

SLEEP DISORDERS INSTITUTE

Evaluation and treatment of disorders of sleep & wakefulness

ABOUT SDI

The Sleep Disorders Institute (SDI) is a specialized medical facility dedicated to evaluating and treating sleep and wakefulness disorders in both adults and children. It is accredited by the American Academy of Sleep Medicine, recognized as a "Center of Excellence" by New York Magazine's best hospitals in New York, and staffed by board-certified specialists who are experts in their field.

Mission

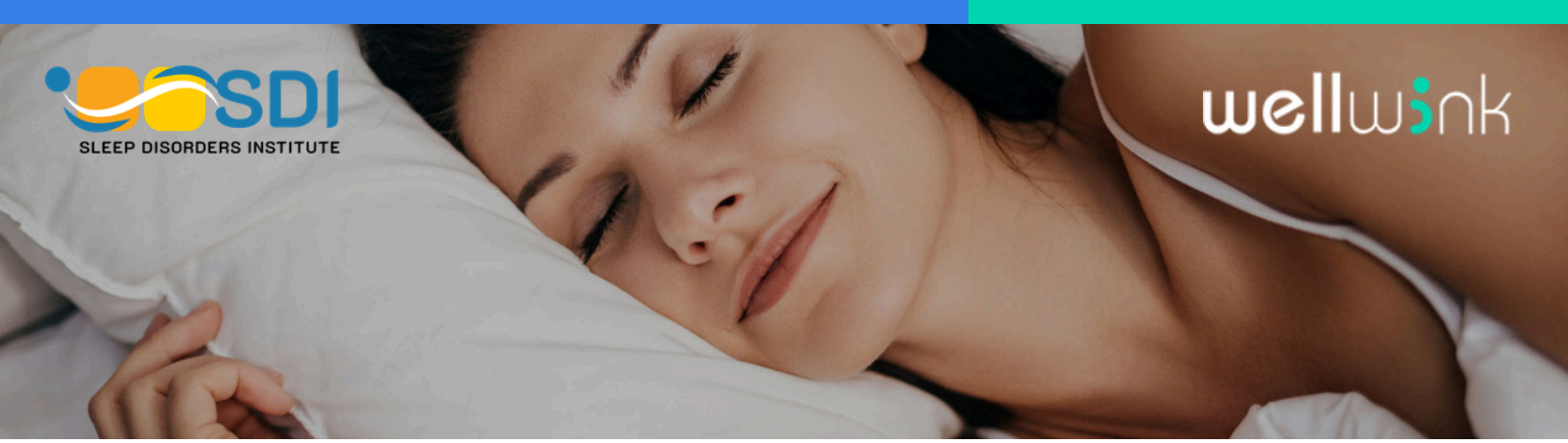
To offer the highest quality of care available for patients experiencing disorders of sleep and wakefulness.

Vision

To be recognized as an expert "Center of Excellence" that provides industry-leading, accredited medical care by board-certified specialists.

SDI CHALLENGES

1. Patients frequently suffer from mask discomfort, claustrophobia, or skin irritation, leading them to abandon the therapy entirely
2. RTM generates massive streams of daily data (e.g., mask leak rates, hourly usage, residual apnea events) across hundreds of patients.
3. Not all patients are tech-savvy. Setting up modems, pairing Bluetooth devices, troubleshooting Wi-Fi connectivity, and downloading applications can be highly frustrating.
4. Safeguarding data privacy according to HIPAA and other strict medical standards across consumer networks.
5. Insurance guidelines regarding what qualifies for RTM reimbursement (and how many days a month a patient must stream data to trigger a billing code) frequently change.



Sleepny implements WellWink software for standardized care coordination across patient populations

The Solution & Value

In 2021, the Sleep Disorders Institute (SDI) partnered with WellWink to power our Remote Therapeutic Monitoring (RTM) and Chronic Care Management (CCM) programs.

Utilized daily by our RN Care Managers and Care Coordinators, this integrated platform streamlines:

- Proactive Care Planning & Assessments to track real-world therapy and device compliance (e.g., CPAP adherence).
- Seamless Scheduling & Documentation to ensure continuous, high-touch patient support.
- Advanced Analytics & Clinical Reporting (expanded in 2024) to provide our specialists with real-time dashboard visualizations, ensuring data-driven interventions and optimal sleep health outcomes.

By combining SDI's clinical expertise with WellWink's smart technology, we bridge the gap between complex remote tracking and everyday patient success.



Case Study: Overcoming CPAP "Device Fatigue" & Improving Compliance

The Challenge

A 54-year-old patient diagnosed with severe obstructive sleep apnea was prescribed a CPAP device. Within the first two weeks of treatment, the patient began experiencing claustrophobia from the mask, skin irritation, and difficulty exhaling against the air pressure. Overwhelmed by these discomforts, the patient stopped using the machine entirely—a common scenario that traditionally goes unnoticed until a three-month follow-up appointment.

The WellWink + SDI Solution

Because SDI utilizes WellWink's Remote Therapeutic Monitoring (RTM) software, the patient's non-compliance did not slip through the cracks:

- **Real-Time Alert**: WellWink's automated system flagged that the patient's device data stream had gone dark for three consecutive nights, immediately alerting the care team.
- **Proactive Coordination**: An SDI RN Care Manager proactively called the patient to troubleshoot. During the call, the coordinator identified that the mask fit was incorrect and the pressure settings felt too aggressive for a new user.
- **Clinical Intervention**: Working through the WellWink platform, the care coordinator scheduled a virtual fitting session, guided the patient on adjusting the mask straps, and collaborated with the SDI sleep specialist to remotely titrate (adjust) the comfort pressure settings.



The Outcome

Instead of abandoning a life-saving treatment, the patient felt supported and empowered. Thanks to early data-driven intervention:

- **Compliance Restored:** The patient successfully resumed therapy, achieving an average usage of 7.5 hours per night (well above the insurance compliance threshold of 4 hours).
- **Improved Health:** The patient reported a drastic reduction in daytime fatigue and morning headaches within a week.
- **Seamless Billing:** The continuous tracking data allowed SDI to seamlessly document and bill for RTM services, proving the clinical and financial value of connected care.

> *Before WellWink, a patient struggling with CPAP therapy would usually drift away unnoticed until their 90-day follow-up. By then, they'd given up on treatment completely. WellWink's RTM platform gives our RN Care Managers the real-time visibility needed to catch device fatigue in days, not months. We can step in immediately, adjust settings, and turn a frustrated patient into a success story. It has completely transformed our compliance rates.*
>
> **— Director of Clinical Operations, Sleep Disorders Institute**

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THANK YOU!