



Quality Care: Strategies for Improving Heart Disease Outcomes in Rural Clinics

March 10, 2021

Louisiana's Health Initiative

Speaker

- **Dana O'Neal, Region 7 Practice Coach**

- Leads regional efforts to improve access to quality care in rural and underserved communities
- Provides technical assistance to Region 7 clinics participating in the Population Health Cohort
- Coordinates Diabetes ECHO Sessions for Well-Ahead Louisiana's Project ECHO
 - Previously managed and led the training, development, and compliance of Emergency Department Medical Scribes throughout Louisiana
 - 15 years of experience working in a professional business environment with experience in quality assurance, process improvement, customer service, policies & contracts, account management, claims, and underwriting



Speaker

- **Jill Rainwater, Region 8 Practice Coach**

- Leads regional efforts to improve access to quality care in rural and underserved communities
- Provides technical assistance to Region 8 clinics participating in the Population Health Cohort
- Coordinates Diabetes ECHO Sessions for Well-Ahead Louisiana's Project ECHO
 - Previously worked on initiatives and programs specifically geared towards diabetes management, behavioral health, and weight loss
 - 10 years of experience working in healthcare





Quality Care

Strategies for Improving Heart Disease Outcomes in Rural Clinics

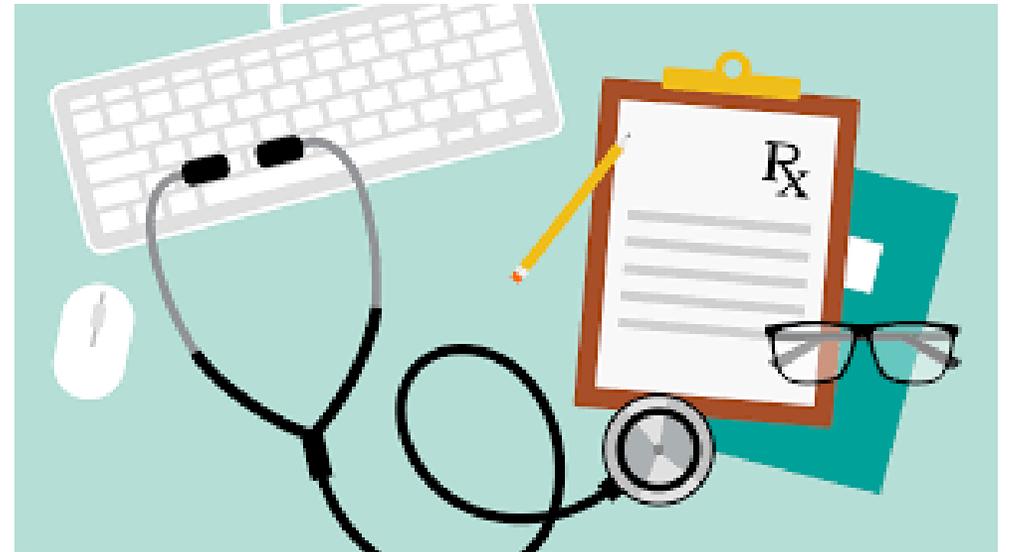


Learning Objectives

- Ways to promote Health Equity with Electronic Health Records (EHR)
- Evidence-Based Practices
- Resources available for implementing heart disease-related evidence-based practices
- Importance of Team-Based Care
- Importance of referring patients to lifestyle change programs and tips for linking to community resources amid the pandemic

The Importance of using an Electronic Health Record System

- Utilizing an EHR allows the clinic to develop and implement a quality improvement plan that will aid in diagnosing, treating, and referring patients to services to improve health outcomes across the patient population.



The Importance of using an Electronic Health Record System

- Utilizing a clinic's electronic health record system can help to identify:
 - Undiagnosed Hypertension
 - Controlled vs. Uncontrolled Hypertension Patient Populations
 - Disparity Groups



Report Criteria

- Patient Name (Pt ID/#)
- Blood Pressure readings by dates
- Age/DOB
- Race
- Sex
- Medication Groups
- ICD Codes
- Sample report:

12345

120/80

1/4/2020

45

White/Caucasian

Male

I10

Evidence-Based Practices (EBP)





Resources for Heart Disease-Related EBPs

- American Heart Association (AHA)/American Medical Association (AMA)'s Target:BP
 - M.A.P. Improvement Program
 - Self-Measured Blood Pressure Monitoring (SMBP)
 - Check. Change. Control.[®] (CCC)
 - Recognition Program
 - Quick Practice Assessment Tool
 - <https://targetbp.org/practice-assessment-tool/>



Resources for Heart Disease-Related EBPs

- **M.A.P. Improvement Program**
 - **M**easuring Blood Pressure Accurately
 - **A**cting Rapidly to Control Hypertension
 - **P**artnering with Patients & Families

Measuring Blood Pressure Accurately

7 SIMPLE TIPS TO GET AN ACCURATE BLOOD PRESSURE READING

The common positioning errors can result in inaccurate blood pressure measurement. Figures shown are estimates of how improper positioning can potentially impact blood pressure readings.

Sources:

1. Pickering, et al. Recommendations for Blood Pressure Measurement in Humans and Experimental Animals Part 1: Blood Pressure Measurement in Humans. *Circulation*. 2005;111: 697-716.
2. Handler J. The importance of accurate blood pressure measurement. *The Permanente Journal*/Summer 2009/Volume 13 No. 3 51

This 7 simple tips to get an accurate blood pressure reading was adapted with permission of the American Medical Association and The Johns Hopkins University. The original copyrighted content can be found at <https://www.ama-assn.org/ama-johns-hopkins-blood-pressure-resources>.

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TARGET: BP |

Source: American Heart Association, American Medical Association

Acting Rapidly to Control Hypertension

Blood Pressure Categories



BLOOD PRESSURE CATEGORY	SYSTOLIC mm Hg (upper number)		DIASTOLIC mm Hg (lower number)
NORMAL	LESS THAN 120	and	LESS THAN 80
ELEVATED	120 – 129	and	LESS THAN 80
HIGH BLOOD PRESSURE (HYPERTENSION) STAGE 1	130 – 139	or	80 – 89
HIGH BLOOD PRESSURE (HYPERTENSION) STAGE 2	140 OR HIGHER	or	90 OR HIGHER
HYPERTENSIVE CRISIS (consult your doctor immediately)	HIGHER THAN 180	and/or	HIGHER THAN 120

Source: American Heart Association, American Stroke Association

Partnering with Patients and Families

- **Communication Strategies**

- Open-ended questions
- Reflective listening
- Positive reinforcement
- Ask-provide-ask
- Teach-back

- **Patient Self-Management**

- SMBP
- Check. Change. Control.®
- Lifestyle changes



Source: <https://www.nia.nih.gov/health/doctor-patient-communication>; <https://targetbp.org/patient-measured-bp/>;

Resources for Heart Disease-Related EBPs

- Self-Measured Blood Pressure (SMBP)
 - Implementing out-of-office program
 - Loaning and managing devices
 - Training patients
 - Collecting data



Sources: <https://targetbp.org/patient-measured-bp/implementing/>; <https://www.nia.nih.gov/health/doctor-patient-communication>
https://millionhearts.hhs.gov/files/MH_SMBP.pdf



Resources for Heart Disease-Related EBPs

- Check. Change. Control. ®
- Online tools and education for patients:
 - Learn how to regularly and accurately self-monitor blood pressure at home
 - Printable blood pressure trackers available
 - Encouragement for partnering with doctor to manage high blood pressure (HBP)
 - Learn how to implement lifestyle changes to improve health
 - Find a program in their area for support

What is Team-Based Care?

- Team-Based Care is a model of collaborative healthcare delivery that empowers patients and providers to achieve high-quality care
- Team-based healthcare commonly includes:
 - Collaboration among team members, the patient and family
 - Shared goals within and across health care settings
 - Coordinated, high-quality, patient-centered care





Why is it Important?

- **Implementing Team-Based Care strategies can:**
 - Improve clinical outcomes
 - Improve support for complex patients
 - Reduce staff burnout
 - Enhance patient access and experience
 - Incorporate the patient as part of the healthcare team, by integrating their healthcare needs and engaging them in their healthcare plan



How is Team-Based Care Achieved?

- **Leadership Support**

- Provide continuous leadership support
- Allocate resources for both team members and the patient
- Encourage all team members to have a voice

- **Implement Team Training**

- Build team support
- Ensure that everyone understands the goals, strategies, and tasks
- Build trust and communication
- Enable staff to work independently

- **Data-driven Quality Improvement Strategy**

- Establish and monitor metrics to evaluate improvement efforts and outcomes
- Ensure the quality improvement strategy includes feedback from patients, families, providers and care team members

How is Team-Based Care Achieved?

- **Clearly Define Your Teams**

- Identify what a team looks like within each system
- Determine how many patients each team can manage
- Design workflows to identify which team member is responsible for which task

- **Empanelment**

- Assign patients to providers and teams to achieve a balanced patient load. This includes communication with the patient about who is part of their care team
- Use data and QI to proactively contact, educate, and track patients to identify care gaps, risk, community and family needs

- **Continuous Implementation and Improvement**

- Gradual approach to implementation. Be advised it takes time to fully function as a team
- Continue to assess ways to optimize the model, including changing patient flow within the clinic, updating workspaces and improving communication management between team members



Ways to Effectively Implement TBC at Your Facility

- Create easy access to written policies and protocols for staff
- Establish team huddles and adhere to daily communication policy
- Routinely update patient contact information
- Patient appointment reminders
- Patient appointment accommodations



Ways to Effectively Implement TBC at Your Facility

- Post disease-related and healthy lifestyle choices educational material around the clinic
- Utilize the Electronic Health Record system to flag uncontrolled patients
- Provide education and online resources for prescribed medications
- Encourage self-monitored blood pressure checks and provide blood pressure logs
- Care coordination



Importance of Referring Patients to Lifestyle Change Programs

- Unhealthy lifestyle choices such as smoking, poor diet, and insufficient exercise contribute to nearly half of all premature deaths and are risk factors for high blood pressure, diabetes, heart attack, and stroke
- Lifestyle changes are important to implement, in addition to taking medication, and have been shown to improve the chances that a prescribed medication will be effective

Referring Patients to Lifestyle Change Programs

1. Manage blood pressure
2. Control cholesterol
3. Reduce blood sugar
4. Increase physical activity
5. Eat heart-healthy diet
6. Maintain healthy weight
7. Stop smoking



Sources: <https://www.heart.org/en/healthy-living/healthy-lifestyle/my-life-check--lifes-simple-7>

Referring Patients to Lifestyle Change Programs

- Bi-directional referrals

- Benefits

- Improve care coordination and patient follow-up
 - Increase clinical-community linkages
 - Increase patient compliance
 - Reduce complications
 - Reduce chronic disease
 - Lower health care costs

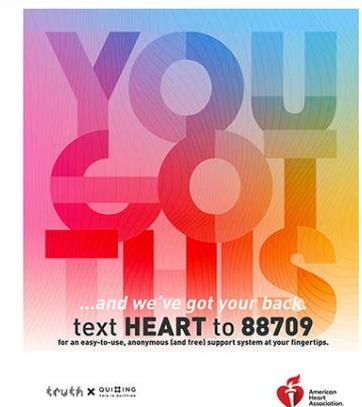
- Feedback

- Successful contact with referred patient
 - Confirmed enrollment
 - Participation status of patient
 - Completion of program
 - Final patient outcomes/recommendations made to patient



Linking to Community Resources Amid the Pandemic

- findhelp.org
 - previously Aunt Bertha
- [LSU Ag Center](https://lsuagcenter.com)
- [NDPP](https://ndpp.gov)
- [DSMES](https://dsmes.com)
- [Smokefree.gov](https://smokefree.gov)
- [Quitwithusla.org](https://quitwithusla.org)
- [YouTube](https://www.youtube.com)



QUESTIONS?



Contact Information

- Well-Ahead Louisiana Provider Education Network
 - www.walpen.org
 - wellahead@la.gov
- Dana O'Neal
 - Dana.Oneal@la.gov
- Jill Rainwater
 - Jill.Rainwater@la.gov



Thank You for Joining Us!

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