

# RT • UPDATE

Summer 2009

## RESPIRATORY THERAPISTS

Fighting chronic lung disease  
one patient at a time.

### CONGRATULATIONS!

Thank you to everyone who filled out our 2009 Annual Survey. Angie from the West Bend Clinic South, was the recipient of our survey drawing. Angie won a \$50 gift certificate to Maggiano's Italian Eatery.

Congratulations Angie!  
Bon Appétit.

### CHECK US OUT ON LINE

For More Information On  
Oxygen One, Inc. Check us out at

**[www.OXYGENONE.com](http://www.OXYGENONE.com)**

Archived Newsletters,  
Product Showcase,  
Frequently Asked Questions,  
Prescription Forms,  
and More.....

### Mark Your Calendars

Please keep in mind that  
Oxygen One will be closed  
on the following dates  
in remembrance of the  
Holidays;

Fourth of July - July 3rd

Labor Day - September 7th



### About Our Staff

To provide education and understanding of the patient population we serve and the products and services we provide, all Oxygen One employees are exposed to a rigorous and extensive training program prior to performing the duties for which they are hired. This training includes, but is not limited to;

- Cardiopulmonary Anatomy and Physiology,
- Oxygen Delivery Devices,
- Oxygen Stationary Systems,
- Oxygen Conserving Devices,
- Portable Oxygen Concentrators,
- Sleep Apnea,
- CPAP/BiPAP/AutoPAP, and
- CPAP masks and accessories.

Our Medical Technicians and Clinicians receive additional training in;

- FDA rules and regulations,
- FMCSA rules and regulations,
- Hazardous Materials Transportation,
- Current Good Manufacturing Practices, and
- Joint Commission Clinical Respiratory Practices.

Once in-serviced on the above, our Clinicians and Medical Technicians shadow seasoned employees until a 4-part supervisory competency test is performed and the employee demonstrates understanding and proficiency in clinical and technical operations.

The average oxygen install takes 1 ½ hours and is done by our Medical Technicians. The technicians perform a home safety assessment, instruct on the equipment use, function and maintenance, and have the patient perform a return demonstration for verification of understanding.

Within 3-7 business days of the install, our state licensed Clinicians (RT, RN, LPN) visit the patient in the home for a clinical assessment per our Home Oxygen Program-Therapist Driven Protocol. This 1 ½ hour visit provides the Clinician with clinical data as well as the opportunity to answer questions and address any issues related to oxygen therapy or equipment operation.

In addition to our Therapist Driven Protocol follow up program, a Concentrator/Environmental Safety Assessment is performed on each patient every 6 months. This assessment includes evaluation of the equipment and home environment, fall and fire risk, compliance verification, continued cognitive understanding of equipment function and use, and infection control issues. An audit of these assessments shows 89% of our patients are compliant (based on general usage, liter flow, and frequency).

PAP installs are performed by state licensed health care professionals (RT, RN, LPN). Each 1 ½ hour install includes 45 minutes of education and 45 minutes of equipment instruct, mask selection and fitting, and return demonstration. In March, 2008 we enhanced our existing PAP follow up program by adding a daily data transferable monitoring device on ALL installs and a quarterly clinical assessment and supply replacement program. Our PAP compliance at 90 days increased to 90% and we've maintained a healthy compliance level of 85% thereafter.

In 2005, we received Joint Commission accreditation for HME and achieved additional accreditation for Clinical Respiratory Services. Upon resurvey in 2008 we maintained accreditation in both categories.





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**NATIONAL HEALTHCARE  
OBSERVANCES**

**June:**

Home Safety Month  
 Men's Health Week 11-17

**August:**

National Health Center Week 9 - 15

**September:**

Healthy Aging Month  
 Assisted Living Week September 11-17

**October:**

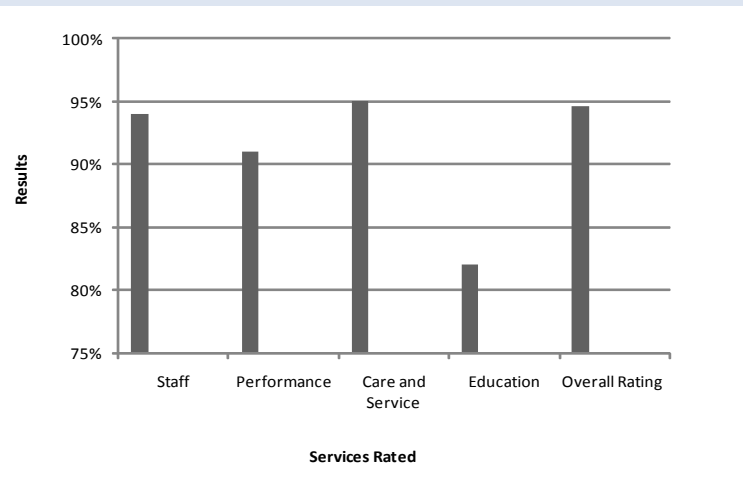
Healthy Lung Month  
 Fire Prevention Week 4-10  
 Respiratory Care Week 25-31  
 Lung Health Day 28

**Did You Know?**

**Oxygen One Is Here  
24/7**

Oxygen One has a Manager, State Licensed Clinician and a Medical Technician on call to assist with emergencies 24 hours per day, 7 days per week. Some types of emergencies may include the set-up and delivery of new equipment, equipment malfunction, or power failure. All calls are returned by a manager and assisted by a clinician or technician when needed.

**2009 ANNUAL SURVEY RESULTS**



The results are in! Our annual patient surveys were returned at an outstanding rate. The approval ratings from our patients are as follows:

Staff	94%
Company Performance	91%
Care and Services	95%
Educating Patients	82%

**Oxygen One's overall service rating is 94.6%.**

The best in ongoing assessments, education and monitoring