



Embracing AI Scoring to Support Sleep Clinic Growth

About Sleep Management Services (SMS)

Established in 2005, the [SMS](#) team is dedicated solely to improving the sleep health of their extensive patient population in Arkansas, Texas, and Michigan. SMS provides turnkey management of hospital sleep centers, operates its own independent AASM accredited diagnostic sleep labs, and provides treatment through their Provider Services and DME divisions.

Susan Smith is one of several key members on the SMS team and is also one of the founders of the company. Smith oversees compliance, DME, and business development for SMS. She's an innovator, a doer, and in recent years, she's become an early adopter of AI scoring technology.

EnsoSleep AI scoring changed the way our night techs think about their work. Utilizing **EnsoSleep** allowed more time for experienced scoring staff to work one on one with night staff to address any recording quality issues. Embrace technology and change. If you are standing still, you are not growing.

Susan Smith, Sleep Clinical Director, Sleep Management Services

Strategy and Goals

One major catalyst for SMS to add EnsoSleep was [the April 2020 position paper released by the AASM](#) about embracing artificial intelligence (AI) technology for sleep scoring. Smith and the team followed the guidance, and chose to “embrace technology” to keep their sleep medicine organization moving forward. Here were several of the goals of the AI Scoring implementation for SMS's team.

1

Improve sleep study scoring efficiency and accuracy.

2

Continue to grow patient volume; currently serving ~7,500 patients.

3

Repurpose sleep technologist time into enhanced data collection, improving no-show rates, supporting DME outputs other revenue-generating activities.

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I did not think that there was a scoring software out there that could assist our scoring team like the AI technology in **EnsoSleep**.

With **EnsoSleep**, our techs can focus 100% on monitoring patients, going in and changing leads, and ultimately, monitoring and providing support on therapy.

Susan Smith, Sleep Clinical Director, Sleep Management Services

Results and Success Metrics



SMS started an Inter-Scorer Reliability (ISR) program using night tech scoring, EnsoSleep scored studies, and final scores; the program highlights the areas in the study where each individual sleep tech needs more training.



Volume has grown to over 9,000 patients in 2021, up nearly **20%**, with major growth on the home sleep testing front, as SMS completed 1,164 HSATs in 2021, up from 620 HSATs from 2020, an **87% increase year-over-year**.



In October 2021, SMS set a new company record with a **4.45% no-show rate**, and the team held a **6.3% no-show rate overall** in 2021.



In 2021, SMS provided CPAP machines and DME supplies for 1,690 patients.

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