

## **Improve Blood Pressure Control for Patients with Hypertension through RN Hypertension Visits**

**Aim:** Pilot implementation of RN Hypertension visits following a protocol with recommendations from the American Medical Association (AMA) [BP MAP Program](#), to provide follow up visits with patients starting new hypertension medications. The protocol includes an algorithm that allows the RN to titrate medications based on the patient's blood pressure and medication adherence without a provider visit when there is no provider available to complete the visit. Adequate blood pressure (BP) control is defined as BP was < 140/90mm Hg for patients 18-85.

**Pilot site:** Redwood Community Health Center (RCHC).

### **Measures:**

- ❖ **Outcome Measure:** The percent of hypertensive patients for whom the last BP measurement at an ambulatory care visit were at goal, defined as systolic BP (SBP) < 140 mmHg and diastolic BP (DBP) < 90 mmHg (NQF 0018);
- ❖ **Outcome Measure:** The percentage of hypertensive patients with a BP measurement recorded in the last 6 months;
- ❖ **Process Measure:** The number of RN Hypertension visits that have taken place at pilot site.
- ❖ **Process Measure:** The percent of times a second BP measurement was recorded in the same visit when the first measurement was over target (SBP  $\geq$  140 mmHg or DBP  $\geq$  90 mmHg);

### **Changes Being Tested:**

- ❖ Developed and tested RN Protocol and Standard Operating Procedure (SOP) based on recommendations by the American Medical Association (AMA) [BP MAP Program](#) at RCHC;
- ❖ Implemented RN Hypertension visit Protocol;
- ❖ Monitored implementation through use of dotphrase documentation used during the visit;
- ❖ Partnered with patients by using collaborative communication strategies to increase engagement and promote adherence to their care plan;
- ❖ Provided patients with home BP monitors, trained them how to use it and when to communicate their readings to their provider;
- ❖ Provided robust patient education and support during RN Hypertension visits, including review of adherence to medications regimen;
- ❖ Followed up with patients without a future visit who had a BP measurement out of control at a previous visit and scheduled a follow up visit with an RN as needed;
- ❖ Conducted provider education on the updated treatment protocols recommended by AMA , which include rapid intensification of medication when BP is above target; and
- ❖ Monitored recording of a second BP reading using a fully automated BP device.

**Results:** Through the implementation of RN Hypertension visits, both BP measurement and BP control rates improved during the measurement period.

**1. Outcome Measure: Blood Pressure Measurement**

Baseline: 74% [N=1089/1418] Result: 84% [N=1531/1819]

Timeframe: Patients with a blood pressure recorded in the last 6 months

Metric Denominator: Patients 18-85 years old with hypertension

**2. Outcome Measure: Blood Pressure Control**

Baseline: 39% [N=577/1481] Result: 52% [N=945/1819]

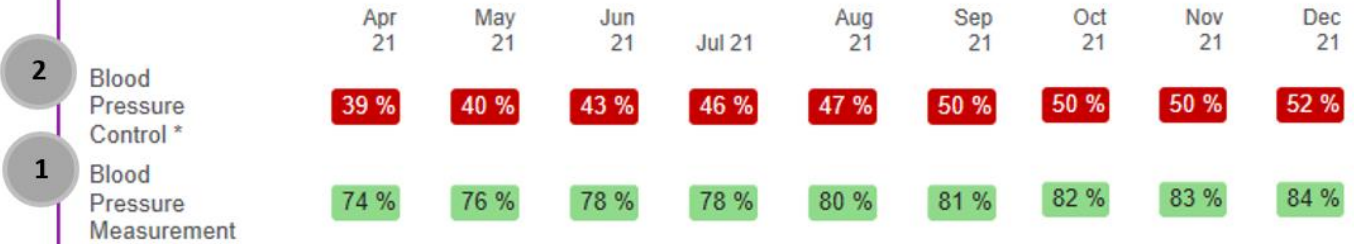
Timeframe: April 2021 at the point RN HTN visits were implemented through December 2021

Metric Denominator: Patients 18-85 years old with hypertension

Open Door Provider Dashboard

Summary Level: Department Department: OD RCHC FP

Hypertension

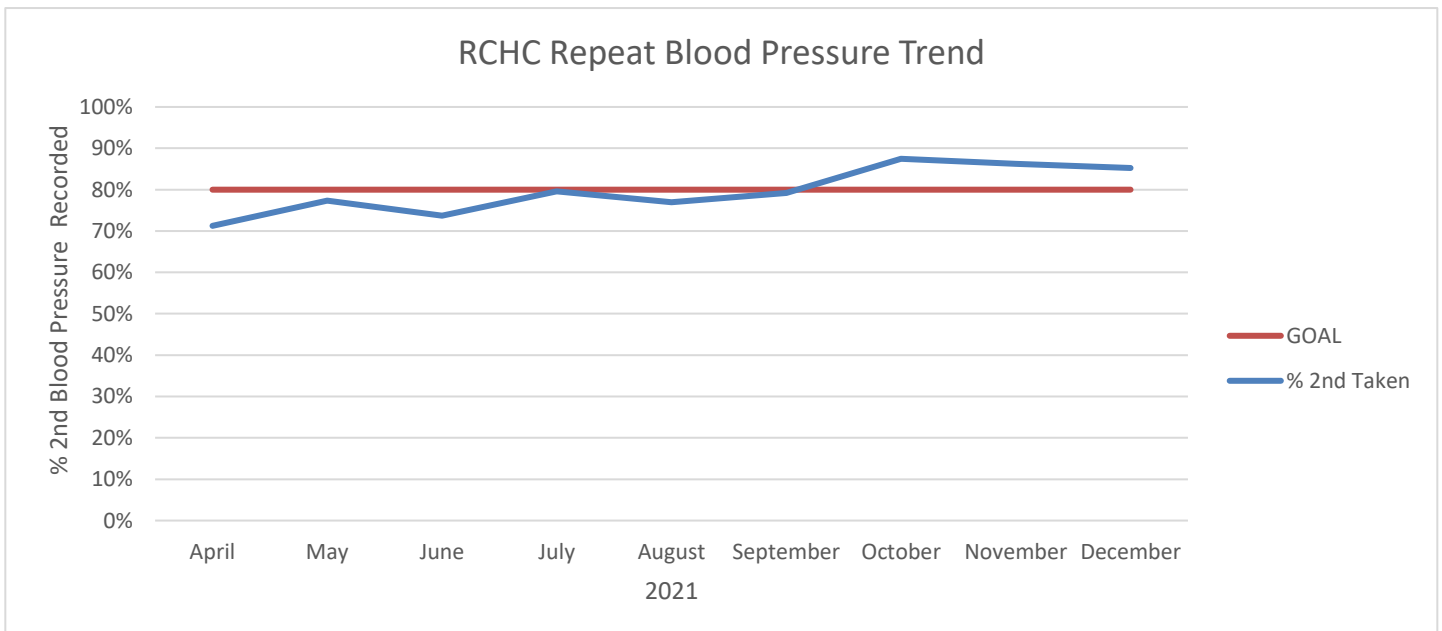


**3. Process Measure: % Repeat BP Taken**

Baseline: 71% [N=167] Result: 85% [N=258]

Timeframe: April 2021-December 2021

Metric Denominator: Visits with a BP measurement out of control (<140/90 mmHg) and blood pressure was repeated and entered correctly in EMR.



**4. Process Measure: RN Hypertension Visits**

Total RN Visits Completed December 2021: 169

Definition: Number of visits completed using the RN Hypertension visit dotphrase.

RN HTN Visits	
Month	# of RN Visits
April	2
May	8
June	7
July	18
August	24
September	13
October	14
November	31
December	52
<b>RCHC Total</b>	<b>169</b>

**Future Plans:**

RN Hypertension Visit protocol was finalized and approved following the pilot at RCHC. The protocol will be implemented across all nine Open Door primary care sites. Training and support will be provided based on feedback from RN Clinic Managers and Site Medical Directors. Open Door is currently hiring a Director of Clinical Services who will be responsible for supporting and monitoring roll out and implementation across all sites as well as subsequent follow up, monitoring, and support.

Implementation of RN Hypertension visits will be monitored through:

- Total RN Hypertension visits by RN and site based on use of the standardized dotphrase;
- Blood Pressure Control and Measurement metrics;
- Weekly repeat BP measurement metrics;
- Check-ins during monthly QI and RN Clinic Manager meetings.

Open Door also plans to:

- Purchase home BP monitors for distribution to patients for home monitoring;
- Resume group Hypertension Management visits that have been paused to due COVID.