

EMPLOYEE SPOTLIGHT

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My journey in respiratory began my junior year of high school after my discussion with the belated Terry Bourgeois, previous respiratory director at Ochsner St. Anne. He convinced me that I would enjoy my fascination with the lungs and cardiovascular system more than my current aspirations of being an athletic trainer with the NFL. I graduated the following year as valedictorian of my high school, Central Lafourche High School. I followed up with graduating first in the Nicholls State University Cardiopulmonary Class of 2005. My first job was a night shift ICU respiratory therapist at West Jefferson Medical Center. As fate would have it, my first night shift was when Hurricane Katrina made landfall.

A few years later I took a job closer to home working in DME and helped patients with treatment following their OSA diagnosis. One of my most memorable experiences was setting up a patient on BiPAP that was struggling to stay awake during the instruction. His wife was present to receive the education for him so he could begin using his PAP device right away. A week later he came into the office with so much

energy that I asked him how much coffee he had that day. He had none and exclaimed that he felt so much better after a week of using BiPAP. I used this experience to teach future patients about how proper treatment is life changing. I met up with him and his wife about 10 years later when I was meeting my baby sister's future in-laws. Such a small world! Now he gets to enjoy spending time with my twin nieces instead of sleeping his life away with untreated OSA.

I missed working in the hospital, so I went to Ochsner St. Anne to work for Terry Bourgeois. It was nine years ago that he recommended me for a clinical coordinator job with the sleep lab. We have grown significantly as a company, only beginning with six sleep labs when I started in 2014. We now have a Clinical Operations department that specializes in our sleep consultation program. It also focuses on reviewing the whole patient's chart to determine where they are in the diagnostic and treatment journey for their sleep disorder. SSM is unmatched in our goals to commitment in high quality patient care. I thank God for the skills and the opportunities that we have in changing patients' lives.

“Caught in the Act” of Providing Great Patient Service

On the night of 8/30/23 our mother, Vicki XXXXX, had a sleep study performed at OMCBR. This was something that she was very opposed to having done and was very much not looking forward to. Upon our arrival on the 3rd floor, we were quickly met by Wade Young as we exited the elevator. He immediately made us feel so at ease and comfortable that we were able to put aside our fears of it being an awful night for our mother. She has a degree of dementia, is easily confused, and struggles with things that are outside of her normal routine.

My sister stayed with our mother, and she said that Wade was very pleasant, kind, and promptly responded to the room several times throughout the night as our mother attempted to get out of bed.

Wade's kindness did not end when our mother was discharged from the sleep lab. Upon wheeling her out the following morning he found out that our father, who was there to pick her up, had hit a curb in the parking lot and blew out his front tire. Our 86-year-old father told us that he asked the security guard working the ER for assistance with the tire but was told that due to liability issues, he was unable to assist him. So as our dad was struggling to change his tire in the parking lot, Wade made it his business to give our dad a hand and happily change the tire for him. The fun did not end there, the spare tire was also very low on air and neither he nor Wade were able to get our father's portable air pump to air up the spare (guess what dad's getting for Christmas ☺). To ensure they could make it home safely, Wade followed our parents to the nearest gas station to air up the spare and get them on their way home.

In a world where so many people are reluctant to give a hand, it makes our hearts happy to know that there are people like Wade out there who are not afraid to jump in and help.

Thank you, Wade! We cannot express enough how much we appreciate you taking the time to give our dad a much-needed helping hand, your kindness will always be remembered.

Sincerely,

Belinda XXXXX

Mrs. Lori Speyrer,

I want to express my heartfelt gratitude for Ray Marion's exceptional support as my CPAP machine provider. Ray has consistently gone above and beyond to address my inquiries promptly and offer valuable suggestions for enhancing my sleep quality. His dedication to both his patients and his job is truly commendable. I believe that Ray is a valuable asset to your team, and his commitment deserves recognition. I hope you take pride in having such a dedicated and caring professional on your staff. Please find a small way to acknowledge his outstanding drive and commitment to ensuring the well-being of patients like me.

Kind Regards,

Sergei XXXXX

Beth Dutton Received Her “Caught In The Act” Pin

I overheard Beth Dutton having a conversation with a patient at the end of the day on Wednesday, 9/13. The patient had called into the service center upset that she had not been able to be set up on PAP equipment yet.

Background: SSM had done the diagnostic testing, but the patient's physician has sent the order to another DME provider

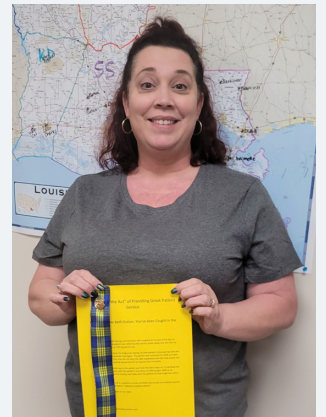
(not Egan). The patient had contacted the DME provider, and they had told her that they did not have the right paperwork and that they would not have the appropriate medical equipment for her sooner than 6 months.

Beth offered a sympathetic ear to the patient and took the extra steps of: 1) Verifying that Egan DME was in network with the patient's insurance, 2) offering Egan DME as an alternative provider, and 3) sharing next steps with the patient on how to get the orders moved to Egan.

The patient ended the call in a positive manner and Beth had turned the situation around 180 degrees! Great Job Beth in “leaving no patient behind”.

We are lucky to have Beth on our team,

Bryan Hanaki



Patient Jessica XXXXX stated the customer care was amazing from both scheduling, Justin St. Pierre, to sleep lab personnel, Emmalee Williamson. They both went above and beyond by answering all my questions and being very informative. They had patience teaching me how to use the equipment.

My Dream Team “SSM’s Dynamic Duo” Kaye Burton and Bryan Parker!

Recently we were asked to move one of our sleep labs located at Northern Louisiana Medical Center in Ruston, LA. We were given two weeks’ notice that the sleep lab would need to be moved from its location at Ruston Surgical Center to a new location inside of the hospital.

Kaye and Bryan planned the move with the facility, set up the new space, and moved the lab in the timeframe that was allotted. They also managed to move the sleep lab in one day, moving the equipment, computers, and all supplies without interruption to the patients that were scheduled that night.

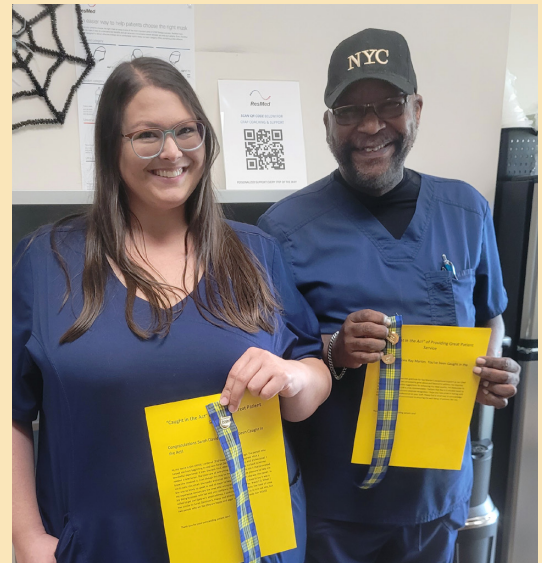
I would also like to personally thank the technicians Kim Solida, Wendy Rawls, Kristy Golden, Erica Young, and Teleshea Higgins for being available on such short notice for orientation to the new location, helping to organize the lab, and going with the flow. We all know change is not easy and their positive attitude towards the change was greatly appreciated.

“Alone we can do so little, together we can do so much!”
—Helen Keller

Patient Christopher XXXXX called and wanted to advise that the techs he had for both sleep studies, Jody Brooks and Sasha Jackson, were great and appreciated them being friendly/kind, and knowledgeable - stated they made the experience so much better than what he expected!

Patient Greta XXXXX stated all of the staff were professional. I dealt with Vicki Ketenbrink in my home. She explained the device and testing procedure very well. Overall, the sleep center experience was hassle-free.

Sarah Davidson And Ray Marion Received Their “Caught In The Act” Pins



Great work team, thank you all for your outstanding patient care. If you hear of examples of your team members going above and beyond, please share the experience with us!

OCTOBER
is Breast
Cancer
**AWARENESS
MONTH**



**Daylight Savings Time
Ends**

**Fall Back on
Sunday, Nov. 5th.**

Don't forget to set your
clocks back one hour
before you go to bed on
Saturday, November 4th.



Phishing in Louisiana

Yes, we're not talking about fishing (which we all love in this Sportsman's Paradise), but phishing. "Phishing attacks aim to steal or damage sensitive data by deceiving people into revealing personal information like passwords and credit card numbers." (Microsoft)

We all use computers or cell phones every day, and criminal hacking activity has become more frequent and has victimized more people across Louisiana (the Office of Motor Vehicles – June 2023).

Even SSM has been targeted and hacked: a hacker used a phishing scam to gain access to our system, and then once inside – used our email system to try to intercept a hospital's payment to us. Fortunately, we caught the suspicious activity in time and were able to communicate with the hospital and prevent the theft from happening with assistance from the bank.

Microsoft recommends these quick tips to avoid phishing:

- Don't trust display names: Check the sender's email address before opening a message—the display

name might be a fake.

- Check for typos: Spelling mistakes and poor grammar are typical in phishing emails. If something looks off, flag it.
- Look before clicking: Hover over hyperlinks in genuine-sounding content to inspect the link address.
- Read the salutation: If the email is addressed to "Valued Customer" instead of to you, be wary. It's likely fraudulent.
- Review the signature: Check for contact information in the email footer. Legitimate senders always include them.
- Beware of threats: Fear-based phrases like "Your account has been suspended" are prevalent in phishing emails.

"I think I might have been phished – what do I do?"

1) Forward the email to support@biositgroup.com and 2) notify your supervisor

Note: the article below has a link for a free one-year LifeLock Identity Theft



protection and credit monitoring from the OMW.

<https://www.wwltv.com/article/news/local/the-breakdown/the-breakdown-louisiana-omv-providing-free-lifelock-after-massive-data-breach/289-605fe11f-7062-46b7-8949-d77906d11eb7>



SLEEP TECHNICIAN SPOTLIGHT

Wade Young, LRPSGT

Hi, my name is Wade Young, LRPSGT and I have been with SSM for 12 years. I am a native of Napoleonville, LA, and have been in sleep for over 18 years. I am currently the President of the Louisiana Academy of Sleep Medicine. In my spare time, you can find me gardening and cooking. My favorite pastime is sleeping.



**Your Solution
for Sleep Disorders**

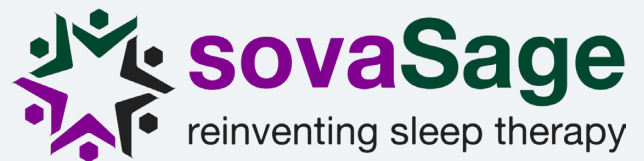
**Be sure to visit us online at
www.sleeplabs.net**

Say Hello to My Little (AI) Friend

Jeanie is a first-of-a-kind, digital sleep coach designed to provide 24/7/365 support for Egan OSA patients. Always there to help, Jeanie knows what mask, what PAP device, and even the prescription for the patient so, if they have a question or need a little help, she can be there simply by scanning the “Jeanie Code” on the patient’s PAP device.

Truth is, Jeanie is part of a larger team of experienced coaches and licensed respiratory therapists who are not digital at all – they are real people. The live coaching team works hand in hand with Jeanie helping our patients with problems from humidification, a mask issue, anxiety – and any issue related to their PAP therapy.

It has only been 2 months since we started using this revolutionary service. So far, the feedback from patients and their physicians has been very positive. If you want to see what Jeanie is like, just scan the Jeanie Code on your smartphone and try it for yourself.



SSM Group Practice

SSM Group Practice is a Home Sleep Study delivery service. Devices are conveniently delivered to patient’s homes across the entire state of Louisiana. The team of HST delivery drivers take the time to demonstrate the device to each

patient, answer any questions they may have, and return to pick up the device once the study is completed.

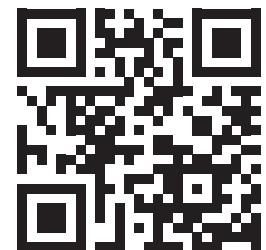
The ARES (Apnea Risk Evaluation System) device is used by SSM Group Practice. The ARES can record and score respiratory events during sleep (e.g., apneas, hypopneas, mixed apneas, and flow-limiting events). The ARES is capable of recording oxygen saturation, snoring level,



head position/movement, and nasal pressure. The ARES is easily placed on a user’s forehead and will record for up to 7 hours. Once the study is completed, the device is uploaded for the data to be interpreted by one of our interpreting physicians. These reports reveal if the patient has Sleep Apnea, and if so, the severity of it, and the appropriate treatment actions are determined.

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with your cell phone
camera to go to our
Facebook page.





**John
Baby
Baby**

Congratulations to Jacob Taylor, OCH BR Technician, and his wife Bethanie Taylor on their new bundle of joy. Baby girl Maeve Katherine Taylor was born on 09/09/2023.



Congratulations to Meagan Picard on her grand-baby, Winsten Grant. Winsten Grant was born on 09/20/2023 at 9:56 a.m.

Birthdays

August

Kendra Rougelot – August 9
Natalie White – August 13
Kaitlyn Ordoyne – August 15
Aaron Triche – August 18
Brooke Faber – August 23
Quintrale Williams – August 31

September

Kellee Powell – September 4
Allison Boell – September 6
Gabrielle Camus – September 12
Megan Palmisano – September 14
Brad Comeaux – September 16
Brittany Bellard – September 21
Chelsey Johnson – September 21
Tanika Parker – September 27
Ranique Chandler – September 30
Victoria Ketenbrink – September 30

New Hires

Brittany Bellard
Clinical Operations

Amanda Dupre
Egan DME

Cherie Matherne
Egan DME

Ashlie Redaway
Egan DME

Jaren Scivicque
Technical Services

Lynda Johnson
Technical Services

Ashley Caffrey
Service Center Intake

Tyra LeCesne
Service Center Intake

Shelby Stutes
Service Center VOB

Anniversaries

August

Deborah Poche – 12 years
Jessica Adams – 9 years
Brenda Carrier – 2 years
Meredith McDowell – 2 years
Payton Mayo – 2 years
Quintrale Williams – 1 year
Kristy Golden – 1 year
Chelsea Mistic – 1 year
Aaron Triche – 1 year

September

Kim Roberts – 14 years
Tiffani Rider – 8 years
Lauren Mahne – 3 years
May Dietrich – 2 years
Telesheia Higgins – 1 year
Amy Williams – 1 year
Angela Adams – 1 year
Sarah Davidson – 1 year
Alexis Manchester – 1 year
Teren Roberts – 1 year
Colin Baugh – 1 year