# EnsoSleep Study Management Helps Jiva Health Simplify and Standardize their Workflow

# Jiva Health: Providing Excellent Patient Care in Sleep Medicine

Based in California, Jiva Health has provided comprehensive medical services, including sleep medicine, for communities in the Bay Area for over four decades. Jiva currently supports the Californian communities of Antioch, Concord, Fairfield, Sacramento, Vacaville, and Walnut Creek, with referring physicians around the globe. Their highly skilled, experienced, passionate team works collaboratively to deliver personalized care for every patient in their network, helping the members in their community lead healthier, happier lives.

Keith Thompson is Jiva's Sleep Medicine Director of Operations, working closely with sleep medicine physicians to educate both the public and medical community about the critically important role sleep plays in our overall health and well being. To address sleep disorders, Thompson's team performs in-lab diagnostic and home sleep testing to identify and treat sleep disorders in their patient population.

# Turning Skeptics into Believers

As a regular attendee of both national and regional sleep conferences, Thompson first heard about EnsoData around 2016 at a tradeshow. At the time, sleep professionals in his circle were very skeptical about the validity of artificial intelligence (AI) and machine learning (ML).

Thompson was quick to ask a question that was both common then and still today: **could an AI-powered solution (like EnsoSleep) really perform the job of a sleep technologist?** At the time: one of Thompson's RPSGTs commented: "in theory, when you're measuring waveforms, a computer can do that better than I can, but, I think it still needs a human touch at this time."

Fast forward to a breakout session on AI Scoring at the 2022 California Sleep Society conference. The session dove into the validity of AI Scoring, specifically the volume of actual, real-world sleep studies that have been supported by EnsoSleep, (around 750,000 studies at the time; now over 1,200,000 studies). Thompson said: "**In my mind, the volume of data seems to have added some validity**."

## The Challenge: Supporting Jiva's Team Across Locations, Devices, and Providers

Although Thompson decided AI Scoring itself was valid enough to consider, there were still a number of hurdles to cross before he would actually implement a solution across his network of sleep centers. As noted, Thompson oversees teams stretching across northern and southern California, Philadelphia, Oregon, and abroad in the Philippines, with doctors interspersed all over the country, all of whom use multiple devices, so finding a solution that could offer consistent, reliable results was vital to success.

Per Thompson: "Our challenge was that we were **merging multiple sleep centers**, with **multiple providers**, in **various geographic locations**, with **both in-lab and remote scorers**, all **across the country**. I needed a platform that could seamlessly put that all together. We had **different diagnostic systems** for in-lab studies, with some locations using Alice and others using Sandman, so having a platform that was **agnostic to the multiple diagnostic systems seemed like a good solution**. So I said, let's give it a shot."

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Keith Thompson
Director of Operations, Sleep
Jiva Health

## Another Main Challenge: Reducing Variability Across Technologists

Thompson's team is composed of five registered scoring techs, each with lots of experience scoring sleep studies. However, even among the best technologists, there is variability, from how events are scored to how reports are generated. Maintaining consistency across Jiva's large network of referring physicians is crucial, even with a tremendous staff. So, Thompson needed to find a way to standardize the process.

"I have a high level of confidence in the validity of the manual scoring from the RPSGTs on my staff, but when you start to look at minimizing the variability between techs, **that's a reason to consider EnsoSleep**. I needed a solution where a doctor can login from anywhere in the world, where the data looks the same each time regardless of the device in question, and where my physician can make an interpretation and route it to my staff to get the report where it needs to go, all without old school printing and faxing. I needed a better solution to solve that workflow challenge. The biggest advantage EnsoSleep has provided us is the consolidation of all our team's efforts into one platform," said Thompson.

# Study Management, AI Scoring Reduce Patient Turnaround Times

Thompson's growing referral network includes more than 15 interpreting physicians, primarily located throughout Northern California. However, as Jiva has expanded, so has their geographic footprint. EnsoSleep Study Management offers an easy way for the Jiva team to provide standardized sleep data to patients, especially when individual patients need to be prioritized for physicians.

Per Thompson, when his team receives an urgent study from a physician - such as one that needs to be reviewed by the end of the day - it's a simple ping in the EnsoSleep Study Management platform to the assigned technologist. The tech can then access and review the study, make any final edits or changes, and send back the completed study, all in minutes.

"Sure, I can have my RPSGT fly through a study manually, but **AI can already complete most of the scoring, so it expedites the process**. Rather than my techs having to login remotely to each system and spend an hour scoring raw data, it's really just reviewing the AI Scored study, double checking some respiratory channels in the Study Management dashboard, and then signing off on it and sending it over to the physician," said Thompson, highlighting the expeditious turnaround times for patients.
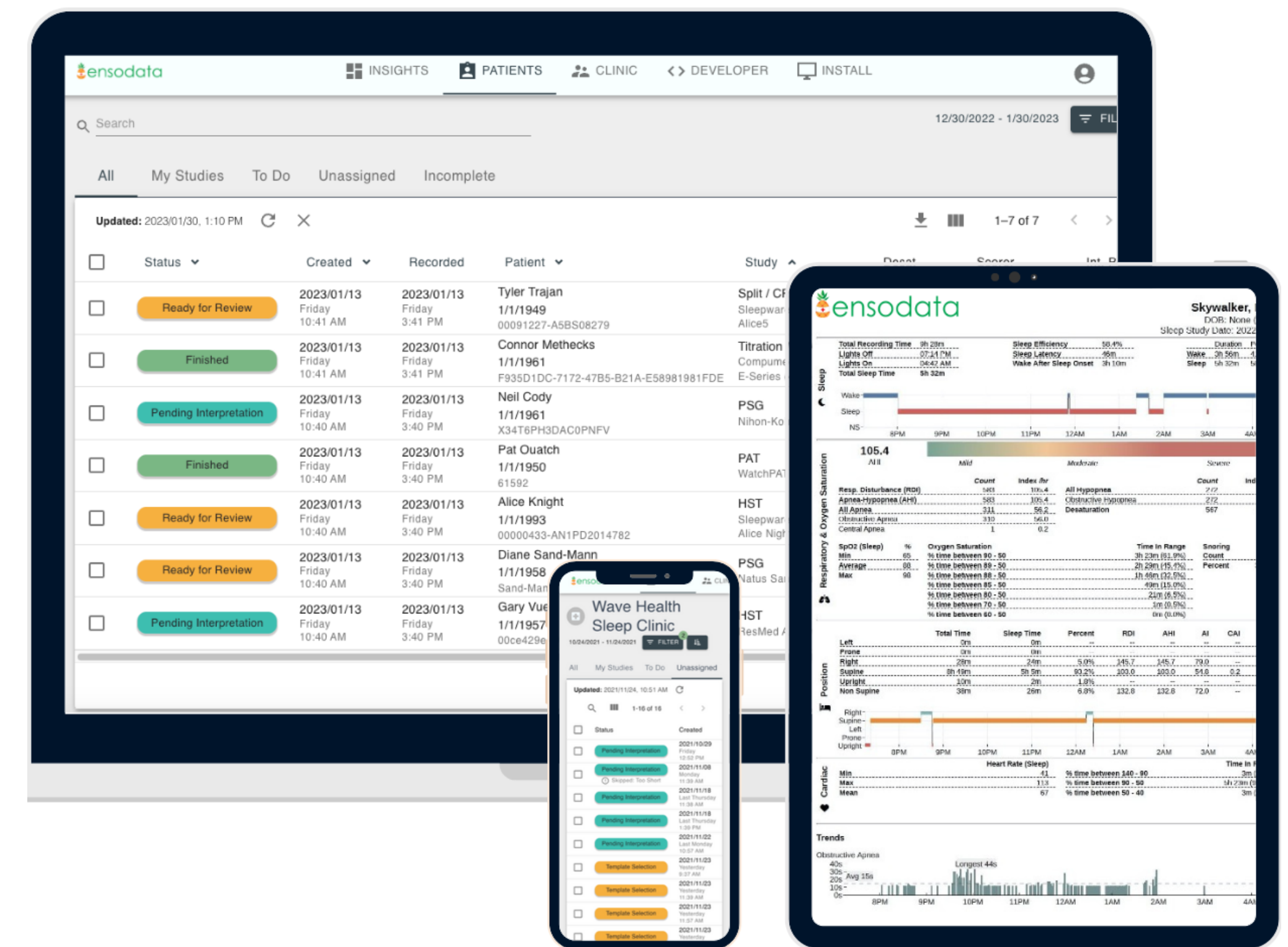
# Cutting Down on Scoring Times Allowed Jiva Health to Focus on Expansion Efforts

Like many organizations of this size and scale, Thompson has some technologists who are primary scorers. One of Jiva's technologists reviews anywhere from 15 to 20 sleep studies per day, **all in the EnsoSleep Study Management platform**.

"**That's clearly not 15 or 20 hours of work**," noted Thompson, instead ballparking the average scoring time at 20 to 30 minutes per study, **compared to an hour per study before EnsoSleep**. This expedited process for scoring has allowed the Jiva team to expand their operation, absorbing a number of sleep labs around the country - with ambitious plans to continue expanding.

"There's no way our scoring team would be able to manage the workload with the rate of expansion that we've gone through over the last 18 months had we not been using EnsoSleep. **It would have been a serious problem**, because if you're looking at 45 to 60 minutes per study, combined with the volume of studies we're doing now, **there's no way any scorer would be able to keep up with that pace,**" he said.

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## Simplifying and Accelerating the Workflow with EnsoSleep Study Management

Thompson's role currently requires him to review and assign in-lab studies from Philips Alice 6 and Natus Sandman PSG devices, plus Philips Alice NightOne, ResMed ApneaLinkAir, and Sleep Image rings for HSATs. And, **Study Management gives him flexibility to expand**, as he aims to add more devices in 2024.

The ability of Study Management to **bring all these devices into one platform has been instrumental** in achieving their expansion and volume goals, as highlighted by Thompson: "I can see how many studies I assigned to each scorer, where they are, and how many studies are done being scored. Once the score is completed, we have a team review and upload them into the EHR. And **in Study Management, I can see the status of all my studies in the same place**. I can easily notice that 30 are in the finished scoring status, but not completed, and I can alert those physicians directly. EnsoSleep facilitates my management of the workflow, so I can make sure that my team is doing what they need to do at every step along the way. And the Study Management platform gives me a quick snapshot of the whole process."

" From my perspective as Director of Sleep, and as someone who has to manage all the different parts of the sleep care continuum, having all my devices in one platform, honestly, that is invaluable to me. **That is the number one benefit of EnsoSleep Study Management**; it's being able to manage everything in one platform. Quite frankly, not having to interface with clunky native platforms and having a more user-friendly, workflow-friendly system is huge. "

Keith Thompson, Director of Sleep Operations at Jiva Health

# Ultimately, Life is Easier with EnsoSleep Study Management

For Thompson and Jiva Health, adding EnsoSleep AI Scoring and Study Management to their workflow has resulted in a variety of expected and unexpected benefits. They knew it would be easier to manage all their technologists, all their locations, and all their devices in Study Management. They knew it would be beneficial to have AI performing the complex, time-consuming task of scoring and staging sleep studies. But Thompson didn't know just how valuable those improvements would be until he started using EnsoSleep.

"**I can't express how valuable it is to be able to manage multiple teams in multiple locations using multiple devices**. I literally would not be able to do what I do without the Study Management platform. I would spend my entire day logging in remotely to one system, uploading data somewhere, manipulating reports, and then consolidating everything. So, **being able to do that all in one platform that runs 24/7 is truly the value to me**. I know that EnsoSleep started out as an AI Scoring solution and that is valuable. I'm not trying to diminish that at all. But the unified platform is the biggest advantage for my business," he said, adding: "With the direction that I see the sleep medicine industry going with all these new HSATs**, I think that any sleep center would be foolish not to at least consider using EnsoSleep Study Management to expedite their scoring and to manage multiple systems.** There's no way that any clinical office is going to be able to manage with a single device in the future. It's just not going to happen. There are too many competing devices that have pros, and cons, and different systems. As I mentioned, we're currently using four different devices, and I'm trying to implement a fifth one. And I can't tell you that any one of them is a perfect solution. They all have benefits, but they all have limitations. EnsoSleep can work with multiple HSAT devices and multiple diagnostic systems for polysomnography as well, so **I think that every sleep center should consider expediting their system with EnsoSleep Study Management.**"

## Increased HSAT Reimbursements, Better Clinical Accuracy Thanks to Total Sleep Time

A final benefit that Thompson highlighted is EnsoSleep's ability to add a total sleep time (TST) component to Jiva's home sleep apnea testing (HSAT) operation. **EnsoSleep provides an accurate measurement of total sleep time for HSATs**, impacting the clinical accuracy of devices that do not natively track TST, and providing a potential for **increased reimbursement**.

In 2023, **Jiva ran ~2,000 HSAT studies** through EnsoSleep AI Scoring. For these studies, EnsoSleep provided a total sleep time, giving Jiva the opportunity to use the 95800 code, rather than 95806, resulting in an increased technical component.

Per Thompson, **their overall reimbursement is up around 150% with the addition of EnsoSleep TST**, but that's not the primary value of TST to Thompson. Instead, he cited the enhanced clinical accuracy of the data: "Including a total sleep time gives us the ability to make sure that we're performing a specific and accurate test and that this is valid clinically."

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Director of Operations, Sleep
Jiva Health

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Discover how EnsoSleep AI Scoring and Study Management provides more time, simplifies and accelerates your workflow, and enhances the overall patient experience with a personal demo with the EnsoSleep sales team. Trusted in over 500 U.S. sleep labs, EnsoSleep reduces the time to score HSATs by 68% and PSGs by 62%, and the Study Management platform allows your team to view and edit sleep data from all your devices in one platform. Explore EnsoSleep for your health system or independent sleep lab now.

## Schedule a Demo Today

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