

WHITE PAPER

Real-world Patient Experience with the Aurora® CPAP Mask Portfolio World Patient Experience

A 90-Day In-home Evaluation of Patient Preference, Comfort, and Satisfaction

EXECUTIVE SUMMARY

Patient experience remains one of the strongest predictors of long-term adherence to CPAP therapy. Comfort, usability, durability, and overall satisfaction with a mask shape whether patients stay engaged with treatment and advocate for the products they use. As Inogen® expands its respiratory solutions from oxygen therapy into sleep, establishing credibility requires real-world evidence that reflects meaningful, sustained patient experience, rather than short-term trial impressions. Demonstrating consistent patient satisfaction, ongoing mask acceptance, and long-term therapy engagement will be critical to validating product performance in everyday use.

To generate this evidence, Inogen® contracted with AMG Research² to conduct a national, 90-day, in-home evaluation of the Aurora® CPAP mask portfolio. Experienced CPAP users assessed satisfaction, comfort, durability, ease of use, and likelihood to switch from current mask across three mask categories—full-face, nasal pillows, and nasal cushions—while comparing Aurora® masks to their current prescribed masks from established market leaders.

Findings from this evaluation showed that the Aurora® CPAP mask portfolio, particularly the Aurora® full-face mask, delivers strong, sustained performance across key patient reported measures, including comfort, durability, ease of use, satisfaction, and advocacy. These results reflect the real-world experiences of therapy-compliant patients, who reported that Aurora® masks performed as well or better than their current mask and that they would recommend it to others.

These insights also reinforce Inogen's position as a credible innovator with a growing role in the sleep therapy market, guided by a disciplined, evidence-based approach to product validation and portfolio development.

BACKGROUND:

THE NEED FOR REAL WORLD VALIDATION WORLD VALIDATION

Obstructive sleep apnea is a chronic condition requiring consistent, long-term therapy. CPAP devices are effective in maintaining airway patency, yet mask tolerance remains one of the most common barriers to adherence. Discomfort, poor fit, air leaks, and perceived inconvenience frequently lead to reduced nightly use or therapy abandonment.¹

The CPAP mask market is dominated by a small number of established manufacturers. In this type of market, new products must prove performance through real-world validation. For Inogen®, establishing credibility requires

real-world evidence demonstrating that patients can successfully transition to Aurora® masks and sustain positive experiences over time.

This white paper summarizes findings from a 90-day in-home evaluation designed to assess patient experience with Aurora® masks and inform a strategic, evidence-driven portfolio approach.

DESIGNED TO REFLECT REAL-WORLD USE

STUDY DESIGN

A national, longitudinal, in-home evaluation was conducted from August to November 2025. Participants used an Aurora® CPAP mask for up to 90 days and completed structured surveys at 7, 30, and 90 days. The study was double blinded with respect to sponsor identity, and no identifying participant information was shared with Inogen®. The in-home evaluation was conducted from August to November 2025.

Study Population

- **150 adults enrolled; 131 completed the 90-day evaluation day evaluation**
- Average of **7 years** of CPAP use prior to enrollment
- Participants used therapy ≥ 5 nights/week and ≥ 4 hours/night
- National geographic distribution
- All participants were current users of leading incumbent masks (e.g., ResMed AirFit® F20, P10, N20 nasal masks and Philips Respironics Wisp® nasal mask)

Masks Evaluated

Participants evaluated one of the following Aurora® mask types:

- Aurora® F1 full-face mask
- Aurora® P1 nasal pillows mask
- Aurora® N1 nasal cushions mask

Each participant used a single mask type throughout the study.

Patient Reported Outcomes

Surveys assessed:

- Overall satisfaction
- Overall comfort
- Ease of use and durability
- Likelihood to recommend (Net Promoter Score)
- Comparison to current prescribed mask
- Willingness to switch
- Willingness to continue use if received through resupply

These measures reflect the dimensions of patient experience, most relevant to real world adherence.

KEY FINDINGS:

AURORA® FULL-FACE MASK

1. Sustained Satisfaction and Comfort

Patient reported outcomes at 90 days remained strong and consistent:

- **Overall satisfaction at 90 days: 7.9/10**
- **Overall comfort at 90 days: 8.4/10,**
- Importantly, comfort and satisfaction remained stable over time, indicating durable performance rather than short-term novelty effects.

2. Strengthening Patient Advocacy Over Time

Using Net Promoter Score (NPS) methodology, full-face mask users were classified as promoters likely to recommend Aurora® F1 mask to a friend or colleague.

3. Favorable Comparison to Current Prescribed Masks

Participants agreed that the Aurora® F1 mask is comfortable, and they would recommend the mask to other CPAP users. They rated the Aurora® F1 mask as **comparable to or better than** their current prescribed masks across:

- Comfort
- Fit
- Durability
- Cushion seal
- Ease of cleaning
- Overall experience

4. Willingness to Switch and Continue Use

A majority of full-face mask users indicated:

- They would **switch** to the Aurora® full-face mask if commercially available
- They would **continue using** the mask if received through resupply

This reflects meaningful acceptance beyond short-term trial participation.

5. Perceived Durability and Quality

Patients described the mask as having sustained durability ratings over 90 days, with no indication of accelerated wear or degradation. Aurora® masks were demonstrated to be quality, high-performing CPAP masks supporting ease of adoption and long-term patient adherence—key factors for emerging innovations in a mature market.

SUMMARY OF STUDY FINDINGS

The 90-day evaluation demonstrates that Inogen's entry into the CPAP mask market is grounded in:

- **Patient-centered evidence centered evidence**
- **Extended real-world use**
- **Direct comparison to established market leaders**

The strong performance of the Aurora® CPAP mask portfolio—particularly the Aurora® full-face mask—supports Inogen’s expansion into sleep therapy solutions that address long-term patient needs and real-world expectations.

Limitations and Ongoing Work

This evaluation focused on patient-reported experience and was not designed to assess clinical efficacy or adherence outcomes. While the 90-day period reflects extended real-world use, results are subjective and self-reported.

Ongoing research will continue to inform:

- Product optimization
- Portfolio evolution
- Potential clinical investigations

CONCLUSION

In a national, 90-day in-home evaluation among experienced CPAP users, Aurora® CPAP mask portfolio, particularly the Aurora® full-face mask, demonstrated sustained satisfaction, comfort, durability, and strong patient advocacy. Therapy-compliant patients rated the Aurora® mask performed as well or better than their current prescribed masks and expressed a high willingness to recommend. These findings also reinforce Inogen’s growing role as a committed, evidence-driven innovator in the sleep therapy space and support a disciplined approach to delivering high-quality, patient-centered solutions.

1 Genta et al; The Importance of Mask Selection on Continuous Positive Airway Pressure Outcomes for Obstructive Sleep Apnea. An Official American Thoracic Society Workshop Report. Ann Am Thorac Soc. 2020 Oct;17(10):1177-1185. doi: 10.1513/AnnalsATS.202007-864ST. PMID: 33000960; PMCID: PMC7640631.

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