

## **Case Study:** Turku University Hospital, Finland

Enhancing the quality of patient care with AirView Action Groups



- 475,500 inhabitants in the district of Varsinais-Suomi, in southwest Finland
- 7,300 CPAP patients
- Around 850 new CPAP trials each year, with roughly 20 new CPAP patients every week

Part of the hospital's pulmonary outpatient clinic, the sleep and respiratory department at Turku only has three sleep nurses who specialise in sleep apnoea, along with one respiratory care nurse and a porter. To help this small team treat a growing number of patients without adding nurses or other resources, they look to **AirView™ with Action Groups, part of ResMed Connected Care Solutions**, to enhance the efficiency of their workflow and the quality of care they provide to sleep patients.

### Reducing patient follow-ups and improving satisfaction

The hospital began using AirView in September 2012. Sleep nurses use it to monitor and make remote adjustments to each patients' treatment settings, when required; for example, to titrate the pressure of CPAP devices. As a result of its implementation, the sleep clinic has seen a reduction in the need for routine in-person visits and checkups. This has given nurses more time to care for complex patients and those who need immediate attention, especially non-compliant patients who have difficulties to get used to CPAP treatment.

An internal patient study<sup>1</sup> found that **patients appreciated that AirView reduced their need to travel to the hospital when treatment was going well**. They also noted that telemonitoring increased their feelings of safety in the early stages of CPAP therapy. "There were many comments from patients saying **they liked knowing that sleep nurses were monitoring their sleep, so they felt safe at the beginning of their treatment**," finds Erja Pohjola, sleep nurse at Turku University Hospital.

### Using Action Groups to enhance quality of care

The sleep clinic at Turku uses AirView with Action Groups to enhance the level of care provided to sleep patients. **Nurses use Action Groups to filter sleep apnoea patients into groups**, based on pre-defined rules and thresholds. This feature allows the staff to monitor large numbers of patients at the same time. The incorporation of Action Groups into the telemonitoring workflow enables nurses to focus more of their time on the patients who urgently need their support, thus **enhancing the level of attention and care the most in-need patients receive**. "Without Action Groups we wouldn't be able to treat the number of patients we are treating," notes Erja Pohjola.

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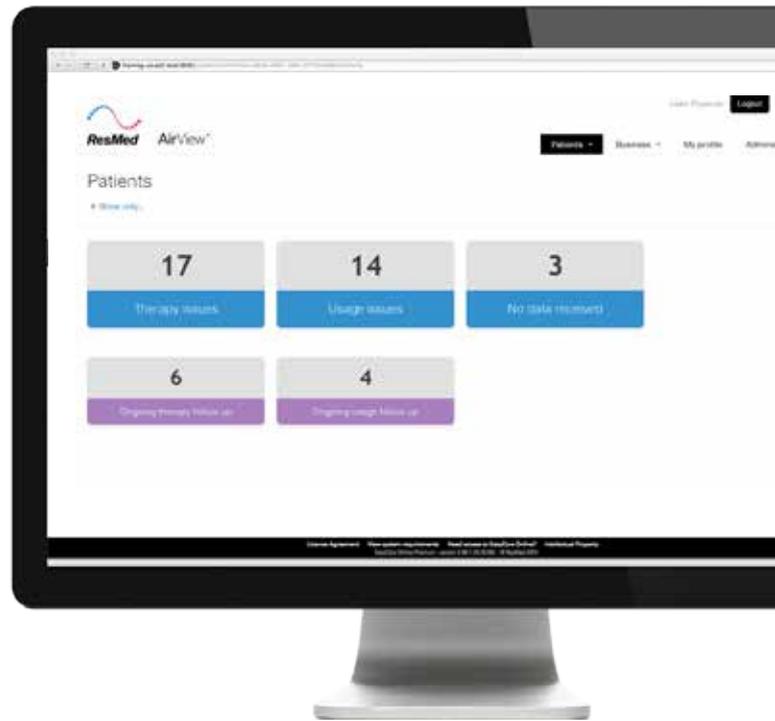


“Action Groups allows us to maintain a high quality of care, even with increasing numbers of patients, without increasing staff”, she says. By focusing on patients who have therapy issues, Action Groups filters your patient population into two groups, those who need immediate attention and increased care time and the others, for which therapy is going well. You are able to **reduce the burden on the patients who are compliant with their therapy**, as they require fewer follow-ups and do not need to travel the long distances to the hospital for in-person appointments — a win-win situation for everyone.

## Streamlining the patient care pathway

**Action Groups has the capacity to enable changes to the unique workflows of their users.** Sleep nurses at Turku have telemonitoring time twice a week, during which they can adjust patients’ device settings, if necessary, and contact those who require appointments, mask adjustments, or other attention.

If a patient has not been filtered into an Action Group, meaning their treatment is going well, the first routine checkup takes place after ten months. If they continue to progress without issues, a one-year in-person follow-up appointment is not needed anymore — it can be done remotely. “AirView with Action Groups changed our workflow,” says the nurse. “After implementing it, all appointments were with patients who really needed to see us.”



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The overall impact has been to enhance the quality of care while supporting steadily increasing volume of sleep patients from throughout the region. “The main benefit of Action Groups is to increase the quality of treatment for patients,” Erja Pohjola notes. “To focus on those who most need the nurses help.”

## About AirView

The Action Groups feature of AirView filters patients into actionable groups based on certain criteria. It can help you to manage your patient population more efficiently by focusing your attention specifically on those patients who most need your assistance.

1. Anttalainen U, et al. Telemonitoring of CPAP therapy may save nursing time. *Sleep Breath* 2016; 20:1209–1215. doi:10.1007/s11325-016-1337-9

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