

Sleep Management Services Case Study: Embracing Artificial Intelligence (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.

About Susan Smith

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, Goals and Results

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.

Goals of Adding EnsoSleep AI Scoring

- Improve sleep study scoring efficiency and accuracy
- Continue to grow patient volume; currently serving ~7,500 patients
- Repurpose tech time into enhanced data collection, improving no-show rates, supporting DME outputs, and other revenue-generating activities

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
- Among EnsoSleep users, SMS's signal gathering accuracy [consistently ranks among the best](#) in the EnsoData network
- 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

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

