

**ResMed**

Best-in-class Patient Setup Program

Performance evaluation form

Clinician being evaluated: Jane SmithDate: October 1, 2021Evaluator: John Doe, Compliance Manager**Scoring legend**

Satisfactory



Not applicable



Not satisfactory

*Note: for elements that are not part of your normal business process, adjust overall score element accordingly

Only 1-3 **X** = Gold level
Only 4-6 **X** = Silver level
7 or more **X** = Bronze level (More practice needed)

Welcome / Install myAir

The goal for this section is to introduce yourself to the patient and convince them to install the myAir app during the appointment (if not already completed).

Did the clinician...

Score

provide a brief introduction?

✓

position myAir to the patient as an integral part of their sleep therapy journey?

X

help the patient get signed into the network and download/install myAir (if applicable)?
OR (if previously installed) help the patient open the previously downloaded app for use throughout the appointment?

✓

Notes: *Mentioned to patient that myAir comes with the machine. Next time, include how it also helps with therapy.*

Patient's story

The goal for this section is to remain empathetic to the patient's story and use what the patient says to guide the rest of the appointment.

Did the clinician...

Score

appear attentive to the patient as they told their story?

✓

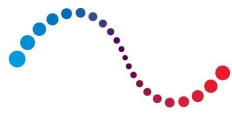
ask any clarifying questions (if applicable)?

✓

appear empathetic to the patient's concerns with therapy?

✓

Notes: *very good at listening to the patient's story and emphasizing with them.*



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Today's appointment goals	
<i>Overall here, the feel should be that you are there to help support the patient.</i>	
Did the clinician...	Score
focus on how they can help the patient adapt to therapy?	✓
explain what they will be covering as part of the appointment (brief overview)	✓
Notes: <i>Great overview of the appointment.</i>	

Our company and services	
<i>This should be covered briefly with the patient. It shouldn't be longer than a two-minute overview.</i>	
Did the clinician...	Score
sufficiently promote the key products and services your organization offers?	✓
clearly outline when the patient should reach out to their physician vs. the HME with any questions or concerns they may have?	✓
explain how your company works and interacts with their physician (for example: explained how CPAP usage data is shared through AirView)	✓
Notes: <i>Great job explaining our company and services we offer. You provided a clear description of how we work with the patient's physician.</i>	

General education	
<i>At the end of this section, the patient should have a high-level knowledge of sleep apnea and the seriousness of the disease.</i>	
Did the clinician...	Score
clearly explain what sleep apnea is and how it can impact the body?	✗
explain how CPAP works in terms the patient would understand?	✗
Notes: <i>Terminology used was a little too clinical for the patient to understand. Make sure to explain sleep apnea and CPAP in simple terms for the patient.</i>	

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Machine selection and setup

As much as possible, allow the patient themselves become comfortable with using myAir.

Did the clinician...

Score

ask the patient to answer initial Care Check-In questions?

✓

help the patient register and activate myAir?

✓

connect the machine to myAir?

✓

Notes: Great overview of myAir. Very impressed!

Mask selection and setup

What's most important here is showing confidence in choosing the proper mask for the patient.

Did the clinician...

Score

refer to the patient's sleep study for effectiveness of sleep study mask?

✓

ask at least three questions to help determine the best mask for the patient?

✓

only offer one mask for the patient based on answers to questions?

✗

get the patient to add the selected mask into the myAir app(if applicable)?

✓

react with confidence in choosing the proper mask for the patient?

✓

avoid overwhelming the patient with a large selection of mask options?

✓

Notes: Great questioning and listening skills to determine the best mask however you still offered too many mask options. Be confident in the ONE best mask for the patient based on your expertise. I noticed the patient had trouble finding the right mask in the myAir app. Great job at helping him find it to add before continuing.

Machine overview

As much as possible, allow the patient themselves become comfortable with the machine by putting components together.

Did the clinician...

Score

encourage the patient to put all components together themselves?

✓

explain the need for distilled water in the humidifier tub?

✓

explain how to turn the machine on and what displays on-screen when it's running?

✓

explain myAir™ as the app that comes with their machine and how it can help the patient remain compliant with therapy?

✓

explain the warranty period for the machine and components?

✓

explain key behaviors that void warranty?

✓

make reference to the user guide?

✓

Notes: Great overview of myAir. Very impressed!



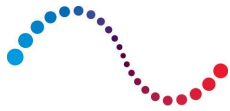
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Mask overview and fitting <i>Ensure the patient knows what a good fit feels like.</i>	
<i>Did the clinician...</i>	Score
explain the various mask components?	✓
allow the patient to practice attaching and detaching mask components?	✓
use sizing guide to determine proper cushion size?	✓
offer 3 months' worth of mask supplies?	✓
help fit the patient with the mask and offer advice on adjustments?	✓
<i>Notes: Great job in articulating what the different components are. Also, great advice on properly adjusting the mask to fit correctly regardless of sleeping position.</i>	

Test drive (Patient activity)	
<i>Did the clinician...</i>	Score
recommend that the patient lay down or lean back prior to running the mask fit test?	✗
allow the patient time to run Test drive (AirSense 11) or Mask Fit (AirSense 10) feature and provide advice on headgear/mask adjustment as necessary?	✓
<i>Notes: The patient had trouble fitting the ClimateLine Air tubing to the machine. You helped by demonstrating on a different machine and having the patient follow your lead. Great job. When getting the patient to try the mask fit, ask them to lean back to ensure the mask is still fitting comfortably.</i>	

Adjusting to therapy	
<i>Did the clinician...</i>	Score
provide tips to become comfortable with therapy the first few nights?	✓
review comfort settings that are available on the machine? <ul style="list-style-type: none"> • Ramp • Pressure relief • Humidity 	✗
reiterate the value of using myAir for coaching advice?	✓
<i>Notes: The patient had trouble fitting the ClimateLine Air tubing to the machine. You helped by demonstrating on a different machine and having the patient follow your lead. Great job. When getting the patient to try the mask fit, ask them to lean back to ensure the mask is still fitting comfortably.</i>	

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Maintenance and care	
Did the clinician...	Score
clearly explain the importance of ongoing maintenance for all components (water tub, Mask system, tubing, machine filters)?	✓
use the guide on the back of the checklist to explain frequency of cleaning and replacing components?	✓
review your organization's resupply program (if applicable)?	✓
Notes: When you were explaining parts replacement, you got the patient to handle each item as you explained so they could visualize what to look for. Good job.	

Therapy compliance	
Did the clinician...	Score
Explain the importance of compliance in terms of health benefits ?	✓
explain the importance of compliance in terms of insurance requirements (if applicable)?	✓
explain how compliance will be monitored and that someone from your organization may check in periodically?	✓
Notes: Talked about compliance in terms the patient would understand. Answered all questions clearly and confidently.	

Follow-up and administrative	
Did the clinician...	Score
discuss with the patient the importance of scheduling a physician follow-up appointment?	✓
re-iterate how and when to contact you and your organization for assistance with therapy?	✓
check off all sections of the Sleep therapy and education checklist and obtain signatures?	✓
provide a copy of the completed checklist to the patient?	✓
Notes: The patient didn't have a follow-up setup with their physician yet. You encouraged them to do so once they left today's appointment. Good job.	

Total score:



43



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