



Case Study

Optimizing PAP Compliance Accuracy in Re-Authorization Workflows for a DME Respiratory Service Provider

OUTCOMES AT A GLANCE

93%

Decrease in Compliance Check Errors

100%

Decrease in Top Outlier's Error Count

86%

Decrease in Number of Total Outliers

EXECUTIVE SUMMARY

SunKnowledge Inc. identified and addressed a critical issue within the re-authorization workflow for patients using Positive Airway Pressure (PAP) devices for a major Durable Medical Equipment (DME) client: incorrect classification of compliant patients as non-compliant. This led to delays in care, reimbursement denials, and operational inefficiencies. By enhancing audit mechanisms, revising training protocols, and implementing detailed data checks – including accurate date span analysis and full resource utilization – the team achieved a 98% accuracy rate in just eight weeks. This case study highlights SunKnowledge's comprehensive strategy to mitigate compliance-check errors and ensure accurate patient categorization.



CHALLENGES

- ❶ **Incorrect Categorization:**
Patients meeting PAP compliance standards were mistakenly marked as non-compliant.
- ❷ **Date Range Errors:**
Team members failed to extract the best 30 days of usage within the last 90 days, leading to inaccurate compliance assessment.
- ❸ **Resource Oversight:**
Compliance data already available in portals or documentation was overlooked.
- ❹ **Operational Bottlenecks:**
Misclassifications delayed patient re-authorizations and increased rework.

ANALYSIS AND APPROACH

SunKnowledge deployed a structured Quality Assurance (QA) methodology:

- **Workflow Audits:**
 - Audited orders routed to “Non-Compliant – Patient Outreach/Review Needed” and “Manager Escalation – No Compliance Data.”
- **Root Cause Identification:**
 - Skipping portal checks (ReactHealth, ResMed, Philips).
 - Not referencing uploaded documentation in Brightree.
 - Misunderstanding Medicare compliance rules.
- **Targeted Interventions:**
 - Training on correct date span selection (best 30 of last 90 days).
 - Regular assessments and one-on-one coaching.
 - Use of a consolidated spreadsheet with new tracking columns.

SOLUTIONS

- ✓ **Enhanced Audit Process:**
 - Audits tracked clean vs. error outcomes weekly.
 - Root cause-specific insights enabled precise interventions.
- ✓ **PIP for Outliers:**
 - Performance Improvement Plans (PIP) implemented for key underperformers.
 - Weekly tracking of productivity, quality, and attendance.
- ✓ **Process Tools:**
 - Added columns to track date span, percentage compliance, and action taken.
 - Centralized all PAP orders into a single sheet to streamline review.
- ✓ **Team Training**
 - Classroom sessions, feedback calls, and huddle discussions.
 - Job-shadowing of high performers encouraged.
 - Emphasis on usage pattern interpretation and compliance logic.

RESULTS

Metric	Before Optimization (End of Week 1)	After Optimization (End of Week 8)	Improvement
Compliance Error Count	79	5	93% Decrease
Number of Outliers	21	3	86% Decrease
Top Outlier's Error Count	12	0	100% Decrease
Overall Accuracy Rate Improvement	92%	98%	6% Increase

KEY SUCCESS FACTORS



Audit-Driven Accountability:
Weekly audits revealed behavioral and knowledge-based error patterns.

Role-Specific Coaching:
Personalized PIP plans led to substantial performance recovery.

Process Transparency:
Clear documentation of compliance logic reduced subjectivity in patient classification.

Focus on Best Practices:
Sharing of real-world examples and correct use of tools like QRG ensured better decision-making.

CONCLUSION

SunKnowledge's initiative in refining PAP compliance assessments significantly improved workflow accuracy and reduced rework. The structured approach—combining audits, retraining, real-time feedback, and accountability frameworks—ensured patients were appropriately categorized and authorizations were initiated without delay. The model demonstrates how data-informed process reform can strengthen operational efficiency and patient outcomes in the RCM space.