

Case Study: San Salvadour Hospital, France

Improving collaboration and enabling better patient outcomes through connected care



Background

In France, patients with sleep-disordered breathing usually see their doctor for a check-up every six to twelve months and, in the interim, receive regular support from a local specialist homecare provider (HCP) who is responsible for supplying and maintaining their therapy equipment and managing day-to-day interactions. Although this standard approach provides valuable ongoing support to patients, it can limit the physician's ability to **rapidly identify and resolve health-related issues.**

Dr Christine Cheval is a sleep and respiratory physician at the San Salvadour Hospital (part of the Assistance Publique – Hôpitaux de Paris (APHP) network). She established her sleep clinic in 2011 and currently diagnoses around 200 new sleep and respiratory patients per year. She relies on connected solutions such as ResMed's AirView™ platform to **follow patients from sleep studies and diagnosis through to ongoing treatment.**

Caring for people, not just patients

Some patients can struggle to maintain compliance with treatment for chronic conditions such as sleep-disordered breathing. Dr Cheval decided to develop a new approach to treatment as she felt that the standard approach, whereby she saw her patients just once or twice a year, wasn't compatible with delivering high-quality, personalised care. "These patients will need CPAP therapy for the rest of their lives," she explains.

"Their need for therapy doesn't change, but their life does. It's not unusual for a patient to stop using their device in response to a change in life circumstances. It is, however, a problem if I don't find out about it for six months."

"Telemonitoring is an important, everyday tool for me and my nurse and it's very reassuring for my patients."

She was quick to recognise that **advanced, connected care technologies would enable her to be more responsive to her patients' needs** while simultaneously increasing her ability to manage rising patient numbers at her clinic. Building on her experience with connected care for sleep devices, Dr Cheval is now pioneering the use of telemonitoring for ventilation patients as well. She has also been able to develop a collaborative approach with her local HCPs that's unique in France.



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Improving therapy outcomes for monitored patients

The clinic nurse uses AirView to **monitor patient data daily and identify anything unusual**. This enables Dr Cheval to rapidly address any issues, using AirView’s Remote Assist functionality to change the patient’s device settings via the prescription page at a distance if necessary. “It’s a really efficient way of working. Previously, I had to wait for the patient to realise there was a problem and contact me or the HCP, and then wait again for them to visit the clinic for a check-up. Connected care gives me the information I need, when I need it. I know if I need to adjust the therapy settings, call the patient to discuss and resolve any therapy issues in order to maintain compliance, or ask the HCP to help the patient select a more suitable mask,” she explains. “The point is that **I’m able to react swiftly: it’s important to me professionally and it’s very reassuring for my patients.**”

Establishing enhanced collaboration with HCP

Dr Cheval works closely with five HCPs across her region to leverage the full potential of a range of telemonitoring solutions, including AirView. “Telemonitoring is a non-negotiable feature of my clinical practice, it’s essential for good patient care,” she notes. “So are visits from the HCPs.” The reassuring, patient-facing role of the HCP and the one-to-one, home-based technical support they offer is, for Dr Cheval, an important factor in CPAP compliance. She only collaborates with HCPs who use telemonitoring, noting that it also enables them to plan and prioritise patient visits more efficiently.

Telemonitoring is enabling Dr Cheval to deliver high-quality, responsive therapy to her patients and support longterm compliance. By linking the technical power of advanced connected care solutions with the person-to-person relationships that underpin excellent patient experience, Dr Cheval shows how **telemonitoring offers a new way forward for physicians and their HCP partners**. Sleep patients and, in future, respiratory care patients could benefit from greater convenience, compliance and confidence if other physicians and HCPs in France were to adopt similar collaborative working patterns based on telemonitoring.

About AirView

AirView, part of ResMed Air Solutions, is a seamless cloud-based system for managing patients with sleep apnoea and respiratory insufficiency. AirView is a powerful tool that gives you everywhere-access to patient data, control over patient home sleep screening and treatment and lets you identify individual patient issues.

For more information on AirView, go to ResMed.com/AirView or contact your local ResMed representative.