

YOUR **SLEEP** DIAGNOSTIC PROGRAM

Powered by



SleepMed



**Are you interested in establishing a Sleep Medicine Program?**

**Are you looking for ways to enhance your current program's performance?**

**As a new contracted supplier, SleepMed is now offering expert management services to Premier members.**

**Please read on to see how SleepMed can work with you to improve your satisfaction ratings, community profile and financial performance.**



# FEEL THE POWER!

OF A SLEEPMED  
MANAGED LAB

**A** leader in the field of sleep medicine for nearly 20 years, SleepMed operates labs for hospitals and practices as well as at free-standing facilities. By emphasizing high quality patient care and customer service, we have earned the support of thousands of primary care physicians and hundreds of sleep specialists who routinely rely on our services.

"I received nothing but the best of care provided by SleepMed. Their commitment to providing excellent service has helped me deal with my sleep apnea and get back to my life. Thank you."

- Patient in Altamonte Springs, FL





## What will a Superior Sleep Program mean to you?

- Improved Patient Feed Back
- Enhanced Physician Satisfaction
- Reduced "Out-Referrals"
- Superior Patient Outcomes
- Broader Disease Management Strategies
- Keeping you at the forefront of Sleep Medicine
  
- **Better Financial Performance**

### PERFORMANCE IMPROVEMENT



This chart shows marked improvement once SleepMed began management of this hospital's program in July 2010.

Source: Press Ganey Data

## SleepMed has your bases covered.

Read on to learn how SleepMed will implement and continually monitor **12 factors** that are key to optimization of your lab's performance.



1  
Diagnostic Equipment

2  
Technologist and Management

3  
Scoring

4  
Facility

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Policy / Procedure

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Physician Support

7  
Administrative Operations and Support

8  
Hospital Communications /Reporting

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Performance Improvement

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Regulatory

12  
Community Awareness

Diagnostic Dozen  
**12**  
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# 1

## Diagnostic Equipment

### **SleepMed Will:**

- Purchase and install all required equipment
- Handle all required regular maintenance repairs and loaner systems

### **SleepMed Can:**

- Make arrangements to purchase existing diagnostic systems for continued use in the lab after management transfer

# 2

## Technologist and Management

### **SleepMed Will:**

- Provide all technologists required to operate the lab
- Insure all Techs meet all national and local requirements for registration and competencies. Complete documentation will be provided to the hospital and updated as required
- Provide on-going HR management of technologists

### **SleepMed Can:**

- Hire existing technical personnel to staff the lab after management transfer based on hospital recommendations

# 3

## Scoring

### **SleepMed Will:**

- Provide scoring and reporting that meets CMS and AASM guidelines
- Guarantee that the scoring team is comprised of senior, RPSGT (registered) staff

### **SleepMed Can:**

- Provide central scoring (with any-time remote internet access) or local scoring, depending on lab size and clinical requirements

# 4

## Facility

### **SleepMed Can:**

- Advise and Provide facility design consultation to optimize available space for lab operations regarding needs for regulatory matters or to meet American Academy of Sleep Medicine (AASM) standards
- Provide on-going maintenance communications for facility needs and upkeep

# 5

## Policy / Procedure

### **SleepMed Will:**

- Present complete P&P manual templates, both administrative and clinical, for review and editing by Client administration and medical director. These manual templates are continually updated to meet AASM, JC and ACHC standards

### **SleepMed Can:**

- Incorporate hospital standards on policy and procedure format, SleepMed will work with the client to provide the manual in the required fashion

# 6

## Physician Support

### **SleepMed Will**

- Provide required level of assistance with practitioner credentialing
- Provide focused physician training: CME course, study sessions, peer review
- Provide on line or in person orientation to SleepMed policy and procedures, scoring protocols, and internet access to scored records for interpretation

# 7

## Administrative Operations and Support

### **SleepMed Will:**

- Receive orders, office visit notes
- Schedule patients for testing, sending patient packet
- Perform insurance verification on behalf of the hospital
- Communicate patient demographic information and orders to hospital department or enter the data directly if system access is provided
- Send patient appointment reminders/tracking no shows and cancellations for reschedule
- Make scored reports available to interpreting physician after the study is completed
- Ensure study results are sent to referring physicians once the study is interpreted

# 8

Hospital  
Communications  
& Reporting

## **SleepMed Will:**

- Provide updated Performance Improvement (PI) reports on a regular basis
- Provide updates on changes in the sleep field and regulatory requirements
- Provide insights on building the sleep program

## **SleepMed Can:**

- Put in place any other reasonable communication methods that the hospital deems necessary and appropriate
- Provide consultation on billing, collections, insurance and CMS

# 9

Performance  
Improvement

## **SleepMed Will:**

- Perform inter-scorer reliability testing
- Report sentinel events
- Monitor turn around time for scoring
- Record and monitor technologist quality scores

## **SleepMed Can:**

- Report on referral pattern demographics
- Report on technologist/patient ratio
- Monitor and report on "referral to study completion" turn around time
- Monitor and report on "study completion to interpretation" turn around time
- Provide complaint logging
- Compile patient satisfaction surveys
  - morning after
  - 60 day post study

# 10

## Records

## **SleepMed Will:**

- Provide long term, secure off-site archival of all sleep study records
- Ensure that all systems storing or transmitting patient health records are 128 bit encrypted and HIPAA compliant

## **SleepMed Can:**

- Develop any required procedures to import scanned data from the SleepMed EHR System into client's EHR system

# 11

## Regulatory

## **SleepMed Will:**

Assist the client with meeting accreditation standards for these accreditation bodies:

- The Joint Commission (TJC)
- Accreditation Commission for Healthcare (ACHC)
- American Academy of Sleep Medicine (AASM)
- Others: to be determined

SleepMed employs a full-time Director of Compliance that maintains contact with these three entities and ensures that SleepMed develops and maintains its operations in compliance with known applicable standards





# 12

Community  
Awareness

## SleepMed Can:

- Help prioritize identified program goals
- Help plan community presentations
- Identify physician specialists new to the community
- Track and report monthly testing trends
- Provide front line support with physician issues
- Meet on a regular basis to discuss physician educational opportunities
- Advise on physician relationships that will help optimize retention and growth



## SleepMed Program Summary

### SleepMed Will Provide

- Reading Physician Training & Support (if required)
- New Equipment & Installation (if required; transfer of current equipment ownership can be discussed)
- Technical Labor to Conduct/Score Studies (SleepMed to discuss hiring existing staff; local or centralized scoring – site dependent)
- Administrative Labor to Schedule and Pre-certify Sleep Studies
- All Clinical & Administrative Supplies
- Quality Assurance Programs/Oversight
- Referring Physician Education Assistance
- Expert Laboratory Management
- Total Sleep Focus

### Hospital or Practice Will Provide

- Furnished and Maintained Space
- Billing with Support from SleepMed
- Marketing with Support from SleepMed

Variations on the model above can be discussed







## Simple Fee Structure

Once you have decided to proceed with SleepMed's management services, we make the process easy.

You have **no up front costs** to initiate services (other than providing furnished space).

SleepMed will handle procuring and installing the technical equipment, with assistance from your internal facilities and IT staff.

SleepMed will staff the lab with technologists. Typical start up time from contract to opening is 6 - 8 weeks if no build out is required. At an existing lab, a transfer of management duties to SleepMed takes even less time.

All of this will be provided for a simple fee structure, billed regularly.

## Why you should work with SleepMed

- DEMONSTRABLE RECORD OF **QUALITY** AND SERVICE
- HIGHLY TRAINED AND **EXPERIENCED** STAFF
- **STATE OF THE ART** DIAGNOSTICS SYSTEMS
- SCHEDULERS SPECIALIZED IN OBTAINING **HIGH REFERRAL CAPTURE RATES**
- **FAST** SCORING TURNAROUND
- OPTIMIZED ACCESS TO TECHNOLOGISTS – **EVERY NIGHT**
- EXCELLENT PHYSICIAN **SUPPORT** WITH INTERNET DATA ACCESS
- PHYSICIAN CME **SLEEP TRAINING** AVAILABLE DIRECTLY FROM SLEEPMED
- COMMITMENT TO KEEP YOUR LAB **COMPLIANT** WITH THE EVER-CHANGING REGULATORY ENVIRONMENT
- TOGETHER, WE CAN WORK TO OPTIMIZE THE LAB QUALITY, IMPROVE THE FINANCIAL RETURN, AND ENHANCE THE HOSPITAL'S **REPUTATION**

**How has SleepMed grown to be the largest and most trusted provider of sleep disorders services in the nation?**

**Our ultimate focus is on superior patient care and outstanding long-term clinical outcomes.**

**We stand behind our commitments.**

**SleepMed has the size and financial strength to support your sleep program into the future as the U.S. healthcare system continues to evolve.**

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