

Providing a personal sleep coach for your patients

# PAP patient

What if every OSA patient had a dedicated, personal coach to help educate, motivate and manage their use of PAP therapy?

Adjusting to PAP therapy is a behavior change which can be challenging, and sometimes emotional, for OSA patients.

PAMS delivers a dedicated, personalized sleep coaching service that provides a structured and consistent approach to post-setup PAP patient follow up. PAMS sleep coaches and licensed respiratory therapists engage with patients early, and follow their progress to increase adherence rates, days therapy used, and hours per night therapy used<sup>1</sup>, by

- Encouraging behavior change using Motivational Enhancement Techniques
- Educating patients on the treatment of obstructive sleep apnea using positive airway pressure
- Supporting patients using a wide variety of the most common masks for PAP treatment

PAMS has supported more than 200,000 patients<sup>2</sup>, and has been shown to get patients adherent quickly, keep them on therapy longer, and stay engaged with PAP therapy<sup>1</sup>.

79.5% of all PAMS patients in a retrospective study met the 90-day CMS compliance\* guidelines<sup>1</sup>



1. Source: Retrospective study using 2014 -2016 Encore Anywhere data comparing 90 Day compliance rate between 12 Home Care Providers using PAMS for at least six months compared to all other DMEs with at least 1000 PAP setups using the CMS Compliance definition – minimum of 4 hours of use over 70% of the nights during a consecutive 30 day period within the first 90 days of use.

2. Number of patients enrolled n the program February 2013–December 2016.

\*Adherence measured by CMS Compliance guidelines – minimum of 4 hours of use over 70% of the nights during a consecutive 30 day period within the first 90 days of use.

## PAMS supports the patient, the DME, and Sleep Physicians during the patient's transition to PAP therapy.

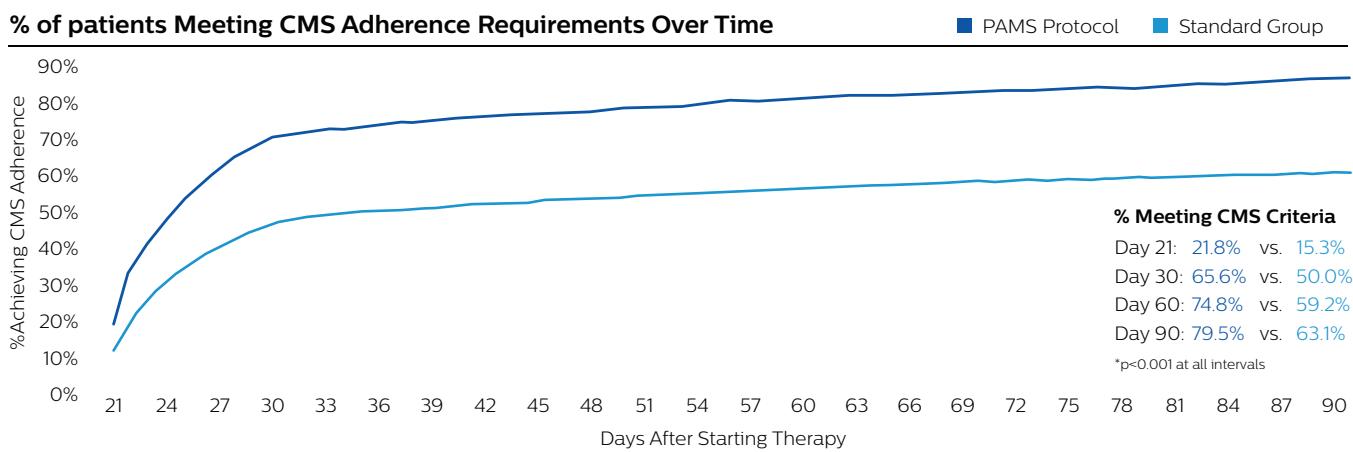
PAMS provides patients with personalized, one-on-one care by delivering a live call coaching service leading to higher levels of motivation to start and continue therapy.

Licensed respiratory therapists manage patient escalations, supporting mask fit issues, pressure intolerance, and other clinical issues, reducing the burden on already over-pressed DME staff.

Patient therapy notes, call records, and escalations are captured and communicated to the DME and Sleep Physician via EncoreAnywhere, enabling care providers the insight needed to better manage the patient's transition to PAP therapy.

Utilizing a proven, consistent, and structured patient outreach protocol that includes early engagement and the use of Motivational Enhancement Techniques, helps patients get comfortable and motivates them to utilize PAP therapy based on their personal goals and well being.

The personal engagement has shown to deliver high patient satisfaction levels<sup>2</sup>, and helps get patients adherent quickly (Table 1), keep them on therapy longer, and stay engaged with PAP therapy<sup>1</sup>.



**Table 1:** Engage early and often – PAMS has shown to help get patients adherent quickly. The PAMS 30-day adherence rate is 65.6%, while the average 90-day rate in EncoreAnywhere is only 63.1% for patients following standard care.

Contact your Philips Respiration representative to find DME providers in your area that are utilizing PAMS to improve their patient transition to PAP therapy, or to learn about how PAMS can support the patients served by your full-service sleep lab.

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2. Two years highest running PAP user Net Promoter Score. Source: Net Promoter Score Surveys, 2014 and 2015.

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