



# HOME OXYGEN THERAPY PROGRAM EVALUATION

Key highlights presentation

November 26, 2015

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# Introduction

This study was conducted on behalf of the Assistive Devices Program (ADP) of the Ministry of Health and Long Term Care (MoHLTC) and the Ontario Home Respiratory Services Association (OHRSA).

The primary objectives of the study are to assess the value of the home oxygen program to the health system, and to evaluate if the program is meeting the needs of current and future Ontario residents who need home oxygen therapy.

The specific objectives of the research are to assess whether:

- home oxygen therapy is:
  - increasing clients' participation in the activities of daily living and independence; enhancing clients' quality of life; improving clients' health status;
  - impacting clients' use of other health care services and resources; and,
- if the Vendors of Records (VoR) are providing the equipment and services they are mandated to provide to ADP funded clients, according to the terms and conditions of the VoR agreement.

# Methodology

Ipsos conducted surveys among the following key stakeholders:

1. **Clients** of the home oxygen therapy program;
2. **Physicians and nurse practitioners** who prescribe home oxygen therapy and **hospital-base regulated health professionals** who play a role in the assessment for and monitoring of home oxygen therapy; and,
3. **Vendors of Record (VoR) for Home Oxygen Services** which provide the equipment and services.

### **Clients – online and mail out paper survey (July 20th to August 31st, 2015)**

- Invited 3000 ADP-funded home oxygen therapy clients
- We obtained n=1335 completes; response rate – 45%; Margin of Error – +/- 2 percent
- Stratified random sampling approach, selecting a random sample of ADP-funded home oxygen therapy clients within each of the 13 Local Health Integration Network (LHIN) regions

### **Healthcare Providers**

#### **Prescribers – online and mail out paper survey (August 27th to October 9th, 2015)**

- Invited 354 **prescribers** of home oxygen therapy clients
- We obtained n=80 completes; response rate – 23%; Margin of Error – +/- 10 percent

#### **Registered Respiratory Therapists – online link (August to October 9th, 2015)**

- Survey link posted on the **College of Respiratory Therapists of Ontario** website, n=28 completes. We invited respiratory therapists who are not employed by a vendor organization to complete the survey. Those who are employed by a vendor were represented in the vendor survey.

### **Vendors – email invite to online survey (August to October 9th, 2015)**

- Invited 50 vendors of record. We obtained n=37 completes; response rate – 74%

# High Level Findings

- Overall, the results from this study indicate that the ADP-funded home oxygen therapy program is having a positive impact at both the client-level, and at the system level.
- Almost all ADP clients rate their overall experience with their home oxygen services company as ‘excellent’ or ‘very good’. Clients provide exceptionally positive ratings across all service areas for the RRTs or nurses and service technicians who visit their homes, and call staff who answer their questions on the phone.
- Nearly nine in ten clients report that their home oxygen service company is meeting all of their home oxygen therapy needs. Most importantly, the majority of clients say home oxygen has improved their daily life activities, as well as their ability to leave home comfortably.
- In terms of the program’s impact on the health system and other health care resources, two-thirds to almost three-quarters of ADP clients say that the provision of home oxygen therapy has reduced their number of visits to the ER, to walk-in clinics, and overnight hospital stays.

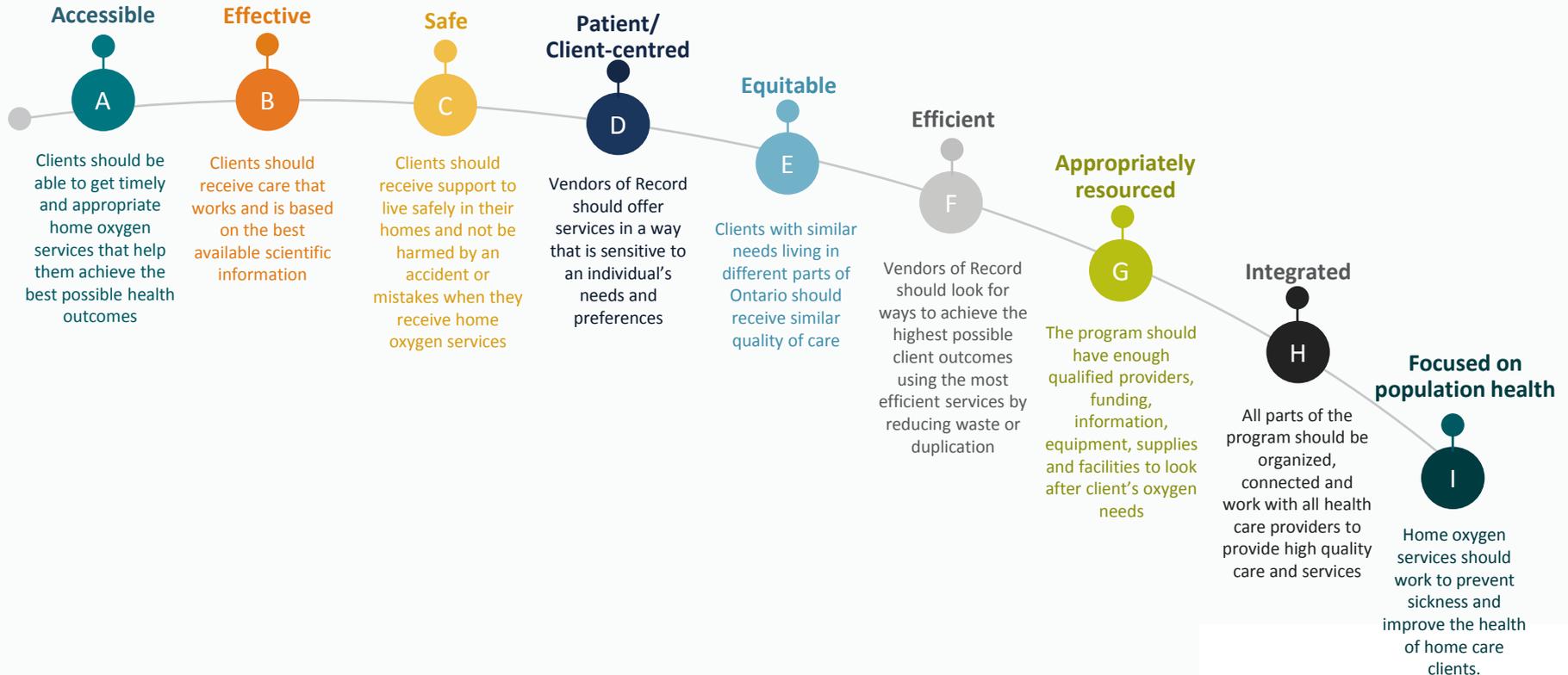
## SUMMARY

- Overall findings indicate that vendors are surpassing minimum required standards of the ADP VoR service delivery model; however, there is some variation across regions.
- A client's ability to choose a vendor to meet their needs is a key feature of the ADP home oxygen therapy model, but not all clients are informed. RRTs, however, tend to provide more information and support to clients in general than prescribers.
- While training and information on safety requirements are meeting standards, continual education and training could benefit clients.
- Healthcare providers are generally satisfied with communications with vendors. However, some prescribers and RRTs have suggested more in-services to hospital based health care workers on the rules/regulations as well as updates on home oxygen therapy services and equipment.

# Home Oxygen Therapy Assessment Framework

# HOME OXYGEN THERAPY ASSESSMENT FRAMEWORK – ATTRIBUTES

- Ipsos worked in close consultation with ADP and the OHRSA to design the three surveys based on an assessment framework developed by the ADP and OHRSA Working Group to evaluate ADP funded home oxygen therapy. This framework includes nine attributes and 13 key performance indicators (KPIs). Below is a description of each of the nine attributes. A list of KPIs to be measured within each attribute are listed on the following page.



# HOME OXYGEN THERAPY ASSESSMENT FRAMEWORK – ATTRIBUTES AND KPIS

<b>A. Accessible</b>	<ol style="list-style-type: none"> <li>1. The time taken to initiate oxygen therapy meets the needs of the client and the health care system.</li> <li>2. Clients receive an oxygen delivery system that meets their clinical needs and life style requirements.</li> <li>3. Clients have access to appropriate vendor staff when they have issues, concerns, and/or problems with their equipment.</li> </ol>
<b>B. Effective</b>	<ol style="list-style-type: none"> <li>4. Home oxygen therapy improves client health outcomes such as level of independence, client satisfaction, exercise tolerance, complication rate, and rate of readmission.</li> <li>5. The provision of home oxygen therapy reduces the utilization of other health care resources; for example, reduced visits to hospital/emergency department or prescriber.</li> </ol>
<b>C. Safe</b>	<ol style="list-style-type: none"> <li>6. Clients know how to properly use, maintain, and care for their oxygen delivery system.</li> <li>7. Clients can identify the risks associated with improper use of home oxygen therapy, for example, smoking while using oxygen therapy.</li> <li>3. Clients have access to appropriate vendor staff when they have issues, concerns, and/or problems with their equipment.</li> <li>8. Clients receive equipment and service from VoR staff that are knowledgeable and up to date on the care and management of individuals requiring home oxygen therapy. (in vendor survey)</li> </ol>
<b>D. Patient/Client Centred</b>	<ol style="list-style-type: none"> <li>9. Clients receive equipment and services that: meet their medical needs; adapt to their changing medical condition; and take into consideration their individual capabilities, lifestyle and therapy goals.</li> </ol>
<b>E. Equitable</b>	<ol style="list-style-type: none"> <li>10. Clients receive the same level of equipment and service, regardless of where they live</li> </ol>
<b>F. Efficient</b>	<ol style="list-style-type: none"> <li>11. Vendors have a method of tracking/monitoring the following: equipment repair and maintenance; (in vendor survey) equipment malfunction or failure; client complaints; and client incidents.</li> </ol>
<b>G. Appropriately Resourced</b>	<ol style="list-style-type: none"> <li>1. The time taken to initiate oxygen therapy meets the needs of the client and the health care system.</li> <li>12. Clients can select the VoR that meets their individual needs.</li> <li>8. VoR staff is knowledgeable and up to date on the care and management of individuals requiring home oxygen therapy.</li> <li>3. Clients have access to appropriate vendor staff when they have issues, concerns, and/or problems with their equipment.</li> </ol>
<b>H. Integrated</b>	<ol style="list-style-type: none"> <li>13. VoR communication with the client, the prescriber, and other health care professionals involved in the care and management of the client: ensures the safe and effective use of home oxygen therapy; supports the client in achieving their individual goals and improved health outcomes; and supports the care and management provided by the prescriber or other health care professionals</li> </ol>
<b>I. Focused on Population Health</b>	<ol style="list-style-type: none"> <li>4. Home oxygen therapy improves client health outcomes such as level of independence, client satisfaction, exercise tolerance, complication rate, and rate of readmission.</li> <li>5. The provision of home oxygen therapy reduces the utilization of other health care resources; for example, reduced visits to hospital/emergency department or prescriber.</li> </ol>

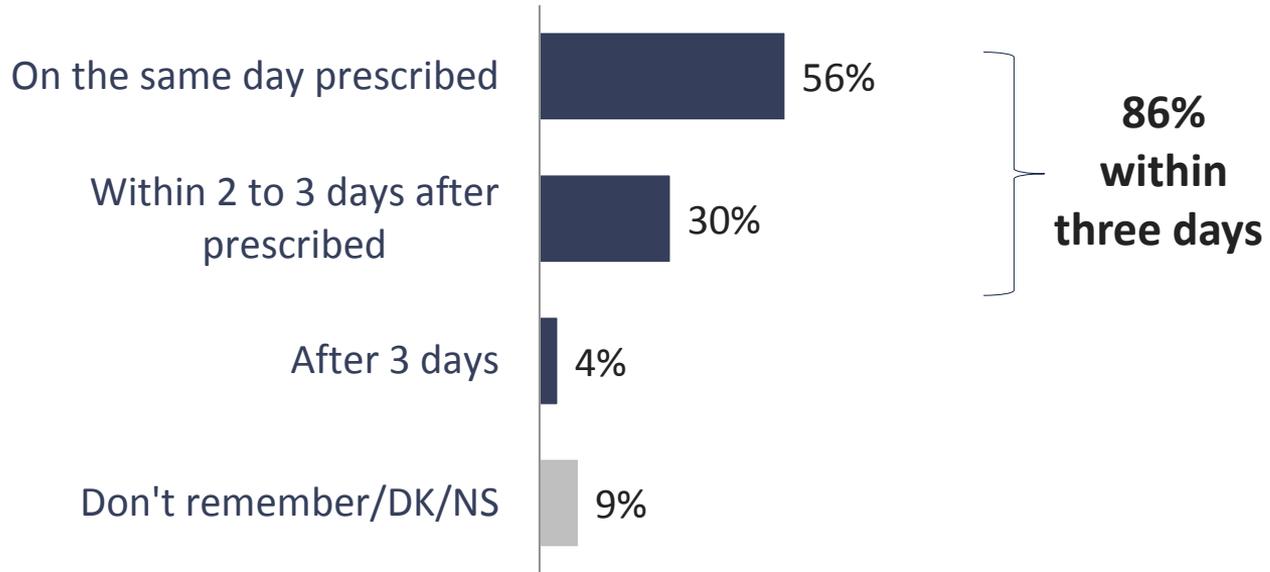
# Key findings

# Findings by KPIs

1. The time taken to initiate oxygen therapy meets the needs of the client and the health care system.

KPI 1. TIME TAKEN TO INITIATE HOME OXYGEN THERAPY

**A majority of clients had their home oxygen therapy equipment set up within the expected three days.**



Q10. After you were prescribed the home oxygen therapy, did the home oxygen services company come to your house to set up the home oxygen equipment? Base: All Clients, n=1335.

KPI 1. TIME TAKEN TO INITIATE HOME OXYGEN THERAPY

**Clients were more likely to have had their equipment set up immediately upon release from ER or hospital admission.**

	Hospital Emergency	After Hospital Admission	Hospital Outpatient	Physician's Office
Base	189	640	134	260
On the same day prescribed	68%	73%	42% <sub>Q</sub>	26%
Within 2 to 3 days	25%	19%	43%	51%
After 3 days	3%	2%	6%	11%

Q9. Following a visit to a medical clinic or hospital, were you provided with any oxygen equipment to bring home so that you would have oxygen therapy right away; Q10. After you were prescribed the home oxygen therapy, did the home oxygen services company come to your house to set up the home oxygen equipment? Base: All Clients, n=1335.

NOTE: We performed a statistical t-test at a 95% confidence interval. Significant differences are highlighted with subscript letters but may also be in red and green, indicating lower or higher significant differences between subgroups.

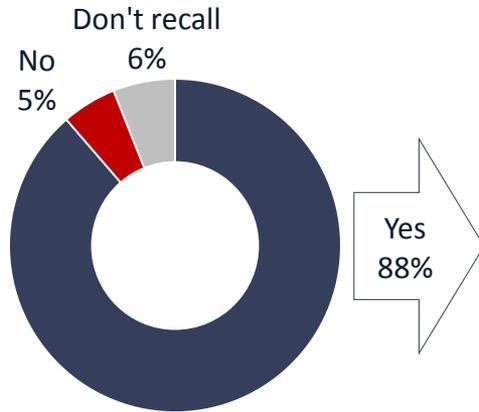
# Findings by KPIs

2. Clients receive an oxygen delivery system that meets their clinical needs and life style requirements.

## KPI 2. TIME TAKEN TO INITIATE HOME OXYGEN THERAPY

**Eighty-eight percent of clients said an RRT or nurse visited their home soon after the equipment was delivered to assess their health and equipment.**

Soon after home oxygen services company first delivered equipment, did a RRT/nurse visit to assess your health/equipment?



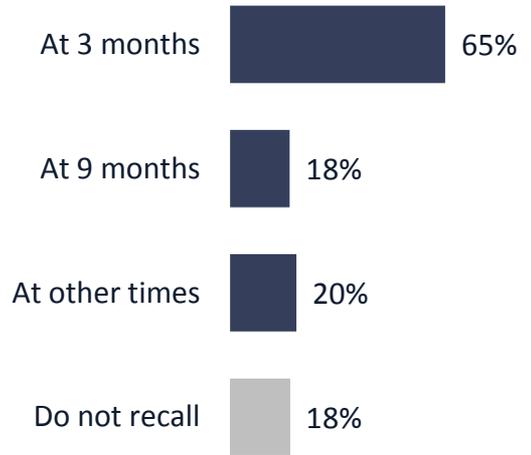
When did HCP visit?

Clients who had HCP on first visit

1179

Visit on the same day	39%
Visit within two to three business days	37%
Visit more than three business days	8%
Do not recall/no answer	16%

Other points at which RRT/nurse visited

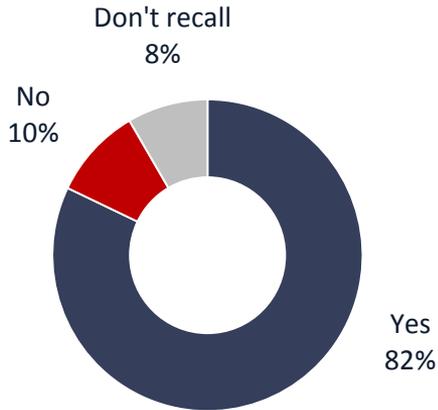


Q18. Soon after the home oxygen services company first delivered the home oxygen equipment to your home, did a respiratory therapist or nurse come to visit you to assess your health and if you had the right equipment? Base: All clients (n=1335); Q19. On the first visit, did the respiratory therapist or nurse ...? Base: Respiratory therapist or nurse come to visit home (n=1179); Q20. At what point(s) did a respiratory therapist or nurse visit you to review your health status and progress in reaching your goals? Base: All Clients, n=1335.

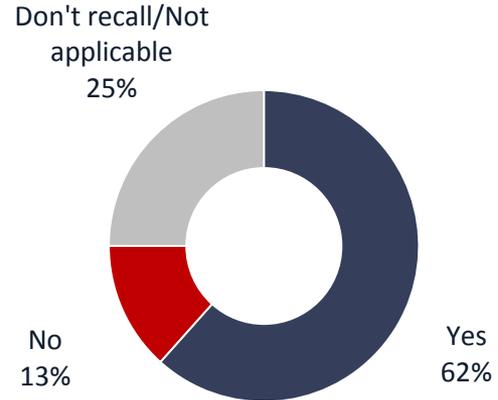
KPI 2. RECEIVE SYSTEM THAT MEETS THEIR NEEDS

**Majority of clients are aware of the different types of oxygen delivery systems available to them for greater mobility.**

**Informed of different home oxygen systems**



**Received assistance for travelling with oxygen**



Q11. Did the home oxygen services company inform you that there are different types of oxygen delivery systems that give you mobility to leave your home?; Q12. Did the home oxygen services company assist you with making arrangements for your oxygen therapy when you travelled or went away from home. Base: All Clients, n=1335.

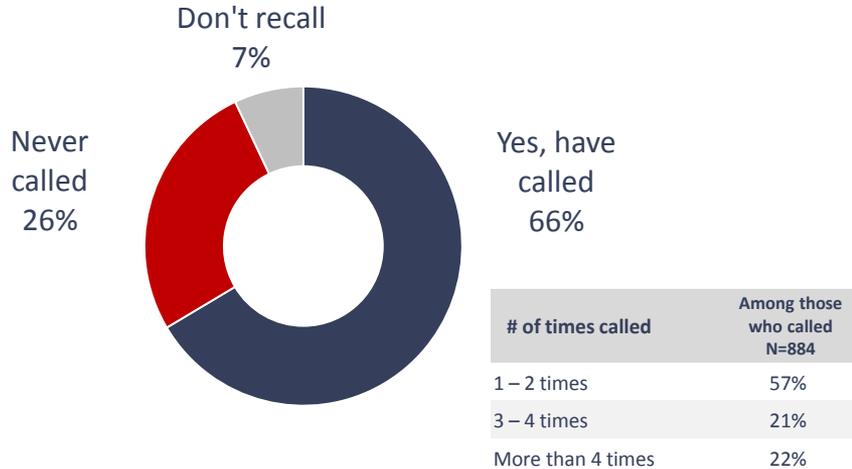
# Findings by KPIs

3. Clients have access to appropriate vendor staff when they have issues, concerns, and/or problems with their equipment.

KPI 3. ACCESS TO APPROPRIATE VENDOR STAFF

**Two-thirds of clients have called their home oxygen company since starting home oxygen therapy, primarily for extra supplies or for issues with equipment.**

**Called service company for assistance**



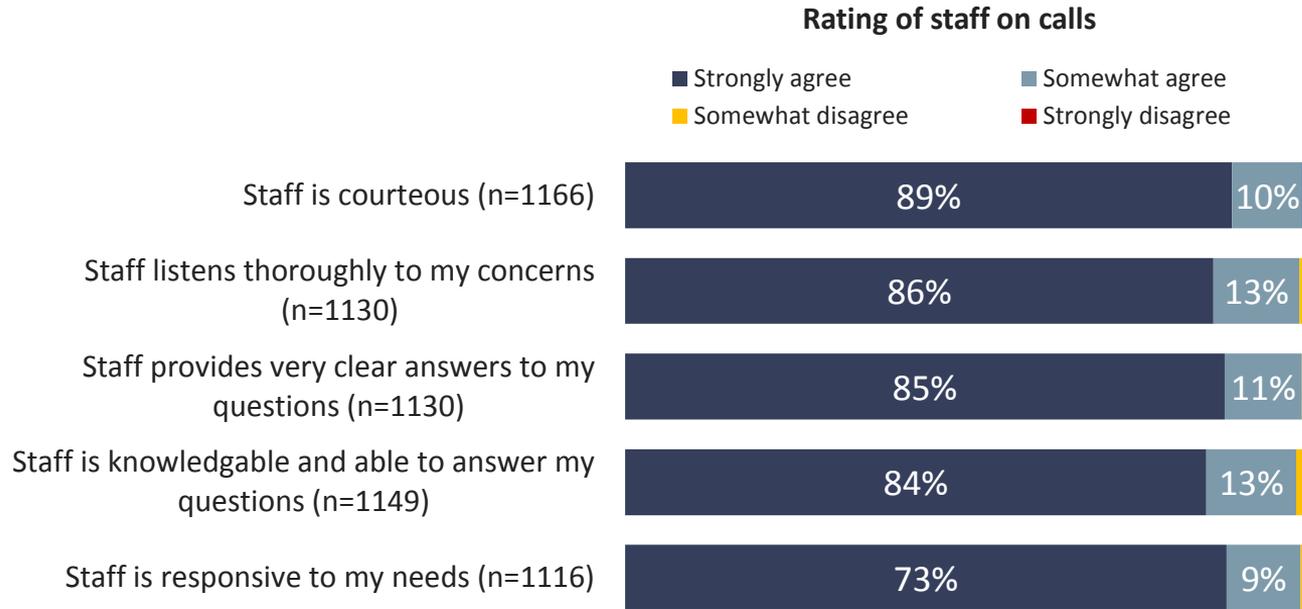
Reasons for calling – OPEN-END (<3% not shown in table)	Among those who called N=884
Required extra supplies such as oxygen cylinders or tubing	70%
Experiencing problems with equipment	47%
Asked questions about issues with safety in using the equipment	9%
Ran out of oxygen and required an emergency refill	9%
Wanted a more portable/smaller/not as heavy device	5%
Other	3%

\*Base excludes Not applicable/Don't recall responses for each item.

Q28. Since you started home oxygen therapy, how many times, if any, have you called your home oxygen services company to ask for assistance? Base: All Clients, n=1335; Q29. Why did you call your home oxygen services company? OPEN-END Base: Clients who called home oxygen services company to ask for assistance, n=884;

### KPI 3. ACCESS TO APPROPRIATE VENDOR STAFF

**Ratings are high for call staff on courtesy, ability to listen and provide clear answers, knowledge, and responsiveness.**

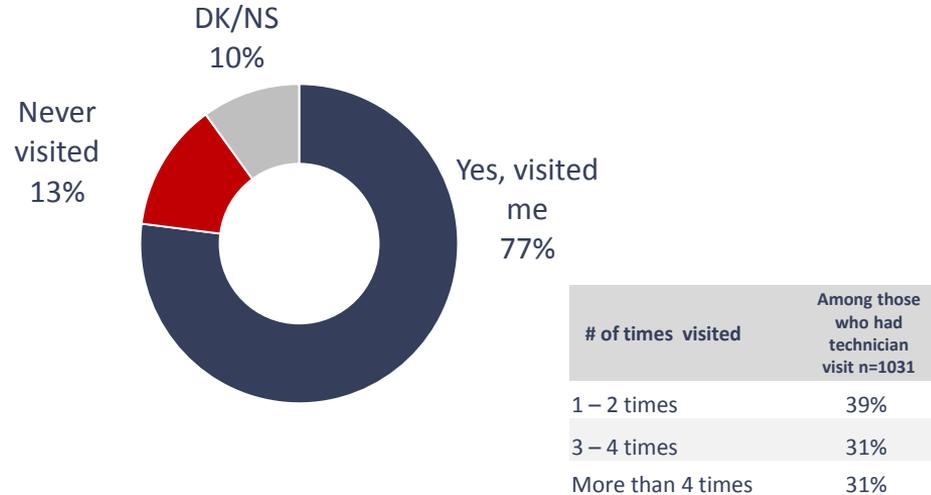


Q30. Thinking about your experiences when calling your current home oxygen services company, please rate how much you agree or disagree with each of the following sentences about the staff who answers your calls. Base: varies by statement.

KPI 3. ACCESS TO APPROPRIATE VENDOR STAFF

Over three-quarters of clients have had a service technician visit them in their home to check on the status of their equipment.

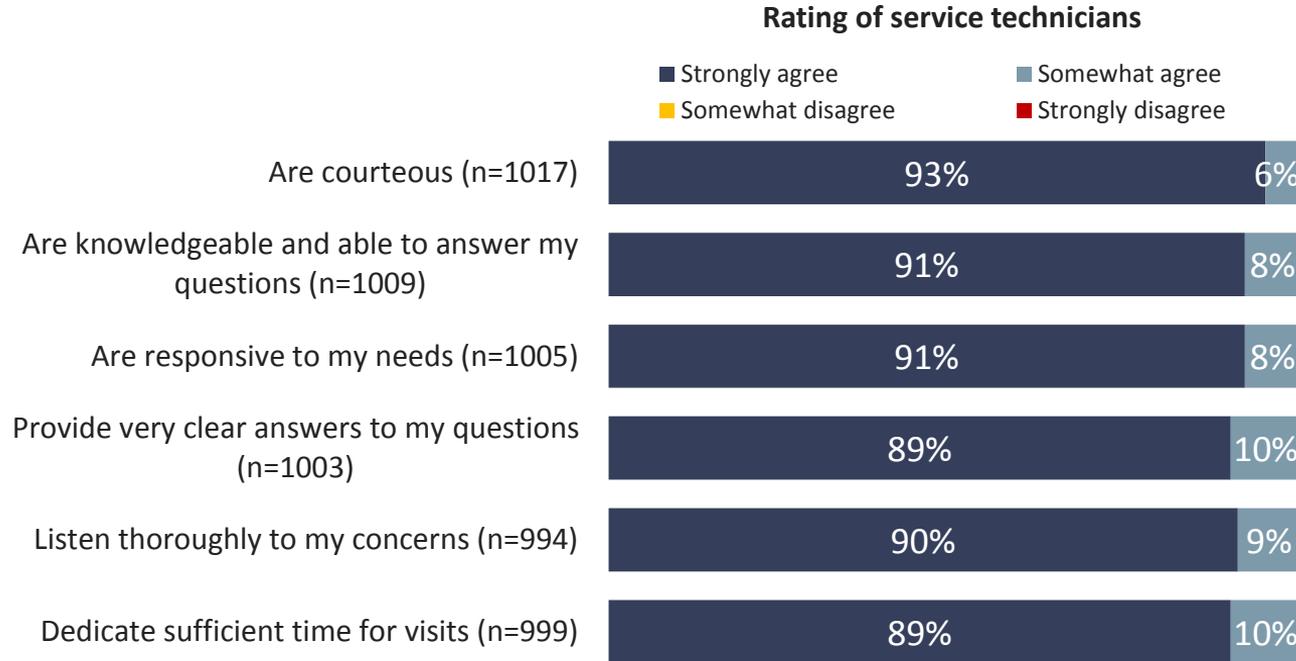
Called service company for assistance



Q31. Since you started home oxygen therapy, how many times has a service technician come to visit your home to check on the status of your equipment? Base: All clients (n=1335) Question was rebased to the total to determine proportion that had received a visit from a technician;

### KPI 3. ACCESS TO APPROPRIATE VENDOR STAFF

**Clients are very satisfied with the service provided by service technicians across all service areas.**



Q32. Thinking about your experiences with the service technician(s) from the home oxygen services company, please rate how much you agree or disagree with each of the following sentences. Base: varies by statement.

# Findings by KPIs

4. Home oxygen therapy improves client health outcomes such as level of independence, client satisfaction, exercise tolerance, complication rate, and rate of readmission.

KPI 4. IMPACT OF HOME ON CLIENT HEALTH OUTCOMES

**Over 80% of clients report that using home oxygen has improved their daily life activities and their ability to leave home comfortably.**

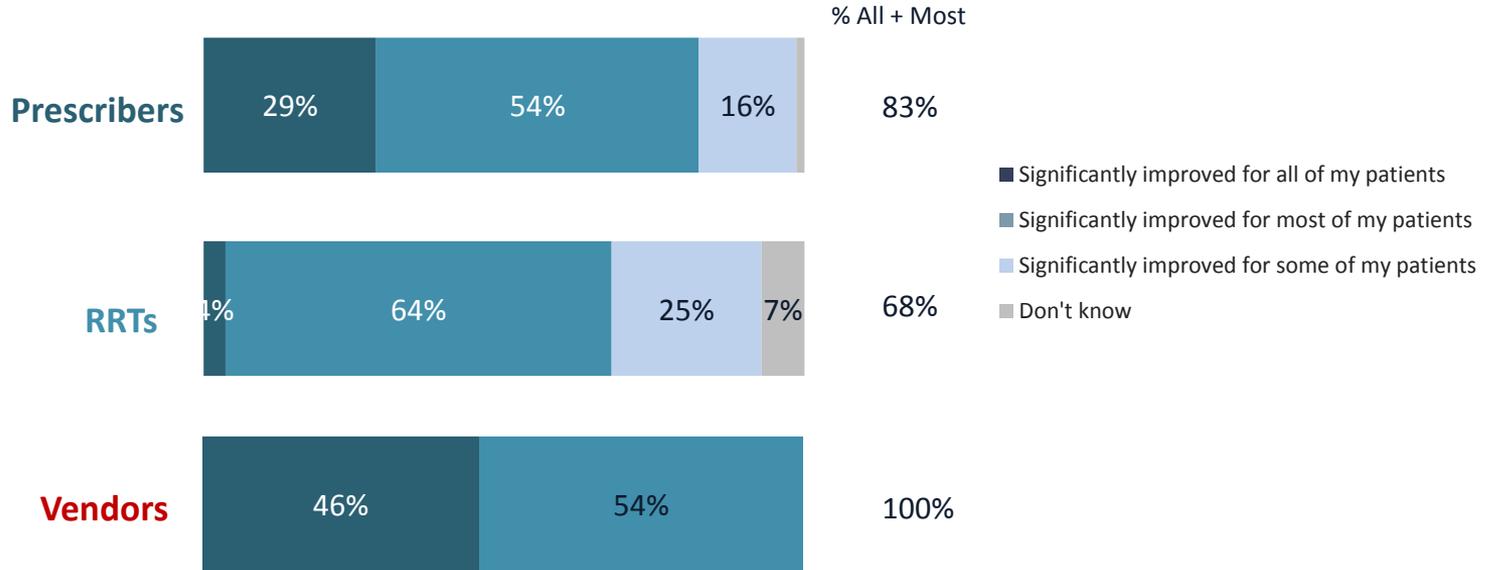
		Total	Level of difficulty performing daily activities prior to home oxygen		
			Very difficult	Difficult	Easy/very easy
Improved participation in daily living activities		1335	472	664	152
	A lot	<b>45%</b>	<b>54%</b>	44%	<b>33%</b>
	Somewhat	<b>37%</b>	32%	<b>43%</b>	37%
	A little	<b>11%</b>	10%	10%	<b>18%</b>
	Not at all	<b>3%</b>	2%	2%	<b>10%</b>
Improved ability to leave home comfortably		1335	472	664	152
	A lot	<b>47%</b>	<b>54%</b>	46%	<b>36%</b>
	Somewhat	<b>35%</b>	32%	38%	34%
	A little	<b>11%</b>	10%	11%	<b>18%</b>
	Not at all	<b>4%</b>	3%	4%	<b>11%</b>

Q25. How has using home oxygen therapy improved your level of participation in daily living activities?; Q26. And, how has using home oxygen improved your ability to leave your home comfortably, Base: All Clients, n=1335

NOTE: We performed a statistical t-test at a 95% confidence interval. Significant differences are highlighted with subscript letters but may also be in red and green, indicating lower or higher significant differences between subgroups.

## KPI 4. HOME OXYGEN IMPROVING CLIENT HEALTH OUTCOMES

**Majority of prescribers, and over two-thirds of RRTs say home oxygen has improved *all or most* of their patients' level of participation in daily activities.**



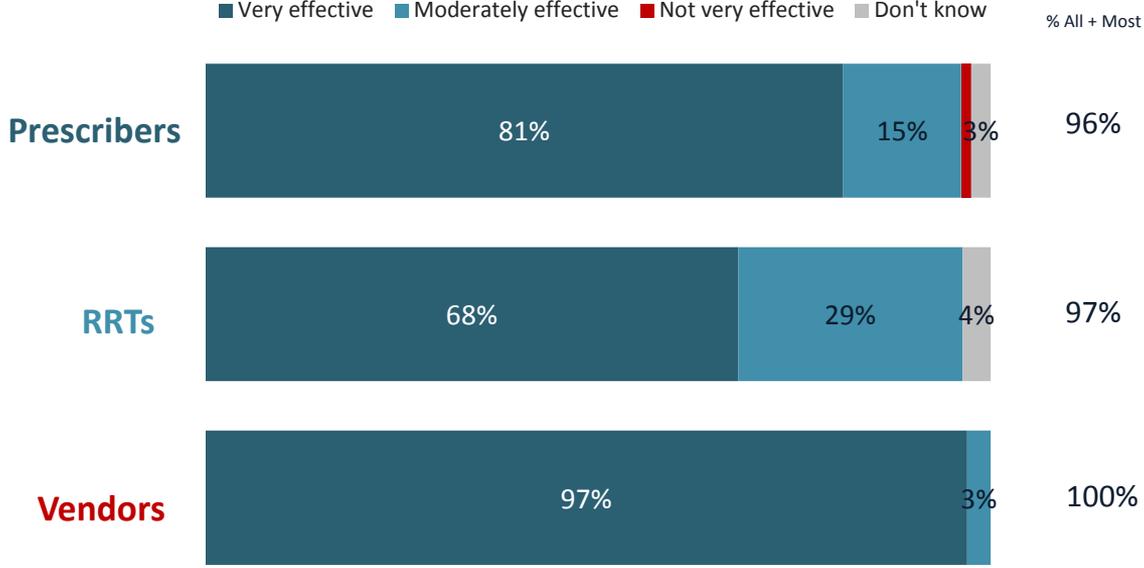
Q16. For your patients (excluding those on palliative care and those residing in long term care), has using home oxygen therapy improved their level of participation in daily living activities? Daily living activities are those that require effort and/or movement to do such things as cleaning your house, cooking, going for a walk or going shopping. Base: All respondents, Prescribers (n=80); RTs (n=28). Q22. Same question wording as HCPs. Base: All Vendors (n=39)

<3% not labelled

# KPI 4. HOME OXYGEN IMPROVING CLIENT HEALTH OUTCOMES

## Almost all HCPs believe home oxygen has been effective in improving the health and quality of life of homecare clients.

Perceived impact of home oxygen on health and quality of life of homecare clients



<3% not labelled

Q14. How effective do you think home oxygen therapy is at helping to improve the health and quality of life of home care clients? Base: All respondents, Prescribers (n=80); RTs (n=28)

Q19. How effective do you think home oxygen therapy is at helping to improve the health and quality of life of home care clients? Base: Vendors (n=37)

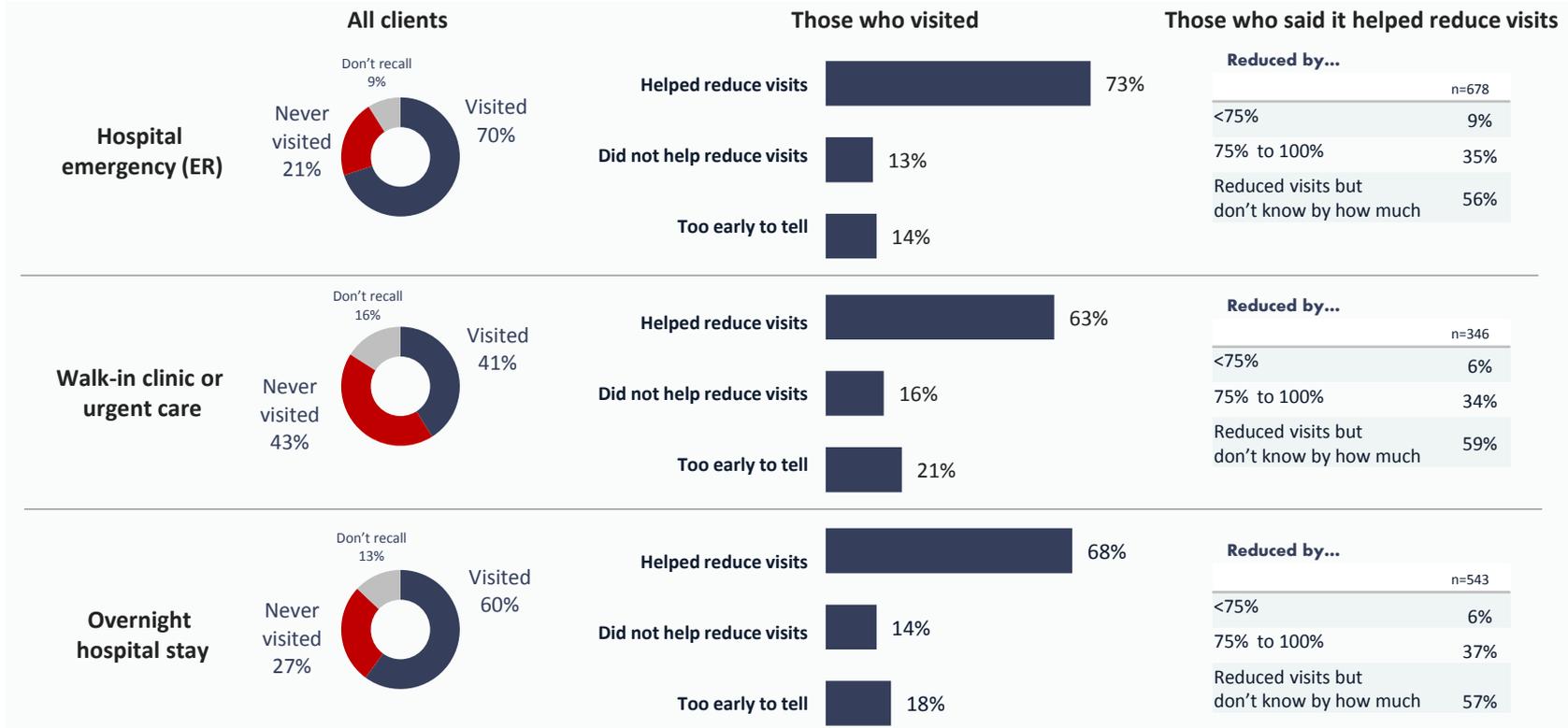
## Findings by KPIs

5. The provision of home oxygen therapy reduces the utilization of other health care resources; for example, reduced visits to hospital/emergency department or prescriber.

# KPI 5. REDUCTION IN USE OF OTHER HEALTH CARE RESOURCES

CLIENTS

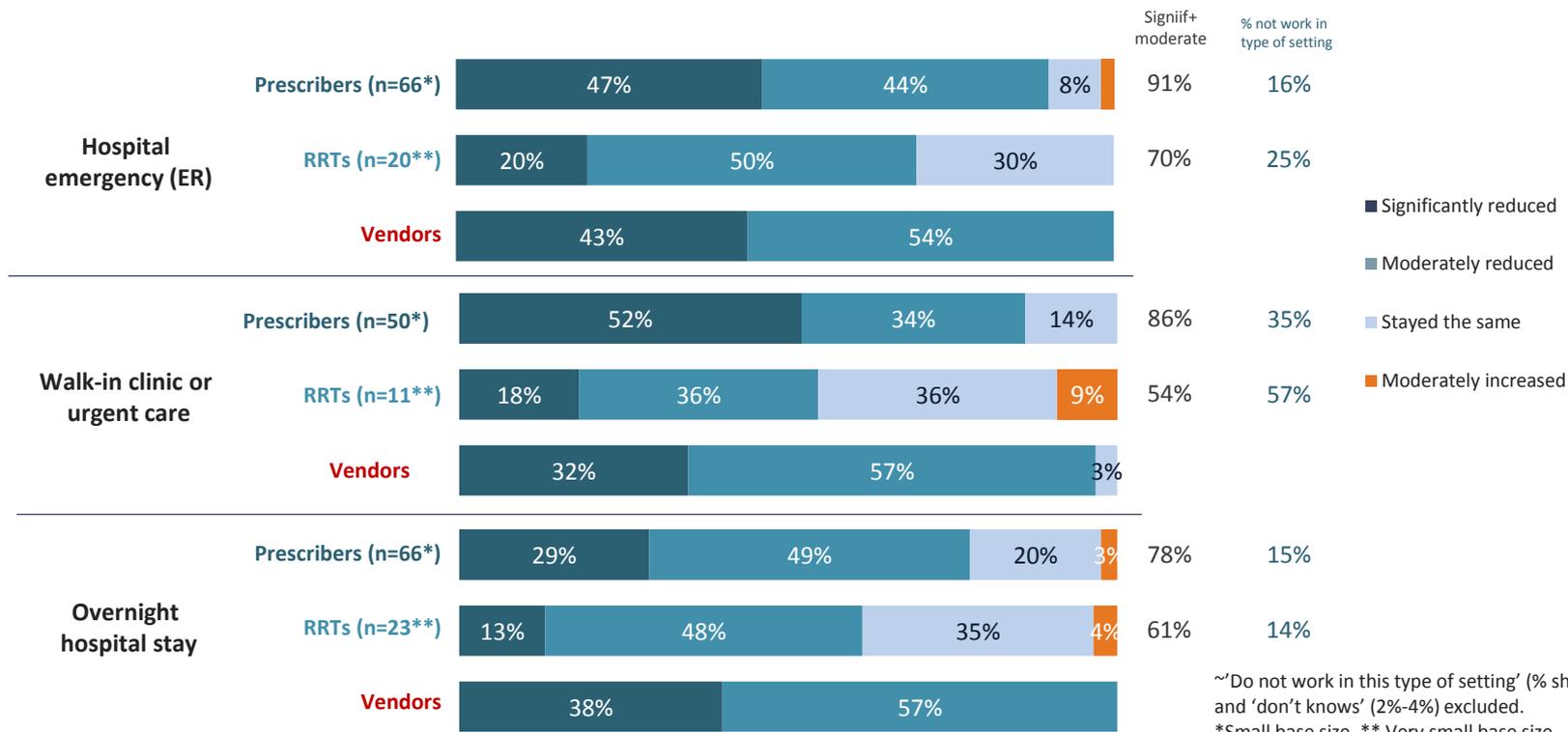
**A majority of clients say that the provision of home oxygen therapy has reduced their visits to a hospital, walk-in or urgent care clinic.**



30 Q27. Has using home oxygen therapy helped to reduce the number of times you visit any of the following healthcare services for difficulties in breathing. A) A hospital emergency department; B) Walk in clinic or urgent care centre; C) A hospital where you stayed overnight as a patient. Base : All clients, n=1335.

## KPI 5. REDUCTION IN USE OF OTHER HEALTH CARE RESOURCES

**Most prescribers think that the provision of home oxygen therapy has significantly or moderately reduced visits to *hospital emergency rooms*.**



Q15. Based on your experience with patients where you have..., to what extent has the use of home oxygen therapy including access to the Vendors' 24/7 emergency response service had an impact on the number of patient return-visits for health issues specifically related to oxygen needs? Base: All respondents, Prescribers (n=80); RTs (n=28);

Q20. Based on your experience with your clients, to what extent has the use of home oxygen therapy had an impact on the number of patient return-visits for health issues specifically related to oxygen needs? Base: Vendors (n=37)

# Findings by KPIs

6. Clients know how to properly use, maintain, and care for their oxygen delivery system.

KPI 6. CLIENTS ARE TRAINED

**Almost all clients and/or their caregivers , regardless of where they were prescribed home oxygen, were provided with training.**

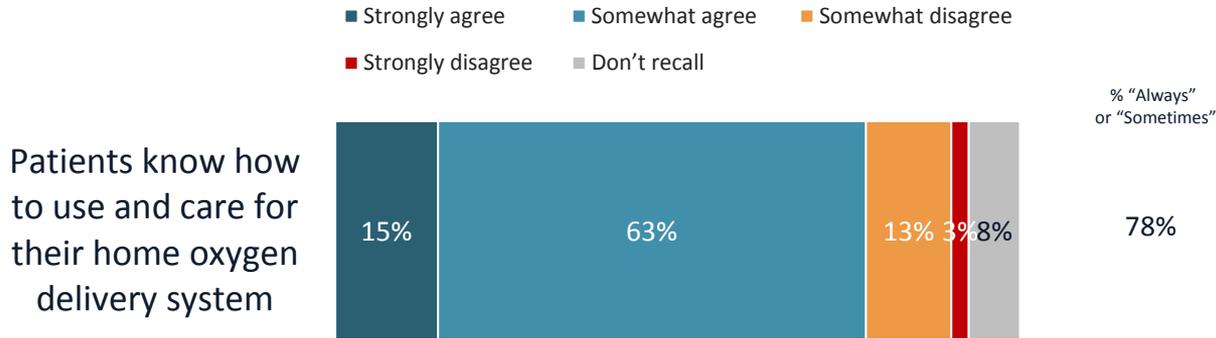
	Total	Hospital Emergency	After Hospital Admission	Hospital Outpatient	Physician’s Office
Base	1335	189	640	134	260
<b>Received training on how to use and care for equipment</b>					
Yes, I and my caregiver/family member received training	54%	57%	58%	56%	49%
Yes, only I received training	32%	34%	27%	37%	44%
Yes, only my caregiver/family member received training	7%	5%	10%	2%	2%
<b>TOTAL TRAINED</b>	<b>93%</b>	<b>96%</b>	<b>95%</b>	<b>95%</b>	<b>95%</b>

Note: Don't recall responses not shown in table.

Q13. Did the home oxygen services company provide you and/or a caregiver or family member with training on how to use and care for the oxygen equipment?; Q14. Did the home oxygen services company provide you and/or a caregiver or family member with information on safety and risks in using equipment? Base: All Clients, n=1335.

## KPI 6. CLIENTS ARE TRAINED

**Over three-quarters of prescribers agree that their patients know how to use and care for their home oxygen delivery system. Only 15% strongly agree, however, indicating there may be more need for continued client education in this area.**



- Eighty-seven percent of prescribers think their patients are well-informed about safety requirements and risks associated with improper use of home oxygen therapy (39% strongly, and 48% somewhat, agree).

Q11.To what extent do you agree or disagree with each of the following? Base: All Prescribers (n=80)

# Findings by KPIs

7. Clients can identify the risks associated with improper use of home oxygen therapy, for example, smoking while using oxygen therapy.

KPI 7. CLIENTS PROVIDED WITH INFORMATION ON RISKS

**Almost all clients received information on safety and risks in using equipment.**

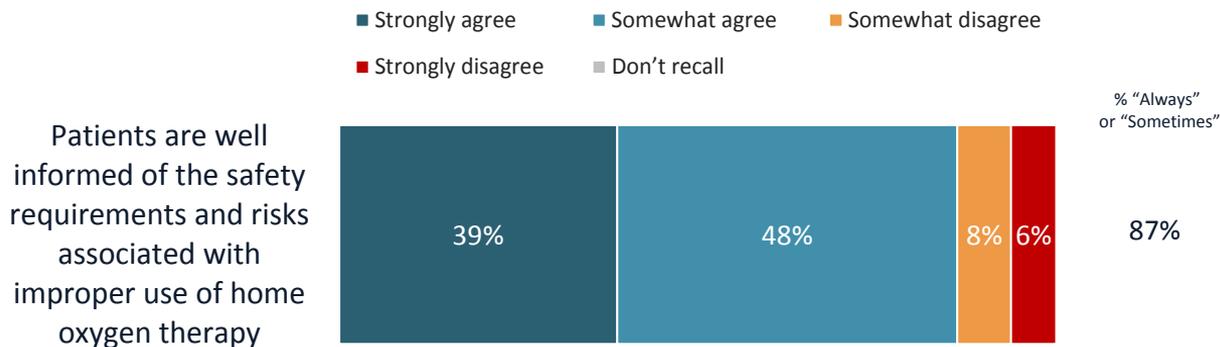
	Total	Hospital Emergency	After Hospital Admission	Hospital Outpatient	Physician's Office
Base	1335	189	640	134	260
<b>Provided with information on safety and risks in using equipment</b>					
Yes, I and my caregiver/family member received information	60%	60%	63%	63%	54%
Yes, only I received information	28%	31%	24%	31%	37%
Yes, only my caregiver/family member received information	4%	4%	6%	1%	2%
<b>TOTAL TRAINED</b>	<b>92%</b>	<b>95%</b>	<b>93%</b>	<b>95%</b>	<b>93%</b>

Q14. Did the home oxygen services company provide you and/or a caregiver or family member with information on safety and risks in using equipment? Base: All Clients, n=1335.

NOTE: We performed a statistical t-test at a 95% confidence interval. Significant differences are highlighted with subscript letters but may also be in red and green, indicating lower or higher significant differences between subgroups.

KPI 7. CLIENTS PROVIDED WITH INFORMATION ON RISKS

**Most prescribers think their patients are well-informed about safety requirements and risks associated with improper use of home oxygen therapy.**



Q11.To what extent do you agree or disagree with each of the following? Base: All Prescribers (n=80)

# Findings by KPIs

8. Clients receive equipment and service from VoR staff that are knowledgeable and up to date on the care and management of individuals requiring home oxygen therapy. (in vendor survey).

KPI 8. CLIENTS RECEIVE SERVICE FROM KNOWLEDGEABLE STAFF

**Regulated health professionals and service technicians have access to numerous opportunities for continuous training and education. Larger organizations are able to provide these more broadly across the organization, however.**

	Regulated health professionals		Service / delivery technicians	
	One location (n=16)**	More than one location (n=21)**	One location (n=16)**	More than one location (n=21)**
Host in-house demos on equipment	100%	100%	75%	100%
Provide funds for attending conferences	94%	95%	56%	76%
Provide in-house presentations for continuous learning	94%	95%	75%	95%
Access to e-learning modules	94%	95%	75%	91%
Provide funds for courses in respiratory or related care	88%	86%	31%	71%
Provide funds for courses in continuing education (general)	75%	91%	50%	91%
Pay membership fees/dues to professional associations	69%	81%	13%	5%
Subscription to medical/healthcare journals	63%	10%	31%	-

Q5. For each of the following employee categories, please select the types of opportunities currently offered to staff in terms of continuing training and education. Base: Vendors

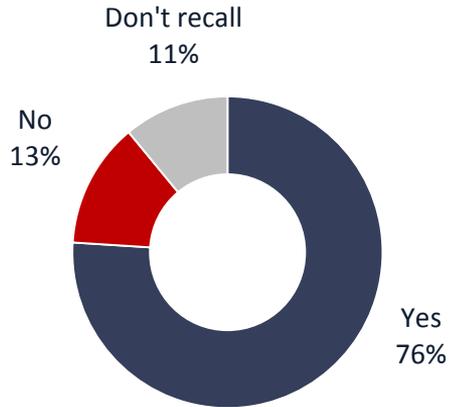
# Findings by KPIs

9. Clients receive equipment and services that: meet their medical needs; adapt to their changing medical condition; and take into consideration their individual capabilities, lifestyle and therapy goals.

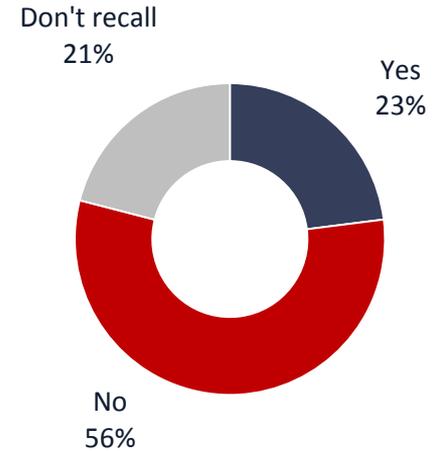
KPI 2. RECEIVE SYSTEM THAT MEETS THEIR NEEDS

**Three-quarters recall that their RRT/nurse talked to them about their health and lifestyle needs and goals. Only 23% report that a formal plan of care was created.**

Did the RRT/nurse talk to you about your health and lifestyle needs?



Did the RRT/nurse create a formal plan of care?



Q21. Has a respiratory therapist or nurse ever talked with you to understand what your health and lifestyle needs and goals were with regard to using home oxygen therapy?; Q22. Has a respiratory therapist or nurse ever developed a formal plan of care for you to reach your health and lifestyle needs and goals? Base: All Clients (n=1335).

# Findings by KPIs

10. Clients receive the same level of equipment and service, regardless of where they live.

KPI9. EQUIPMENT AND SERVICES MEET CLIENTS' NEEDS

The extent of discussions with RRTs/nurses about clients' health and lifestyle needs and goals for home oxygen therapy varies across LHIN regions.

	Total	Central	Central East	Central West	Champlain	Erie St. Clair	Hamilton Niagara Haldimand Brant	Mississauga Halton	North (East And West)	North Simcoe Muskoka	South East	South West	Toronto Central	Waterloo Wellington
Base	(n=1335)	(n=93)*	(n=148)	(n=45)*	(n=122)	(n=87)*	(n=175)	(n=45)*	(n=130)	(n=90)*	(n=70)*	(n=167)	(n=33)*	(n=99)*
		(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)
<b>Did the RTT/nurse talk about to you about your health and lifestyle needs?</b>														
Yes	<b>76%</b>	71%	78% <sub>C</sub>	<b>58%</b>	70%	82% <sub>C</sub>	75% <sub>C</sub>	80% <sub>C</sub>	<b>82%<sub>ACDK</sub></b>	80% <sub>C</sub>	80% <sub>C</sub>	72%	76%	77% <sub>C</sub>
<b>Did the RTT/nurse create a formal plan of care?</b>														
Yes	<b>23%</b>	30% <sub>DF</sub>	22%	20%	<b>16%</b>	31% <sub>DF</sub>	<b>19%</b>	22%	26% <sub>D</sub>	24%	23%	23%	15%	27% <sub>D</sub>

Q21. Has a respiratory therapist or nurse ever talked with you to understand what your health and lifestyle needs and goals were with regard to using home oxygen therapy?; Q22. Has a respiratory therapist or nurse ever developed a formal plan of care for you to reach your health and lifestyle needs and goals? Base: All Clients, n=1335.

NOTE: We performed a statistical t-test at a 95% confidence interval. Significant differences are highlighted with subscript letters but may also be in red and green, indicating lower or higher significant differences between subgroups.

# KPI 10. EQUITABLE ACCESS TO EQUIPMENT AND SERVICES

There is some variation in the timing and number of visits by health care provider across LHIN regions.

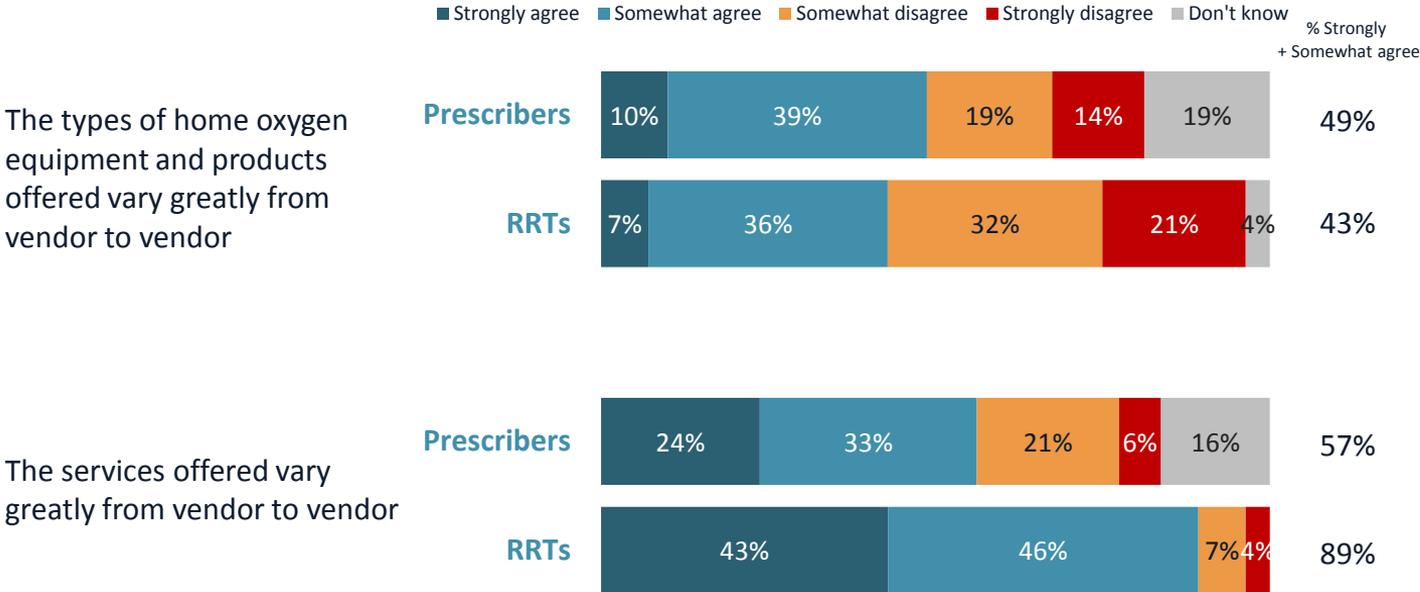
	Central	Central East	Central West	Champlain	Erie St. Clair	Hamilton Niagara Haldimand Brant	Mississauga a Halton	North (East And West)	North Simcoe Muskoka	South East	South West	Toronto Central	Waterloo Wellington
Base	(n=81)*	(n=133)	(n=37)*	(n=106)	(n=78)*	(n=160)	(n=41)*	(n=113)	(n=77)*	(n=63)*	(n=146)	(n=27)**	(n=91)*
<b>When did the RTT/nurse visit?</b>													
Visit same day equipment was delivered	36% <sub>GJ</sub>	35% <sub>GJ</sub>	38% <sub>GJ</sub>	26%	47% <sub>DGJ</sub>	42% <sub>DGJ</sub>	17%	42% <sub>DGJ</sub>	43% <sub>DGJ</sub>	14%	58% <sub>ABCDEFGHIJ M</sub>	44%	44% <sub>DGJ</sub>
Visit within two to three business days	41%	39%	43%	37%	30%	41% <sub>K</sub>	56% <sub>DEHIK</sub>	30%	35%	48% <sub>EHK</sub>	29%	26%	44% <sub>HK</sub>
Visit more than three business days	-	8% <sub>A</sub>	11% <sub>AM</sub>	19% <sub>ABEFGIKM</sub>	3%	6% <sub>A</sub>	5% <sub>A</sub>	12% <sub>AEM</sub>	7% <sub>A</sub>	16% <sub>AEFM</sub>	8% <sub>A</sub>	7%	2%
Base	(n=93)*	(n=148)	(n=45)*	(n=122)	(n=87)*	(n=175)	(n=45)*	(n=130)	(n=90)*	(n=70)*	(n=167)	(n=33)*	(n=99)*
<b>Other points at which RTT/nurse visited</b>													
At 3 months	53%	64%	49%	70% <sub>AC</sub>	70% <sub>AC</sub>	70% <sub>ACL</sub>	62%	72% <sub>ACL</sub>	64%	64%	62%	52%	73% <sub>ACL</sub>
At 9 Months	18%	19%	24%	16%	20%	20%	9%	15%	16%	24% <sub>G</sub>	18%	15%	19%
At other times	20%	24% <sub>DGH</sub>	16%	12%	20%	19%	9%	15%	20%	20%	31% <sub>CDFGH</sub>	21%	22% <sub>D</sub>

Q18. Soon after the home oxygen services company first delivered the home oxygen equipment to your home, did a respiratory therapist or nurse come to visit you to assess your health and if you had the right equipment? Base: All clients (n=1335); Q19. On the first visit, did the respiratory therapist or nurse ...? Base: Respiratory therapist or nurse come to visit home n=1179; Q20. At what point(s) did a respiratory therapist or nurse visit you to review your health status and progress in reaching your goals? Base: All Clients, n=1335.

NOTE: We performed a statistical t-test at a 95% confidence interval. Significant differences are highlighted with subscript letters but may also be in red and green, indicating lower or higher significant differences between subgroups.

# KPI 10. EQUITABLE ACCESS TO EQUIPMENT AND SERVICES

## HCPs note that equipment, and even more so services, varies across vendors.



Q8.To what extent do you agree or disagree with each of the following statements? Base: All respondents, Prescribers (n=80); RTs (n=28)

# Findings by KPIs

11. Vendors have a method of tracking/monitoring the following: equipment repair and maintenance; (in vendor survey) equipment malfunction or failure; client complaints; and client incidents.

**KPI 11. VENDORS’ BUSINESS PRACTICES**

**Larger vendors are more likely to track incidents, clinical outcomes and visits on-line. Client comments and queries are tracked on paper for a majority of vendors (small or large).**

	Client incidents		Client compliments		Clinical outcomes of patients		Ad hoc phone calls from clients		Check-up phone calls made to clients		Regulated Health Professionals face-to-face visits		Service technician visits	
	One location	More than one location	One location	More than one location	One location	More than one location	One location	More than one location	One location	More than one location	One location	More than one location	One location	More than one location
<b>Spreadsheet, for example, Excel</b>	-	67%	-	5%	-	67%	-	5%	6%	5%	13%	5%	6%	-
<b>Customized database</b>	19%	14%	13%	10%	19%	19%	25%	19%	31%	19%	31%	81%	19%	81%
<b>Paper-based tracking</b>	75%	19%	81%	76%	63%	14%	56%	67%	63%	76%	56%	14%	56%	19%
<b>Other format</b>	6%	-	-	5%	-	-	13%	5%	-	-	-	-	6%	-
<b>Do not collect information</b>	-	-	6%	5%	19%		6%	5%	-	-	-	-	13%	-

Q16. Which of the following methods does your organization use to track and monitor client and equipment issues/incidents?

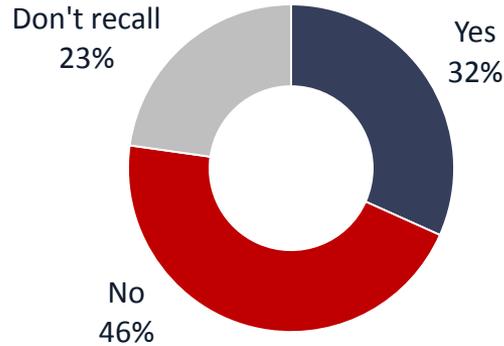
## Findings by KPIs

12. Clients can select the VoR that meets their individual needs.

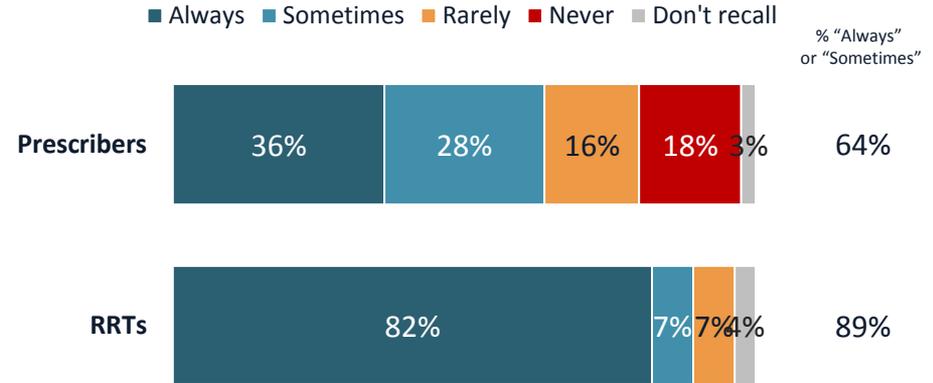
## KPI 12.CLIENTS CHOICE IN VENDOR

**About two-thirds of prescribers report providing options to clients for vendor. One-third of clients recall being informed they have a choice of vendor.**

**CLIENTS – Informed of choice of oxygen service company**



**HCPs – Informing patients of option to choose oxygen service company**



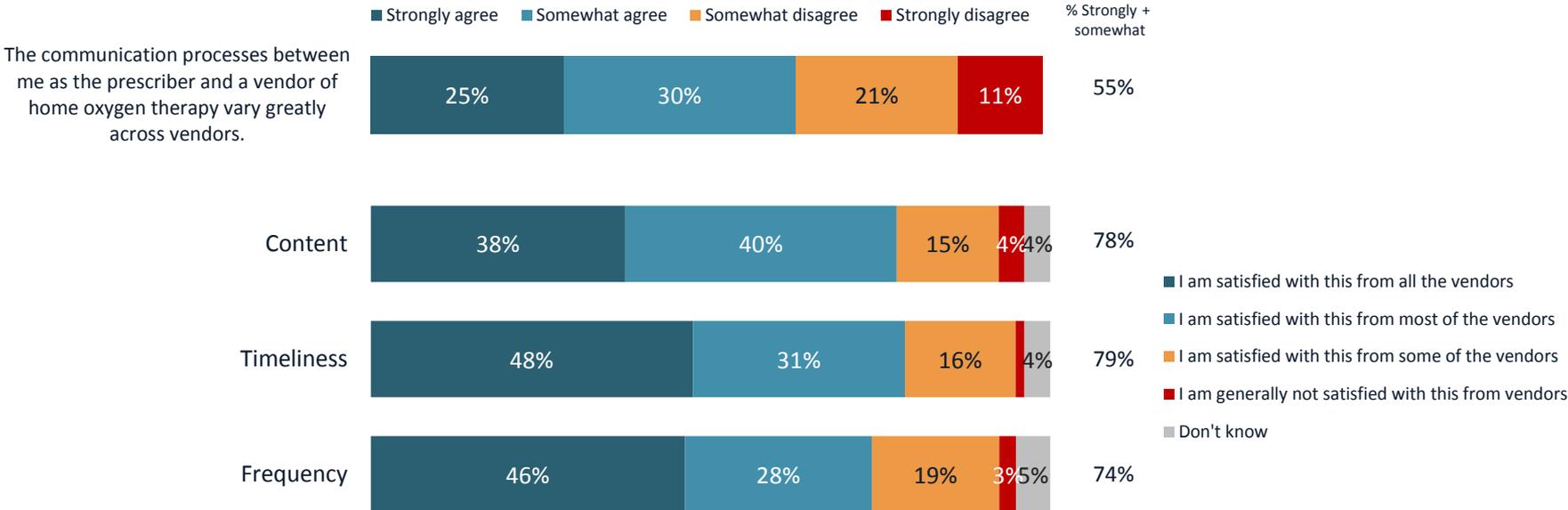
Q7. Did the prescribing physician, nurse practitioner or other healthcare professional from the hospital, physician's office or clinic inform you that you had a choice of home oxygen services companies that you could select from? Base: All Clients (n=1335)

Q7. How often, if at all,... that they have a choice of home oxygen service vendors to select from? Base: All HCPs, Prescribers (n=80); RTs (n=28)

# Findings by KPIs

13. VoR communication with the client, the prescriber, and other health care professionals involved in the care and management of the client: ensures the safe and effective use of home oxygen therapy; supports the client in achieving their individual goals and improved health outcomes; and supports the care and management provided by the prescriber or other health care professionals.

KPI 13.VENDOR COMMUNICATION IS INTEGRATED AND CLIENT CENTRED  
**While communication processes vary, most prescribers are satisfied with the content, timeliness, and frequency of information provided by vendors about their patients' care and condition.**



Q10. With regard to the information you request from vendors, how satisfied are you with each of the following - content, timeliness, and frequency - in terms of communications about your client's care and condition? Base: All Prescribers (n=80)  
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# Different prescribers may want different forms of communications from vendors...



For high volume prescribers, having a clear method of preferred communication (email, phone, etc.) for the vendor to use. The manager at the office of the vendor I most often work with **emails** me directly with patient-care issues, allowing us to resolve them right away."

Prescriber



Talk about issues. Don't send me a paper or email - they get 'lost'."

Prescriber

# KPI 13. VENDOR COMMUNICATION IS INTEGRATED AND CLIENT CENTRED

## Most prescribers are interested in information about issues that arise with therapy and changes to equipment.

NET - % of prescribers who chose no requests, 1 request, etc.

N=108

Request all 4 types of information 63%

- FOR ALL MY PATIENTS
- FOR MOST OF MY PATIENTS
- FOR SOME OF MY PATIENTS WHO REQUIRE MORE MONITORING
- I TYPICALLY DO NOT REQUEST THIS TYPE OF INFORMATION FOR MY PATIENTS
- DK/ NS

% All + Most



Q9. For what proportion of your patients receiving home oxygen therapy do you request the following information from the vendor(s) of home oxygen services?

Base: All respondents, Prescribers (n=80).

# HCPs have suggested they would like more information about regulations, equipment and services



I think the vendors should come to the hospital and show us their equipment and chat about new products and changes to guidelines. I have worked in the same setting for more than 20 years and I have only met the practitioners who work a couple of companies and certainly not all."

Prescriber

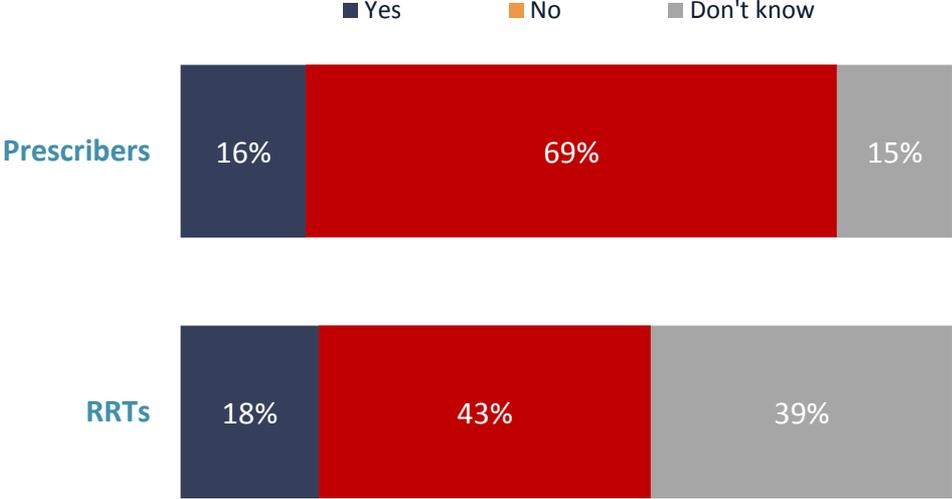


Increased education and awareness, orientation to process of applying for and process of setting up home oxygen."

RRT

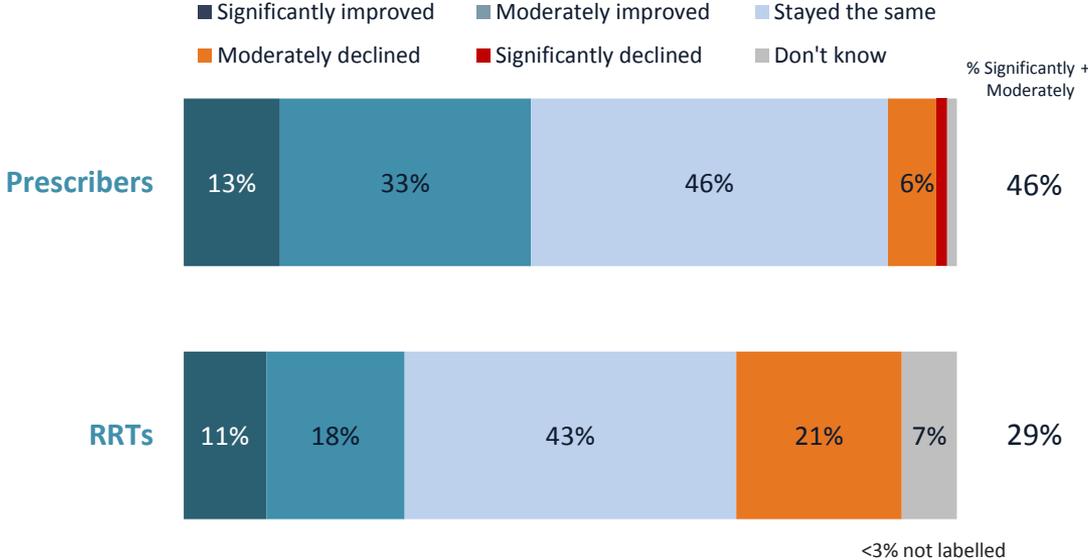
## Awareness in changes of quality of home oxygen services (HCPs)

# Very few HCPS are aware that ADP introduced a new service delivery model for home oxygen therapy – the Vendor of Record for Home Oxygen Services.



Q18. Are you aware that in 2010 the ADP introduced a new service delivery model for home oxygen therapy, which was the Vendor of Record for Home Oxygen Services? Base: All respondents, Prescribers (n=80); RRTs (n=28)

# However, many prescribers (46%) have noted positive improvements in the quality of home oxygen services provided for their patients.



Q17. Over the past five years, have you noticed any changes in the quality of home oxygen therapy services provided for your patients? Base: All respondents, Prescribers (n=80); RTs (n=28)

# Vendors say the new model is more patient-centred, more effective and efficient



I feel that the level of service provided is *excellent due to the level of competition between vendors* who compete based on service alone. We all strive to offer the best service we can with the most appropriate equipment possible and we are able to do that with the current model."

Vendor



In our experience specific to measuring the impact of the Vendor of Record expectations related to service delivery, *our delivery model did not change*. The Vendor of Record delivery model *set clear expectations for quality and service* that were already integral to the service delivery we provided and continue to provide. "

Vendor

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