

# CPAP Adherence Program 2021

| CHECKLIST |  | TASKS  | FOCUS  |
|-----------|--|--|--|
|           | <u>Day 0</u><br>PAP Set UP /<br>Education on<br>Adherence                                  | rtNOW Completes PAP Set Up<br>Component of PAP set up is education<br>on importance of adherence to therapy<br>Sleep Profile (get to know them,<br>motivation, did they have a sleep study,<br>disease process, AHI knowledge,<br>Epworth Sleepiness Scale)<br>Schedule a follow up call with the<br>patient | Set Up<br>Education<br>Develop Relation<br><br>Scheduled   |
|           | <u>Day 1 or 2</u><br>Scheduled call<br>for<br>24 PAP F/U                                   | Review 1 night of sleep (approx. 24 -<br>48 hours)<br>Customer Service<br>Establish Goals / Purpose with Pt.<br>Motivational Interviewing  | Communication with<br>Patient<br>Re-education<br><br>Scheduled<br>Mandatory  |
|           | <u>Days 3 - 7</u><br>Daily review of<br>use  | Goal: 4 hours of PAP time in 22 days<br>(70% of time)<br>Provide opportunity for Pt and RT to<br>discuss how to increase time.<br>Troubleshoot - Mask issues /<br>customize settings (ramp time, C Flex,<br>heater)<br>If patient doesn't achieve 4 hours the<br>previous night they get called              | Review of data<br>Mandatory Call by day<br>7<br>Calls - As needed<br>through week<br><br>Mask exchange<br>possibility?<br><br>Patient Driven<br>Engagement<br><br>Vs.<br><br>Interval Driven<br>programs |
|           | <u>Day 8 - 90*</u><br>At least one<br>touch point each<br>month. Open the<br>conversation. | If a patient falls out of compliance<br>during this time.<br><br>Pt. escalated to a 3-day "watch" list<br><br>If the patient does not come back into<br>compliance after day 4 a call will be<br>made.   | Call for<br>Encouragement and<br>Education<br><br>Determine reason for<br>non-compliance<br><br>Patient Driven<br>Engagement<br><br>Vs.<br><br>Interval Driven<br>programs                               |
|           | <u>Continuous Daily</u><br>Parachute<br>Internal<br>QC/Scheduling                          | Run a report of non-compliant patients<br>- Compare numbers and refocus team   | Reach out<br>Motivational Interview<br>ReEstablish Goal<br>Mask fit / Fit pack refit<br><br>Schedule<br>Internal<br>Process  |
|           | <u>Day 29, 59, 89</u><br>External Report<br>to Client                                      | Report on Compliant Patients<br>Include notes into compliance reporting<br>- holistic approach<br>How we touched base (phone, text,<br>email, video) (adherence form)<br>Topic of convo -<br>Resolutions -   | Spreadsheet -<br>Database Pivot<br>Included with AirView<br>and Care Orchestrator<br><br>Scheduled<br>External<br>Reporting  |
|           | <u>91+</u><br>Extended<br>compliance   | Goal: Keep track of patients outside of<br>the initial 90 days<br>Long Term compliance vs. resupply<br>and repap data.<br>Establish baseline compliance for<br>patients prior to start and set a<br>compliance goal from this baseline.  | Re-Education<br>Follow up<br><br>Follows Day 8 -<br>90 compliance<br>techniques  |