Relationships

- Follow up
 - CPAP compliance documentation
 - Phone call
 - Patient satisfaction
 - Scheduled appointments
 - Patient education and understanding

Building Relationship

- Regulations
 - Requirements for Sleep Disorders Center
 - Requirements for DME
 - Proper submission of documentation
 - Continued monitoring of requirements
 - Patient education

Building Relationships

- Sleep Center and DME Partnership
 - Working together to provide optimal transitional care
 - Prevent delays in patient care
 - Ensures appropriate care
 - Keeps the referring physician and patient happy and satisfied
 - Improves marketability
 - Meets accreditation standards
 - Improves billing practices
 - Improves patient education

Why is it so important?

- Transitional care
 - Flow of information
 - Patient education
 - Timely troubleshooting of problems
 - Communication between provider, Sleep Center, DME, patient
 - Follow up

Building Relationships

- Prevent delays in care
 - Timely
 - Improves compliance
 - Troubleshoot problems
 - Keeps the patient comfortable

Building Relationships

- Ensures appropriate care
 - Right fit for the patient
 - Right equipment for the patient
 - Right relationship for the Sleep Center and DME

Building Relationships

- Keeps referring physician and patient happy
 - Ultimate goal is to meet the needs of the patient and the physician
 - Improves care
 - Patient is more satisfied
 - Happy provider, happy sleep lab, happy DME,
 - HAPPY patient

Building Relationships

- Improves marketability
 - Happy patient
 - Patient tells everyone when not happy
 - Puts a personal face to the Sleep Lab and DME
 - Gets the word out
 - Patient stories are great articles for PR
 - Visibility improves

Building Relationships

- Meets accreditation standards
 - Both for the Sleep Center and DME
 - Patient satisfaction
 - Turn around time
 - Compliance
 - Follow up

Building Relationships

- Improves billing practices
 - Helps to understand requirements for Medicare with documentation
 - Improves insurance pre certification models
 - Patient understands what is covered up front and what they have to pay out of pocket

Building Relationships

- Improves patient satisfaction
 - Patient is happier
 - Patient feels better
 - Patient knows there is someone available for questions or issues
 - Refers family and friends
 - Great P.R.
 - Patient becomes an advocate

Building Relationships

- Sleep Center
 - Search out DME's in your area
 - Research equipment available
 - Find out their reputation for turn around
 - Find out their patient education
 - Who sets up the patient
 - Find out their process

How to get started....

- DME

- Provide information to the Sleep Center
- Offer time to visit and discuss process, forms, requirements
- Follow up
- Be available for questions
- Who is the patient contact and how to get a hold of them

- Sleep Center
 - Set expectations
 - Follow through with changes and requests
 - Develop time to meet and discuss process improvement
 - Keep informed of changes and any requirements

How to get started

- DME
 - Be informed
 - Follow through
 - Communicate needs
 - Provide input for flow

How to get started

- Start as soon as possible
 - Build a relationship
 - Change DME's as needed to meet needs
 - Market your needs
 - Look for the right people

When to get started.....

- Patient
- Provider
- Physician
- Staff
- DME
- Sleep Center

Who Benefits?

- Patient follow up
 - Home visits
 - Phone calls for satisfaction, troubleshooting problems
 - Education on expectations and services
 - Importance of compliance
 - Availability
 - Visibility

How to follow up.

- Summary

- Communication is the Key to Success
 - Talk to your DME, Sleep Center, patient, provider
- Market your service
- Add the personal touch
 - Involve your patient in the care
 - Listen to their concerns

Do what you say you are going to do.....

Questions?

Thank you.

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- References upon request

References