



# BEST-IN-CLASS PATIENT SETUP PROGRAM

## **FACILITATOR'S GUIDE**

2022

Commercial  
Learning





## **ResMed** Best-in-class patient setup program

### **Introduction**

This document will guide you in conducting the instructor-led portion of the Best-in-Class Patient Setup Program.

It contains all topics included in the session along with suggested learner responses. The session is meant to be highly collaborative and discussion-based therefore there is not a lot of content-preparation required on your part.

There is also an accompanying PowerPoint slide deck available that can be displayed on screen for each Topic if desired. A link to it can be found in the Trainer's playbook.



## **ResMed** Best-in-class patient setup program

### **Introducing and opening the session**

#### **Facilitator's note:**

Start by introducing the session and ensuring everybody knows one another. Use the items below to introduce the expectations and flow of the session.

### **Making the session valuable**

- Help each other
- Participate in discussions
- Be open-minded but also honest regarding what has/hasn't worked for you in the past
- Don't be afraid of role plays – this is a safe learning environment

### **Today's agenda**

1. Thoughts on demonstration video
2. Rate your confidence
3. Step-by-step review of patient setup checklist
4. Practice Time
5. Action Plan

### **Thoughts on demo video**

Prerequisite: Learners must have watched the video demonstration in order to attend instructor-led session.

Facilitate a 2-3 minute discussion to gather thoughts and opinions on the patient setup video demonstration.

### **Start training!**

#### **Facilitator's note:**

Now it's time to start the session itself. Pose the Topic questions to the group and facilitate discussion in regard to what it means for your organization and patients. Encourage learners to take notes in their own Learner's guide.



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## **Importance of a good patient setup**

Do you feel that the patient setup appointment has an impact on a patient's success rate with therapy?

Why and how?

## **What could go wrong?**

What could go wrong if we don't provide a good patient setup?

**Suggested learner responses (do not provide unless learners are stuck):**

- Patient is unsure of why therapy is important
- Patient becomes frustrated with therapy
- Patient doesn't use therapy correctly
  - Mask worn incorrectly
  - Humidifier tub missing water
  - Low nightly therapy use (E.g. only 1-2 hours per night)
- Patient ends up with a mask that doesn't suit them
- More follow-up with the patient is required
- Patient is unsure of where to turn when issues arise



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## Confidence rating using the setup checklist

### Facilitator's note:

Provide each participant with a copy of the checklist (if they don't already have one) and have them put a star beside 3 topics they feel very confident in reviewing with patients. Have them put a triangle beside 3 topics they feel they could be better at. Have them write directly on the paper itself. This will be used later in the session. If necessary, re-assure them that it's for their own reference purposes.



= I feel very confident in this area



= I could use some help in this area

**Welcome / Install myAir** ★

- ☐ Introductions
- ☐ Install myAir applif not already installed)

**Patient's story** ▲

- ☐ What led you to be here today?
- ☐ How have you been feeling? Symptoms?
- ☐ What are your goals?

**Today's appointment goals** ★

- ☐ First and Foremost - Improve your health by helping you get restful, restorative sleep by:
  - ☐ Ensuring you have a clear understanding of OSA
  - ☐ Teaching you how the machine works and how it treats the issue
  - ☐ Ensuring you understand what you can expect with treatment (what's normal / what's not)
  - ☐ Explaining what is required of you

**Our company and services** ▲

- ☐ Who we are/what we do
- ☐ How we work with your physician

## Multi-use checklist

- The checklist is meant for both yourself and the patient.
- The patient should receive a copy to take home to help refresh them on everything you covered.
- Either check items off yourself or have the patient do it to keep them engaged.



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## **Welcome / Install myAir**

What can we tell the patient to convince them to install myAir?

**Suggested learner responses (do not provide unless learners are stuck):**

- It will help keep them motivated with therapy
- It's a 24/7 coach there to help them whenever they need
- It's very easy to use once installed
- They're missing out if they don't use it along with their machine

## **Patient's story**

Why is it important that we cover this section? What are we hoping to get out of the patient?

**Suggested learner responses (do not provide unless learners are stuck):**

For example the patient may say that:

- They don't have any energy throughout the day.
- They're afraid of long-term effects of sleep apnea.
- Their significant other wants them to stop snoring.
- They're worried about their job as they cannot focus anymore.

In regards to goals, we're looking for the patient to say things like:

- Being more focused at work
- Being able to go for a walk and play with kids
- Feeling rested in the morning

Talk to the patient about the reality of achieving expected results and the length of time it may take (it may not be an overnight improvement).



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## **Today's appointment goals**

What do you think the benefit is to explaining your goals to the patient are?

**Suggested learner responses (do not provide unless learners are stuck):**

- It helps build the relationship with the patient.
- It lets the patient know that we care about their health.
- It lets the patient know what to expect out of today's appointment.
- It helps put the patient's mind at ease about the appointment.

## **Our company and services**

What to cover with your patient in regard to your company and services

**Suggested learner responses (do not provide unless learners are stuck):**

- We are your home equipment provider (and what that means exactly)
- We will help set you up on therapy
- Answer any questions you have
- Monitor your progress on therapy
- Manage the billing for the machine through your insurance provider
- Help you replace parts when necessary
- Will be your biggest cheerleader to help you succeed



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### **General education**

What topics would you cover when providing a sleep apnea overview?

#### **Suggested learner responses (do not provide unless learners are stuck):**

Note: If learners start to talk about CPAP therapy, tell them to hold their comments until the next slide

- The importance of good sleep / Your body needs a certain amount of sleep to restore / consequences of not having good sleep
- What sleep apnea is
  - Use visuals to demonstrate OSA (ResMed Facts and Figures handout, etc.)
- Explain applicable key terms related to sleep apnea including:
  - AHI
  - OSA (if applicable to the patient's diagnosis)
  - CSA (if applicable to the patient's diagnosis)

### **General education (continued)**

How would you go about explaining how CPAP can help?

#### **Suggested learner responses (do not provide unless learners are stuck):**

- Explain what positive airway pressure is and how it is used to splint the airway open.
- Explain how every patient requires a certain level of pressure depending on their type and severity of sleep apnea.
- It's most effective when used for at least 4 hours per night.



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## **General education (continued)**

What approach would you take in explaining a patient's Rx pressure setting?

**Suggested learner responses (do not provide unless learners are stuck):**

- I would show the patient the settings listed on the Rx and indicate that this was determined based on their sleep study.
- I would explain that the machine will provide this prescribed level of pressure constantly (if on CPAP) or will auto-adjust based on what they need (if on APAP).
- I would explain how this is a prescribed setting that only a medical professional can change as it could negatively impact sleep otherwise.

**Take time for a BREAK! Then Come back for  
ROLE-PLAYS focusing on the Patient Journey  
section of the checklist.**



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### Welcome / Install myAir

- Introductions
- Install myAir app (if not already installed)

### Patient's story

- What led you to be here today?
- How have you been feeling? Symptoms?
- What are your goals?

### Today's appointment goals

- First and Foremost – Improve your health by helping you get restful, restorative sleep by:
  - Ensuring you have a clear understanding of OSA
  - Teaching you how the machine works and how it treats the issue
  - Ensuring you understand what you can expect with treatment (what's normal / what's not)
  - Explaining what is required of you

### Our company and services

- Who we are/what we do
- How we work with your physician

### General education

- Overview of sleep apnea and AHI
- How CPAP helps
- Review pressure on Rx – verify settings

## Using myAir during setup

How do you think introducing and using myAir during the appointment helps the patient?

**Suggested learner responses (do not provide unless learners are stuck):**

- The patient will know where to go for help when they get home
- It helps keep the appointment structured by following myAir's setup steps
- You can be certain the patient doesn't have any issues downloading or registering for it

## Mask selection and setup

What are the consequences of not selecting the right mask?



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### Suggested learner responses (do not provide unless learners are stuck):

- Choosing the wrong mask may cause non-compliance.
- Patient will be calling back for re-fit appointments more often
- Higher cost due to returned masks
- Patient will become frustrated with therapy and may abandon it completely.
- Patient may experience side effects such as: mask leak, skin rashes, claustrophobia, etc.
- It helps put the patient's mind at ease about the appointment.



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## Exercise (answer sheet)

### Simplifying mask selection

**Minimalist masks**

**Small. Light. Simple.**  
Designed to help you forget you're wearing anything at all.

**Freedom masks**

**Sleep in any position.**  
Designed with the air tubing connection on top rather than the front.

**Ultra Soft masks**

**Patented memory foam offers unique comfort.**  
Enjoy the comfort and softness of UltraSoft™ memory foam.

**Universal Fit masks**

**Classic designs that fit nearly every face.**  
Proven masks designed to fit a wide range of faces.

| Scenarios  | Mask profile | I'd recommend ...                  |
|--|--------------|------------------------------------|
| <b>①</b> I'm new to therapy. I sleep on my stomach and I don't want to wear anything too bulky. I breathe through my nose.   |              | <b>AirFit N30i<br/>AirFit P30i</b> |
| <b>②</b> I often grow a beard and breathe through my mouth.  |              | <b>AirTouch F20</b>                |
| <b>③</b> I often suffer from a stuffy nose due to my seasonal allergies. I also want something that fits really well from Day one.   |              | <b>AirFit F20</b>                  |
| <b>④</b> I have dexterity issues and so I need something simple and lightweight. I breathe through my nose.  |              | <b>AirFit P10<br/>AirFit N30</b>   |
| <b>⑤</b> I breathe through my mouth but I don't like the look of the full face masks. They make me feel claustrophobic. I also like to read at night and wear reading glasses. |              | <b>AirFit F30</b>                  |



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### **Machine overview**

When conducting a CPAP machine overview, what elements are important to cover?

**Suggested learner responses (do not provide unless learners are stuck):**

- How to put components together
- How to install and use myAir
- The benefits of myAir
- Key Touchscreen options
- The importance of using distilled water
- Where to find the filters

### **Test drive**

What are the key objectives to having a patient try out their machine during the appointment?

**Suggested learner responses (do not provide unless learners are stuck):**

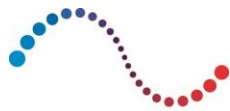
- To encourage patients to ask you questions if they're stuck (easier to do in-person than on the phone later)
- To ensure the mask is fitted properly and to provide advice if there are leaks
- To confirm that they are able to setup the machine once they get home
- Practice encourages behavior

### **Adjusting to therapy**

What are the key objectives to having a patient try out their machine during the appointment?

**Suggested learner responses (do not provide unless learners are stuck):**

- Wear it for 30 minutes while reading a book or watching TV to get used to the mask.
- Show it off to family members in your household. Be proud that you're taking ownership of your health.
- Use myAir for assistance; it has a great FAQ section and its instructional videos are based strictly on the ResMed mask you've been provided.
- Run mask fit if you are experiencing a mask leak.
- Lead up to more and more time each night. Set yourself increasing goals each night for use.



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**Take time for a BREAK! Then Come back for ROLE-PLAYS focusing on the Equipment Instruction and Setup section of the checklist.**

### Machine selection and setup

- Care Check-in (AirSense11 only)
- Connect myAir and machine
  - AirSense 11 – Use Bluetooth
  - AirSense 10 – type serial/DN in myAir

### Mask selection and setup

- Review Rx/sleep study mask (if applicable)
- Review mask types – nasal, nasal pillows, full face
- Mask selection questions:
  - Mouth/nose-breather (at night specifically)
  - Sleeping position
  - Allergies
  - Facial hair
  - Silicone sensitivities
  - Deviated septum

### Machine overview

- Putting all the components together
  - Air tubing, water tub, filters and power supply
- Warranty
- myAir coaching and user guide

### Mask overview and fitting

- Review mask components
- Select proper cushion size – Use sizing gauge
- Fit mask to patient / Define proper fit

*Recommended mask:*

Mask: \_\_\_\_\_ Size: \_\_\_\_\_

### Test drive (patient activity)

- AirSense 11 – Run myAir Test Drive or
- AirSense 10 – Run Mask Fit on machine

### Adjusting to therapy

- Tips for the first few nights
- Review machine comfort settings
  - Ramp
  - Pressure Relief (AirSense 11 only)
  - Humidity



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### **Maintenance and care**

What is important to tell the patient regarding proper equipment maintenance?

**Suggested learner responses (do not provide unless learners are stuck):**

- Using a mild soap
- Pointing out the recommended frequency of cleaning (on back of checklist and in mask user guide)
- Cleaning your CPAP machine will ensure these bacteria and mold are cleaned before they can adversely impact your health.
- Explaining that improper cleaning may lead to certain consequences:
  - Rash or infection on the skin
  - Less effective treatment (over time)
- Using an ozone cleaner is not a sufficient method for cleaning CPAP equipment.
  - Damage to your ResMed machine caused by using an ozone disinfectant device will not be covered by ResMed's limited warranty
- Hanging tubing up over a shower rod to dry it
- Working mask and accessory cleaning into your regular morning routine.
- Having a standard place set up to put cleaned equipment each morning.

### **Compliance / therapy adherence**

Why is it so important for a patient to adhere to compliance? What happens if they do not?

**Suggested learner responses (do not provide unless learners are stuck):**

- Using your device more than 4 hours increases likelihood of experiencing benefit to therapy.
- (If applicable) Your insurance will only continue to pay for you therapy if you continue to use it.



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- (If applicable) Your insurance defines usage as "X"

### **Follow-up & administrative**

Why is this important to set the stage for follow-up?

**Suggested learner responses (do not provide unless learners are stuck):**

- It holds the patient accountable for their therapy, knowing that their physician will want to check up on their progress.
- In certain cases, physician follow-up is required for reimbursement.

Time for your last **ROLE PLAY** focusing on the Patient Expectations section of the checklist.

#### **Maintenance and care (See next page for more info)**

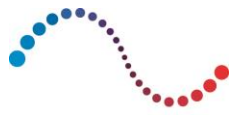
- ☐ Importance of cleaning components regularly
- ☐ Review recommended replacement frequencies
- ☐ How we help you manage your resupply needs (ex. Resupply program)

#### **Therapy compliance**

- ☐ Review compliance overview and timeline of compliance check-ins

#### **Follow-up and administrative**

- ☐ Establish follow-up has been scheduled with doctor
- ☐ How and when to contact us



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### Facilitator's note:

#### Timing

Role plays (practice and feedback) should take approximately 5 minutes per learner. If you have a large group, use your ResMed Sales representative to help you with scoring.

#### Increasing learner confidence

When choosing a section to role play, learners should choose an area that they feel less confident in today. Encourage them by letting them know this is a safe learning environment.

#### Evaluating the role play

In the resources section of the Trainer's Playbook, you'll find **performance evaluation forms** to score each role play. Only score the section the learner is practicing. Use the feedback section to provide more specific feedback and make sure each learner has a copy of their completed performance evaluation forms with recommended next actions afterward.

Note: When scoring only one section, the Gold, Silver, Bronze statuses do not apply. These are only applicable when evaluating an entire patient setup.

#### Providing feedback

Use the 3:1 rule: For every three pieces of positive affirmation feedback, offer one piece of developmental feedback. For more information on giving balanced feedback, take a look at [this article](#).



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# Closing: Bringing it all together

## Tying this into our processes



Some process points to discuss as a group.

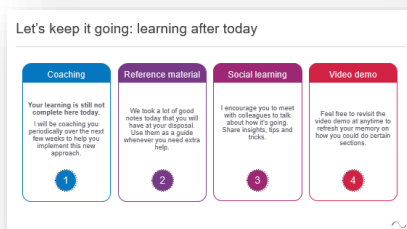
- How do we prepare a patient for their upcoming setup?
- Who is responsible for monitoring a patient's ongoing therapy and compliance?
- Who is responsible for ensuring the patient has all the supplies they need?
- How do we accomplish this?

### Facilitator's note:

Use the above section to tie in some of your processes surrounding the patient setup appointment so that everything makes sense to the learner. For example:

- Do you encourage the patient to download the myAir app before they even arrive for the appointment?
- Is there anything else you do prior to the patient setup appointment?
- Are there any processes you follow after the patient leaves?

## Let's keep it going: learning after today



### Facilitator's note:

Explain to learners how they will be supported after today using the information on the slide.

Finally, close the session by encouraging learners to complete their Action plans and committing to following the standardized process.