

Improve Blood Pressure Control for Patients with Hypertension

Aim: PHC will partner with Eureka Community Health Center in Humboldt County to improve blood pressure control rates among patients with hypertension from 41.98% (below the 25th percentile) to 56.20% (at or above the 50th percentile) by June 30, 2017. Adequate blood pressure control is defined as:

- ❖ 18-59 years of age whose BP was <140/90mm Hg
- ❖ 60-85 years of age with diagnosis of diabetes whose BP was <140/90mm Hg
- ❖ 60-85 years of age without diagnosis of diabetes whose BP was <150/90mm Hg

Measures:

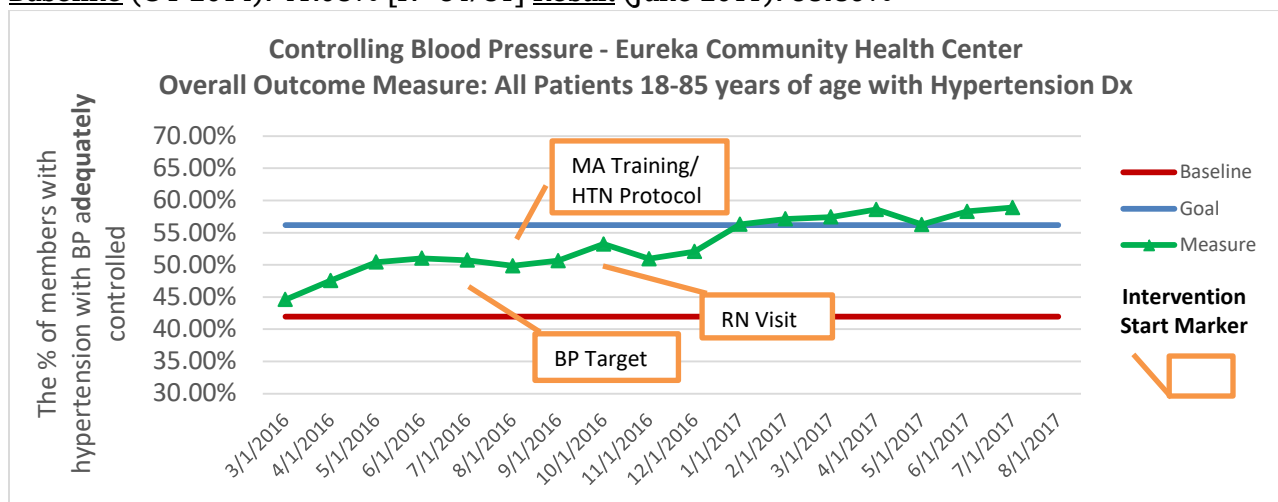
- ❖ Outcome Measure: % of Partnership HealthPlan (PHC) members age 18-85 with adequate blood pressure (BP) control. Baseline: 2014: **41.98%** [N=34/81]
- ❖ Process Measure: % of patients with documented BP goal in Problem List
- ❖ Process Measure: % of patients with documented 2nd BP when 1st BP was ≥ 140/90
- ❖ Process Measure: % of patients with an increase of 35% (or more) in self-management confidence between the pre- and post-RN visit surveys for hypertensive patients

Changes Being Tested:

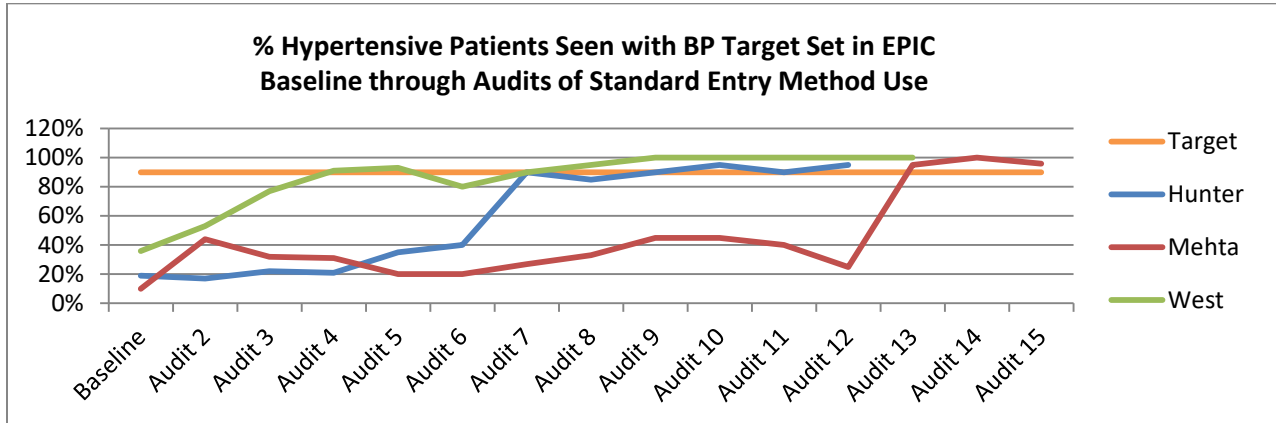
- ❖ Setting a clinical target (BP goal) for patients with hypertension within their health record
- ❖ Providing hypertension education to the care team (diagnosing HTN, medication management)
- ❖ Training medical assistants on BP technique and HTN basics
- ❖ Integrating a 2nd BP protocol: If 1st BP is ≥ 140/90, take a 2nd BP and document it in EHR
- ❖ Integrating a hypertension management nurse visit and home BP monitoring
- ❖ Utilizing a recall system for patients with hypertension who have not been seen in the last 6 months

Results: In reviewing the final outcome run chart (below), the interventions were successful in improving blood pressure control for PHC patients at the Eureka Community Health Center. The run chart shows that a consecutive positive trend is displayed 11/1/16 through 4/1/17. This trend represents a significant improvement in the % of hypertensive members with controlled BP, per the SMART Aim. The % of hypertensive members with controlled BP steadily grew over this time period from 50.94% on 11/1/16 to 58.60% as of 4/1/17. Over the last 3 months of the PIP (4/1/17-6/30/17), the run chart indicates steady performance was achieved with the compliance rate varying from 56.27% to 58.89%.

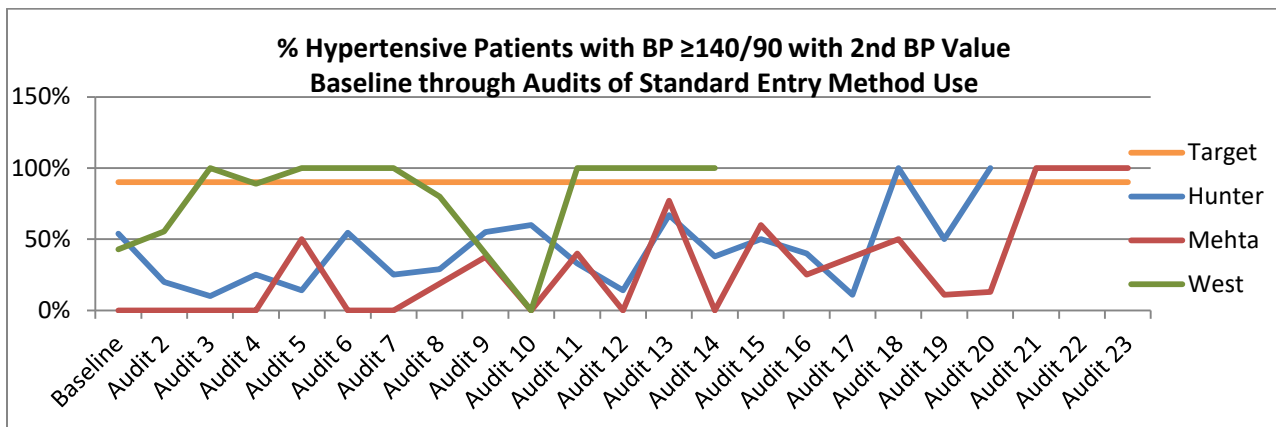
- ❖ Outcome Measure: Adequate blood pressure (BP) control. **Baseline (CY 2014): 41.98%** [N=34/81] **Result (June 2017): 58.89%**



❖ Process Measure: BP goal in Problem List. Result (June 2017): **90%+**



❖ Process Measure: 2nd BP Protocol. Result (June 2017): **90%+**



❖ Process Measure: RN visit surveys for hypertensive patients. N=18 visits out of 26 had both a pre- and post- visit questionnaire completed, a 69% completion rate.

Result:

Degree of Self- Management Confidence	Percentage of Total Nurse Visit Patients
+35% degree of change (GOAL)	27.78%
+21-30% degree of change	22.22%
+11-20% degree of change	16.67%
+1-10% degree of change	16.67%
NO CHANGE	16.67%

Future Plans: All the interventions are being spread across the organization—11 health center sites. The QI department is utilizing consistent all staff news and huddles, standing all-staff and care team meetings, and health center champions to ensure a successful spread of these best practices. The team also plans to continue testing the following change ideas:

- ❖ Nurse-led HTN group visits
- ❖ HTN medication titration nurse visits
- ❖ Advance HTN medication management provider education and case studies