

What is a Sleep Coach?

Credentials



Preferred

Certification in Clinical Sleep Health
(CCSH)

Other Options

RPSGT
RRT-SDS
PA/NP
RN
RDH

Settings



Typical

Sleep Medicine Practices
Dental Sleep Practices

Other Options

DME Companies
Sleep Testing Facilities
Hospital Inpatient Units
Commercial Industry

Scope of Work



In Scope

Clinical Education
Care Coordination
Therapy Monitoring

Out of Scope

Clinical Diagnosis
Medical Decision-making
Therapy Prescription

What does a Sleep Coach do?

Clinical Team

Coach

Patient



Clinical Education

- OSA Risk Factors & Outcomes
- Diagnostic Pathways
- Treatment Options



Care Coordination

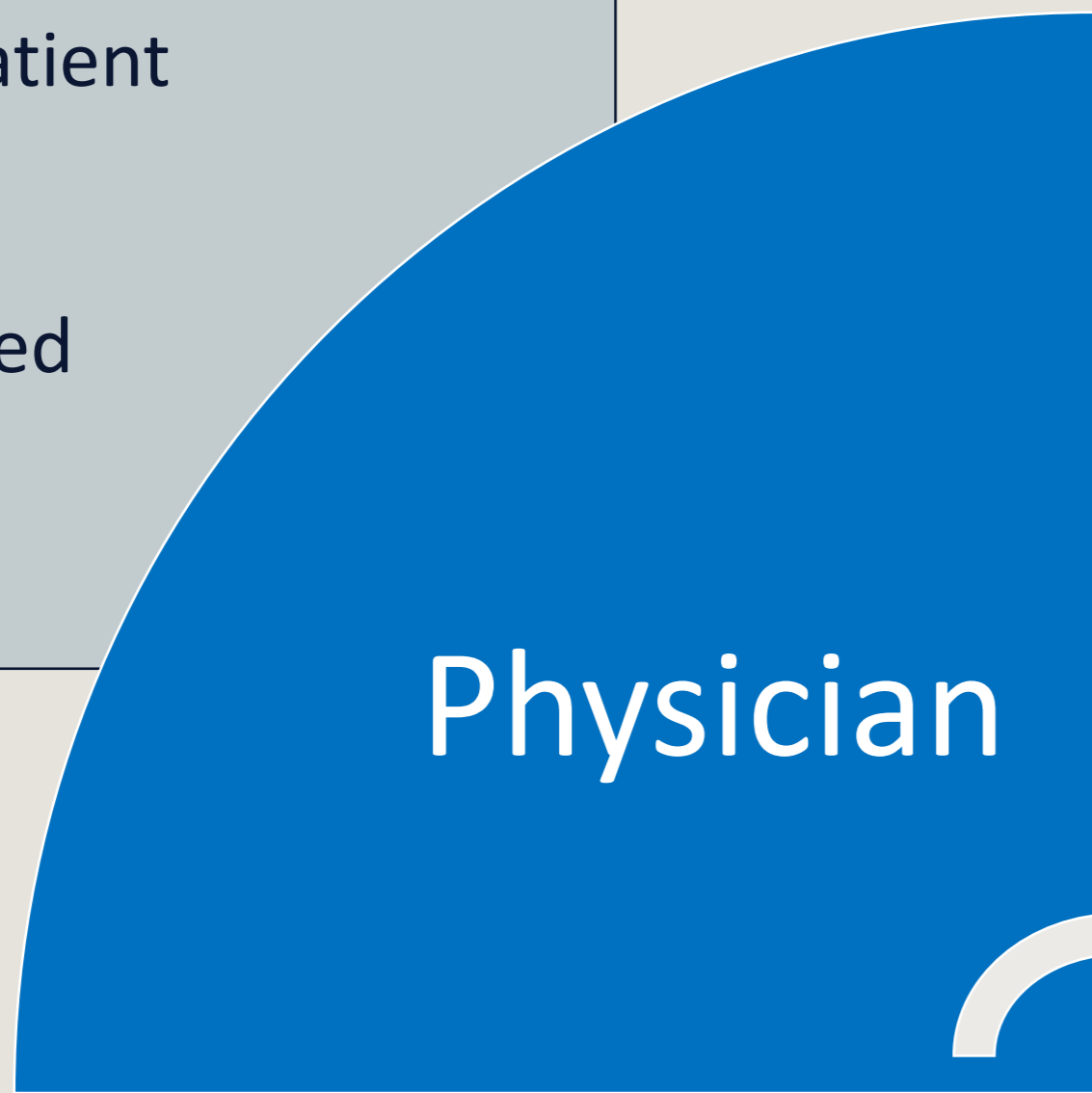
- Screening to Testing
- Testing to Diagnosis
- Diagnosis to Therapy



Treatment Monitoring

- Motivational Interviewing
- Timely Interventions
- Non-Adherence Triage

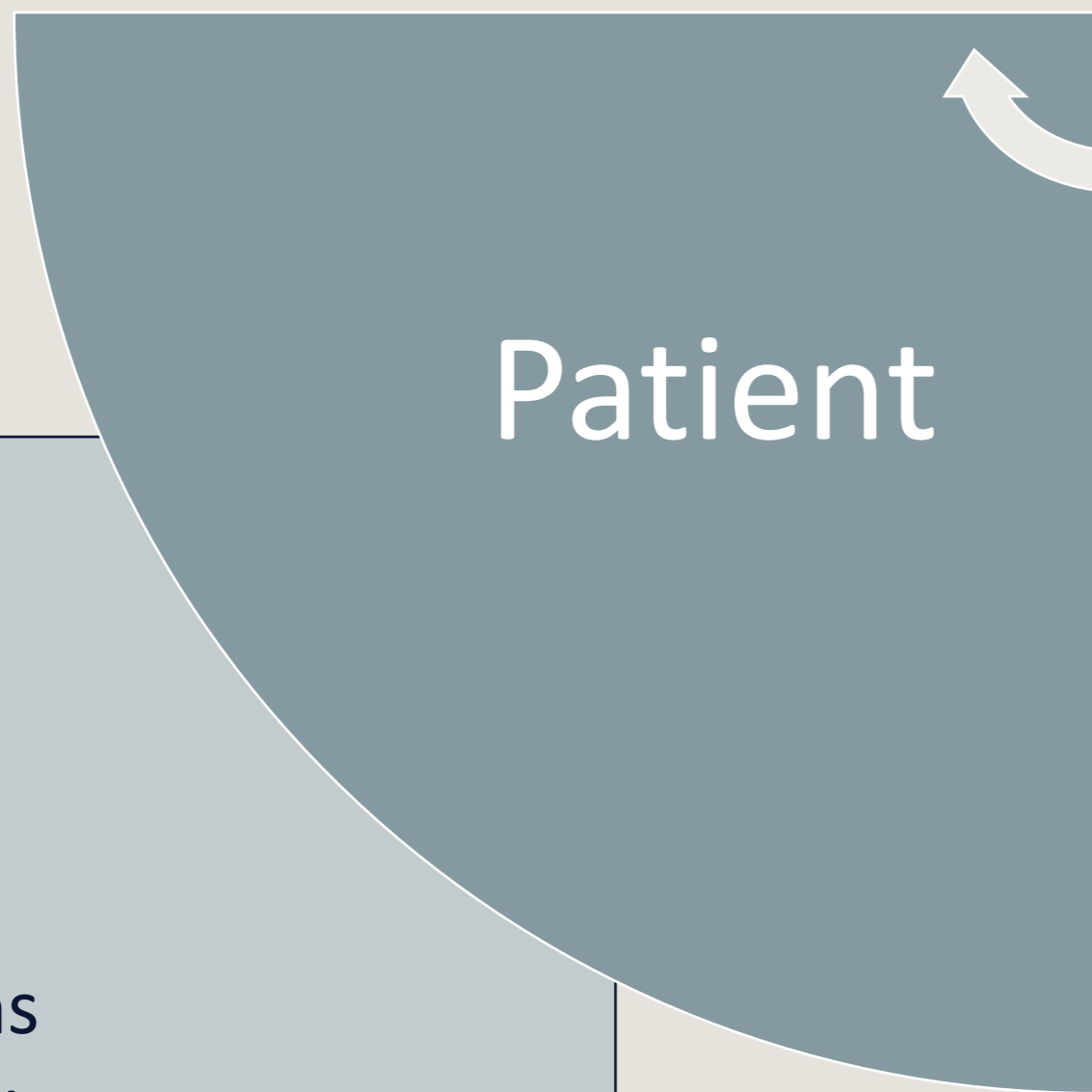
- Increased Revenue
- Improved Patient Experience
- Reduced Unreimbursed Effort



- Reduced Patient Complaints
- Dedicated Point of Contact
- Ability to focus on other tasks



- Accurate Education
- Timely Interventions
- Easy Access to Support



- Improved Compliance
- Dedicated Point of Contact
- Less Internal Effort



Downstream Benefits

Improved Referral Relationships

Sleep Coaches improve the likelihood that specialty referrals for consults and testing are completed

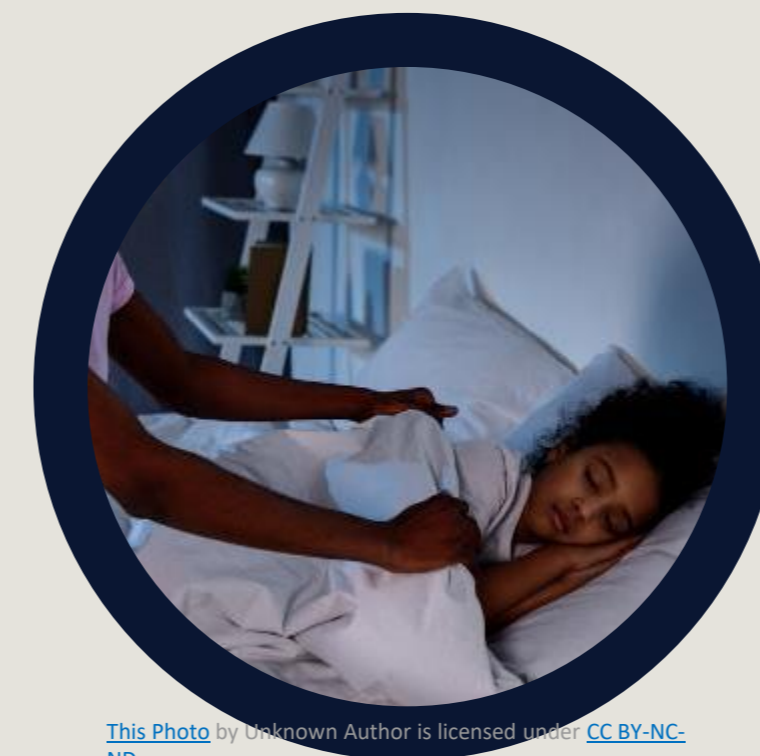


Enhanced Press-Ganey Scores

Patients are contacted early and often by coaches, which improves patient satisfaction surveys

Increased Patient Retention

Monitored patients are more likely to be adherent to therapy and adherent patients are more likely to keep their follow-ups

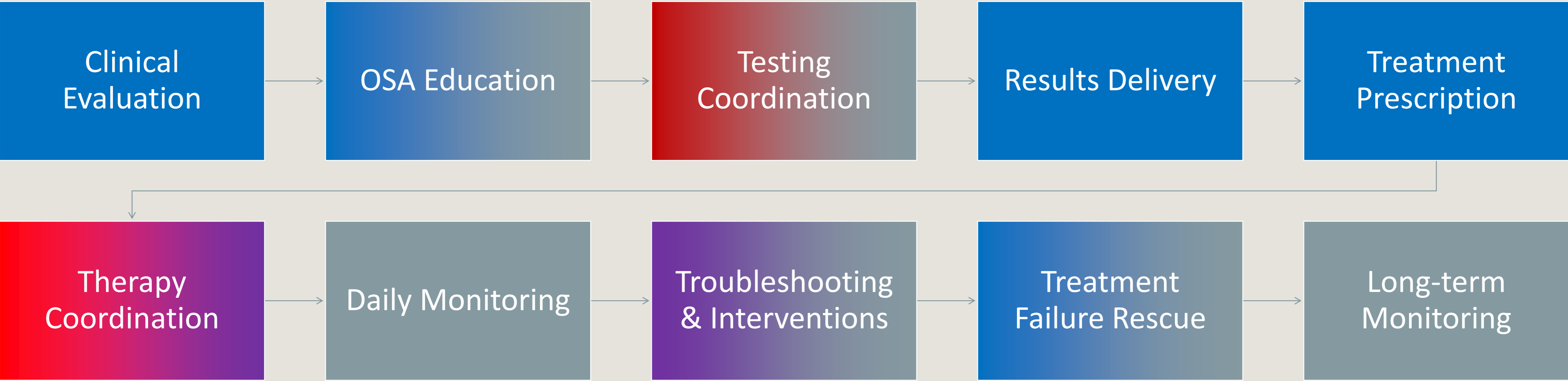


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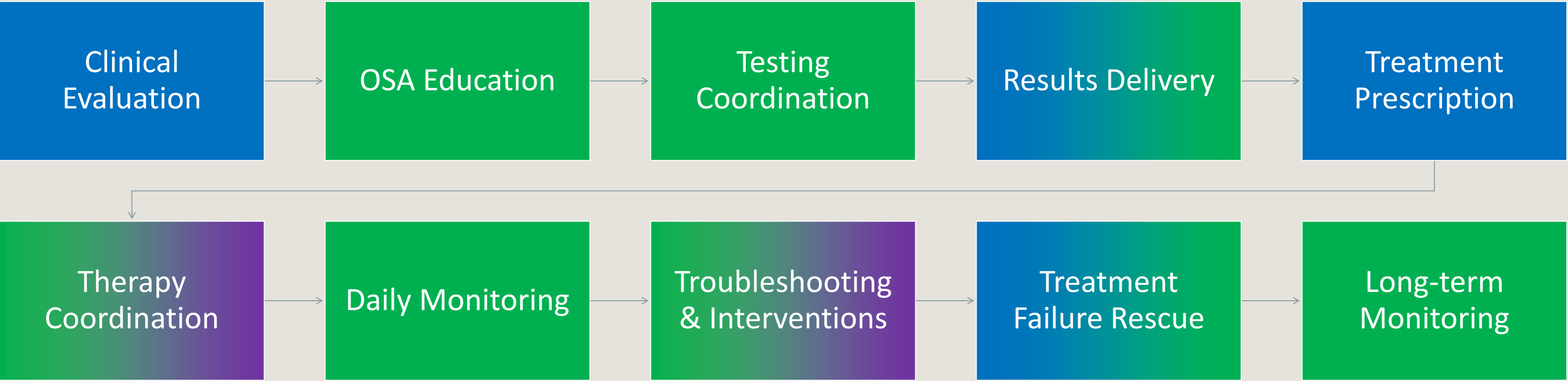
Additional Testing Opportunities

Both the conversion from failed CPAP to OAT and long-term monitoring justifies additional diagnostic testing

The OSA clinical workflow



The OSA clinical workflow – with Sleep Coaching



Education, Coordination, Monitoring

sleep better nyc

OSA TREATMENT OPTIONS
ORAL APPLIANCE THERAPY IS THE PREFERRED TREATMENT FOR MILD/MODERATE OSA

THE TRUTH ABOUT YOUR FITNESS / SLEEP TRACKER

GETTING USED TO PAP
PAP THERAPY MAY TAKE TIME TO GET USED TO. IF YOU ARE STILL STRUGGLING AFTER TRYING THE TIPS BELOW, YOU CAN REACH OUT TO YOUR DME COMPANY AND ASK ABOUT A NEW MASK. ANY ADJUSTMENTS TO THE PRESSURE SETTINGS WILL REQUIRE AN ORDER FROM YOUR PHYSICIAN.

DELAYATION

PROGRESSIVE MUSCLE RELAXATION (PMR)

- forehead
- lips & jaw
- neck & shoulders
- arms & hands
- chest & back
- hips
- feet

WEARING YOUR ORAL APPLIANCE

WHEN PLEASE

SNORING/OSA INFO

Snoring can indicate obstructive sleep apnea (OSA). People with OSA have complete (apnea) or partial (hypopnea) restriction of their airway during sleep. This happens multiple times every hour, every night.

OSA prevents you from getting deep sleep and enough oxygen, leaving you and your bed partner exhausted.

Snoring, gasping for air during sleep, obesity, & excessive daytime sleepiness can all be symptoms of OSA. Excessive daytime sleepiness can be measured by the "ESS" Questionnaire.

WHY GET TREATED?

Side Effects From Sleep Apnea

- Brain Fog
- Anxiety
- Stroke
- Depression
- Low Blood Oxygen Levels
- Arrhythmia
- High Blood Pressure
- Obesity
- Impotence
- Congestive Heart Failure
- Type II Diabetes

to sleep in the same bed as your partner again

to improve your overall health and performance

to avoid falling asleep at work, or while driving

to be more present and intentional

to live a longer, healthier life

6:49

Sleep Better NYC Coach

Sleep Better NYC Coach

Hi Drew! Dr. XYZ ordered an oral appliance to treat your sleep apnea. I see that you filled out a few forms to get started here- thank you!

Wed, Mar 30, 3:28 PM

Sleep Better NYC Coach

We gave you access a few quick education modules with videos and PDF. If you have any questions chat us here! We can also schedule a virtual session we want to make sure all of your questions are answered before you see the doctor again.

Wed, Mar 30, 3:28 PM

Ok great! I'll go through the program and reach out if I have any questions. Thanks!

Wed, Mar 30, 3:29 PM

I do have one question—how long does it usually take until I get my mouthpiece? My wife won't let me sleep in the bed until I do. :)

Wed, Mar 30, 3:30 PM

TOTAL

8

Online: 6 | Offline: 2

Risk

Period: Last 30 Days

Slide 3
Ctrl+Click to follow link

Very High Risk	0	0.0%
High Risk	4	50.0%
Medium Risk	1	12.5%
Low Risk	2	25.0%

Monitoring

Period: Current call

- Not Opened
- 0 - 10 min
- 10 - 20 min
- > 20 min

Telemonitoring in PAP treated patients improves delay to first intervention

- Early activation of troubleshooting was associated with improved compliance at 3 months

Telemedicine-based education increased clinic attendance for OSA evaluation

- Automated feedback messaging improved 90-day adherence in patients with OSA (but was not proven to increase compliance)

Motivational Interviewing as a brief, manualized, effective intervention improves CPAP acceptance

- Shown to increase adherence to therapy by almost 50%

Cognitive behavioral therapy led to the largest increases in average machine usage, partly because more participants were prepared to try out the treatment

Patient-orientated interventions are the most effective in effecting positive self-care behavioural and health outcomes

- Professionals need to recognize and value patients' views and experiences in order to support their self-care management.

Coaching
is the
missing
link

Telemonitoring in continuous positive airway pressure-treated patients improves delay to first intervention and early compliance: a randomized trial

F Hoet ¹, W Libert ¹, C Sanida ¹, S Van den Broecke ¹, A V Bruyneel ², M Bruyneel ³

Affiliations + expand

PMID: 29157591 DOI: [10.1016/j.sleep.2017.08.016](https://doi.org/10.1016/j.sleep.2017.08.016)

Effect of Telemedicine Education and Telemonitoring on Continuous Positive Airway Pressure Adherence. The Tele-O SA Randomized Trial

Dennis Hwang ¹, Jeremiah W Chang ¹, Adam V Benjafeld ², Maureen E Crocker ², Colleen Kelly ³, Kendra A Becker ¹, Joseph B Kim ¹, Rosa R Woodrum ¹, Joanne Liang ¹, Stephen F Derose ^{1, 4}

Affiliations + expand

PMID: 28858567 DOI: [10.1164/rccm.201703-0582OC](https://doi.org/10.1164/rccm.201703-0582OC)

Motivational interviewing (MINT) improves continuous positive airway pressure (CPAP) acceptance and adherence: a randomized controlled trial

Sara Olsen ¹, Simon S Smith, Tian P S Oei, James Douglas

Affiliations + expand

PMID: 22103957 DOI: [10.1037/a0026302](https://doi.org/10.1037/a0026302)

Educational, supportive and behavioural interventions to improve usage of continuous positive airway pressure machines for adults with obstructive sleep apnoea

Ian Smith ¹, Vidya Nadig, Toby J Lasserson

Affiliations + expand

PMID: 19370691 DOI: [10.1002/14651858.CD007736](https://doi.org/10.1002/14651858.CD007736)

Promoting and supporting self-management for adults living in the community with physical chronic illness: A systematic review of the effectiveness and meaningfulness of the patient-practitioner encounter

Sally Rees ¹, Anne Williams

Affiliations + expand

PMID: 27819974 DOI: [10.11124/01938924-200907130-00001](https://doi.org/10.11124/01938924-200907130-00001)