

Telehealth Office Hour: Remote Self-Monitoring Blood Pressure Program

June 9, 2022



THE NACHC MISSION

America's Voice for Community Health Care

The National Association of Community Health Centers (NACHC) was founded in 1971 to promote efficient, high quality, comprehensive health care that is accessible, culturally and linguistically competent, community directed, and patient centered for all.



Supported Vendors:

athenaOne

**athenaFlow/athenaPractice
(formerly Centricity)**

eClinicalWorks

Epic

Greenway Intergy

NextGen Healthcare

NACHC supports several user groups for Health Centers that utilize various Electronic Health Record (EHR) platforms. These user groups provide a vehicle for health centers to meet and discuss common issues, share experiences and gain valuable insight on accomplishments and best practices.

NACHCs EHR User Groups

Benefits of joining an EHR User Group:

- Connect with other Health Centers who use the same EHR platform as you do.
- Discuss issues and enhancements that are most important to Health Centers.
- Groups are led by Health Centers, HCCN's and PCA staff on a voluntary basis.
- Online forums to exchange ideas, lessons learned and best practices.
- Groups meet both virtually and in-person.
- NACHC provides support via WebEx, conference calls and meeting space at our major conferences.

Questions? E-mail: PStringfield@nachc.org

Today's Session: Remote Self-Monitoring Blood Pressure Program

Speakers for this session will provide insight into the program's implementation and integration at multiple health centers in Sacramento, California, including the incorporation of health education in collaboration with primary care and addressing the challenge of stakeholder engagement.

Presenters:

- **Dr. Janine Bera, MD**, Chief Medical Officer, WellSpace Health
- **Janet Ramirez, MPH, CHES[®]**, Health Education Program Manager, WellSpace Health

EVERYONE deserves
to be seen.



WELLSPACE
HEALTH

Remote Self-Monitoring Blood Pressure Program

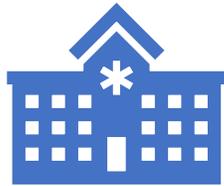
Janine Bera, MD

&

Janet Ramirez, MPH, CHES®



Learning Objectives:



Share the implementation of the self-monitoring blood pressure program at WellSpace Health in multiple community health centers.



Identify outreach strategies to better engage patients and care teams.



Recognize potential challenges that may emerge and how solving these challenges can improve the implementation of a program.

Remote Self-Monitoring Blood Pressure Program

Program requirements:

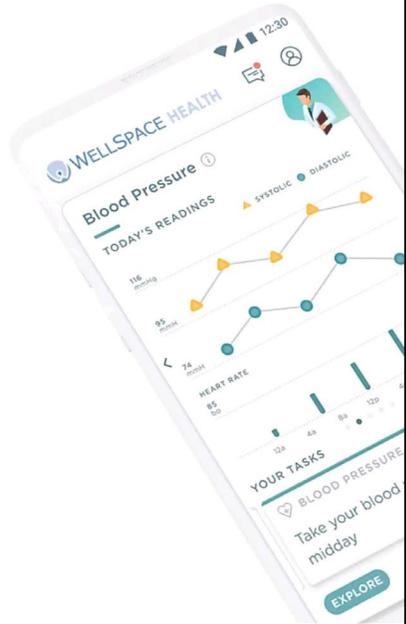
1. Have access to internet and an email
2. Have a smartphone to download two applications
3. Be comfortable with video telehealth visits
4. See their primary care provider and health educator

Program goals:

- Complete a health education program
- Follow-up with their primary care provider(PCP) regarding their blood pressure can be in the office or video visit
- Improve blood pressure management

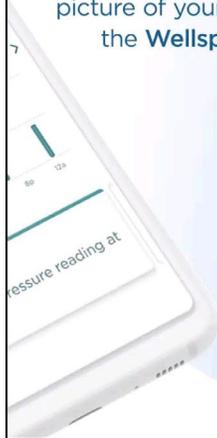


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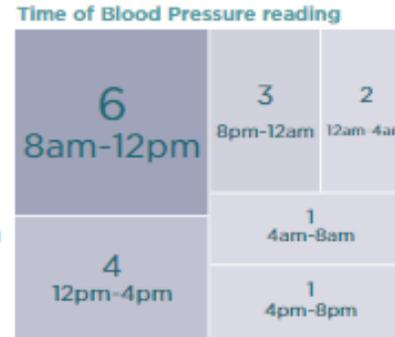


CARDIOVASCULAR + FILTER

90 Day
41 Readings



30 Day
17 Readings



NOTE: No data represents 3 or more consecutive days without a reading.

We see you.

Name: _____

Appointment 1 In Person	Appointment 2 Tele-visit	Appointment 3 Tele-visit
Health Educator	Health Educator	Health Educator
Date: _____	Date: _____	Date: _____
<input type="checkbox"/> Review the program/Sign agreement Form <input type="checkbox"/> Receive a blood pressure cuff and learn how to use it <input type="checkbox"/> Download Applications <input type="checkbox"/> Schedule follow-up appointments	<input type="checkbox"/> Definition of blood pressure <input type="checkbox"/> Learn about blood pressure results <input type="checkbox"/> Review medications and how they help with blood pressure management. <input type="checkbox"/> Review Healthy Plate	<input type="checkbox"/> Review complications of high blood pressure <input type="checkbox"/> Tips to lower sodium intake <input type="checkbox"/> Discuss exercise
Primary Care Provider In Person	As Needed	
Date: _____	Date: _____	
<input type="checkbox"/> Review medical history <input type="checkbox"/> Initial blood pressure measurement <input type="checkbox"/> Review medications <input type="checkbox"/> Order labs		

Health Education Phone line:

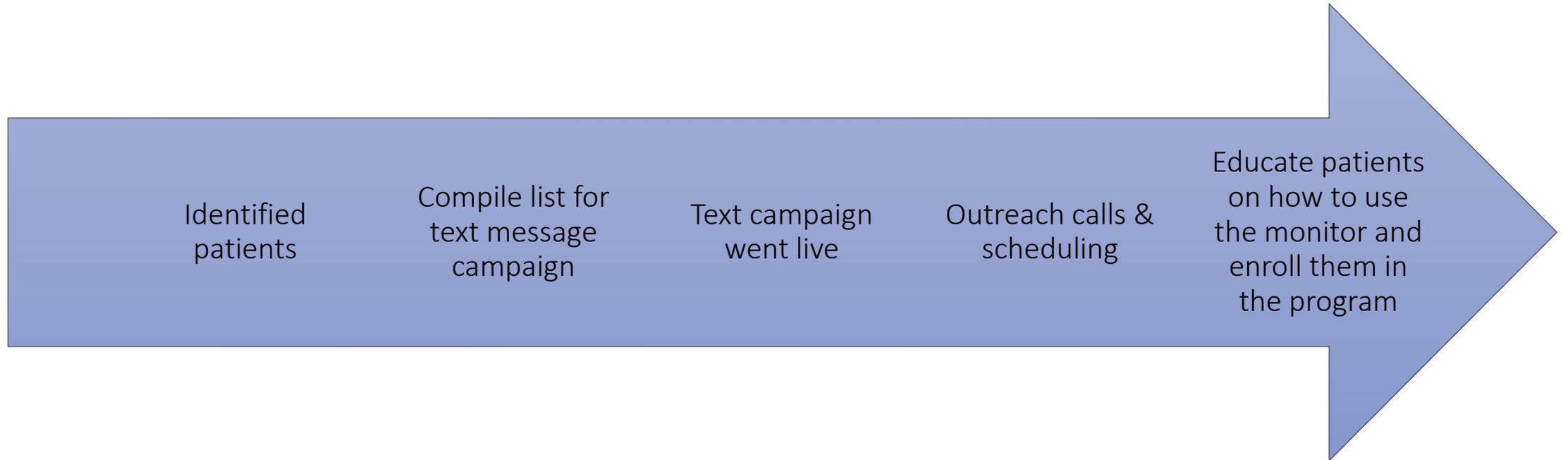
Phone number: 916-822-8968

Noteworth Application & Monitor Support:

Phone number: 888-983-1673

Email: help@noteworth.com
Hours are M-F 9AM - 9M EST

Pilot Workflow

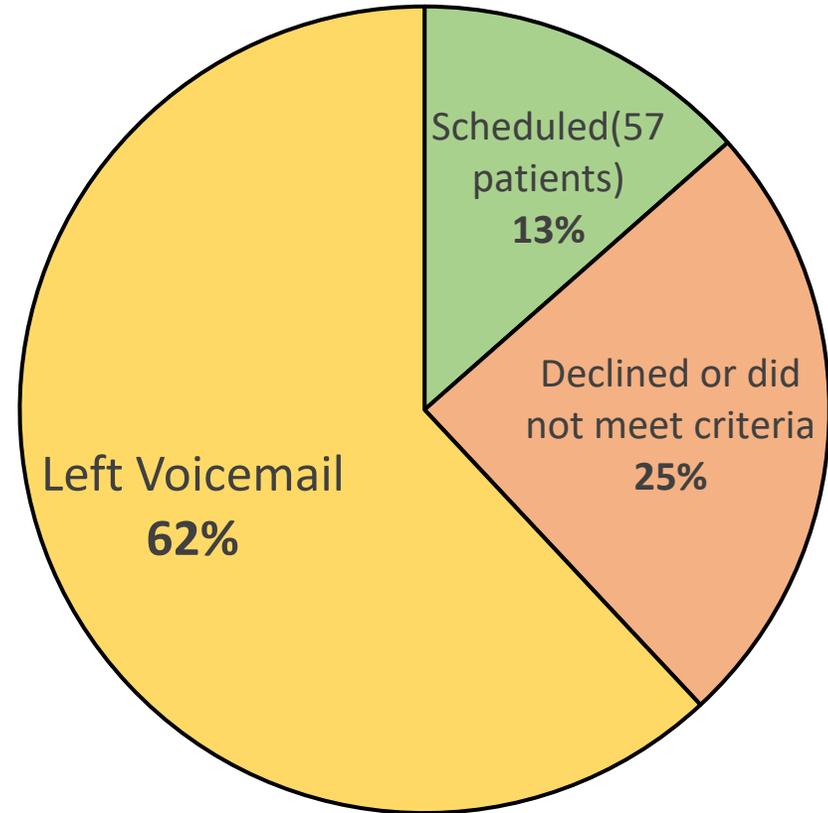


Pilot Outreach

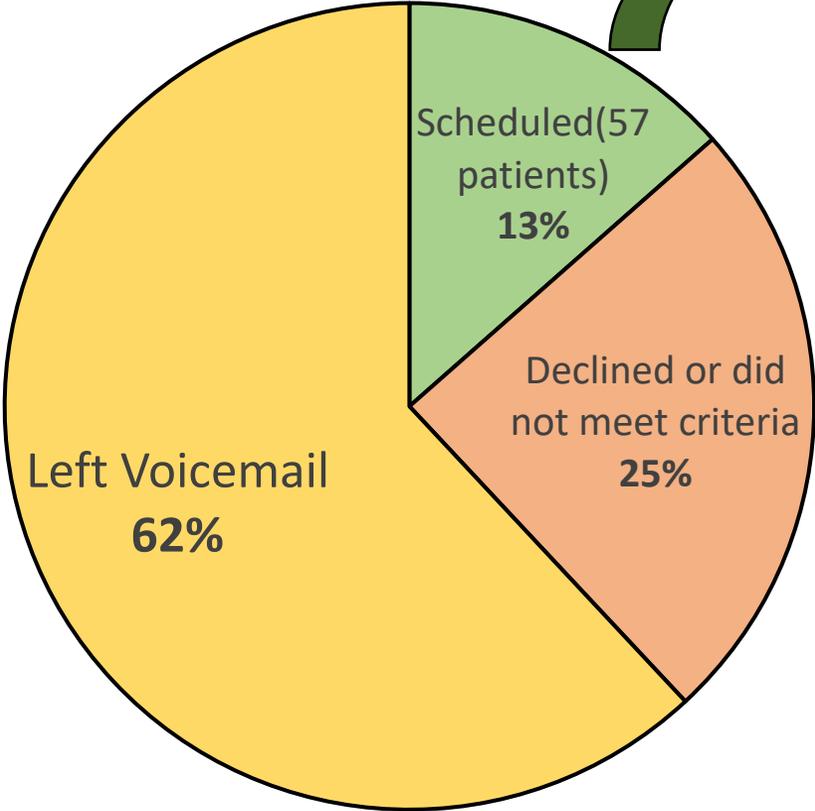
In total, 400+ calls

- 400+ calls = 100+ working hours

Invitation Calls



Invitation Calls



36 patients received their monitor

Challenges & Lessons

Too much time spent making calls and not many patients calling back or scheduling

- Reach patient via text, mail, & internal referral

SELF-MONITORING BLOOD PRESSURE PROGRAM GUIDE

Health Education Program- Healthy Living Series



Adjusted Workflow

Pilot

Identify patients

Compile list and go live with text message campaign

Outreach calls & scheduling

Educate patients on how to use the monitor and enroll them in the program.

Identify patients

Compile list and go live with text campaign

Made wording adjustments

Letter in the mail

Internal referral

HE will have assigned time to pick up phone calls

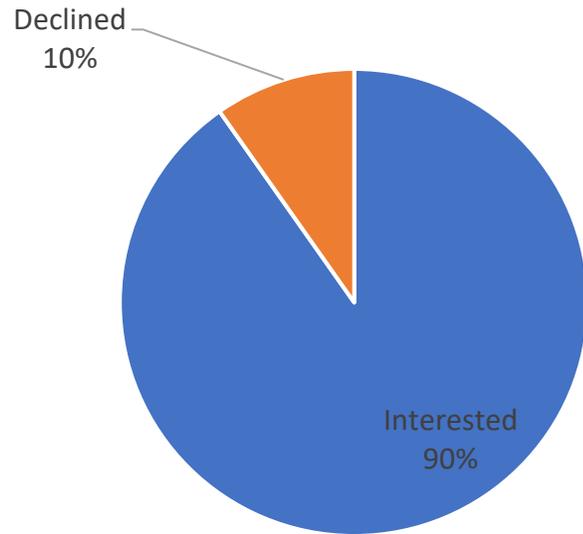
Educate patients on how to use the monitor and enroll them in the program.

Other Health Center Implementation Challenges

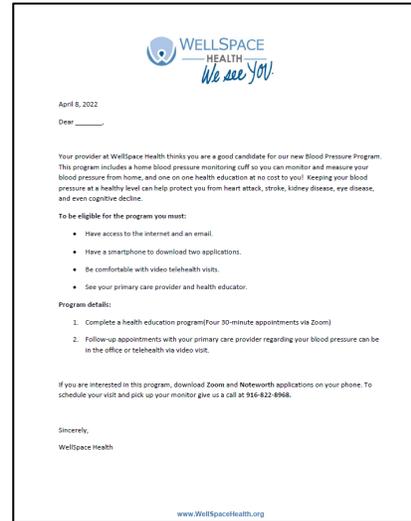
- Address
 - Patient demographics not current or formatting challenges
- Providers & Health Center Managers
 - Follow-up appointments
- Workflow
 - Consistency
 - Huddles
 - Not happening at specific Health Centers

Text Campaigns Data & Additional Outreach Calls

4,003 patients who responded

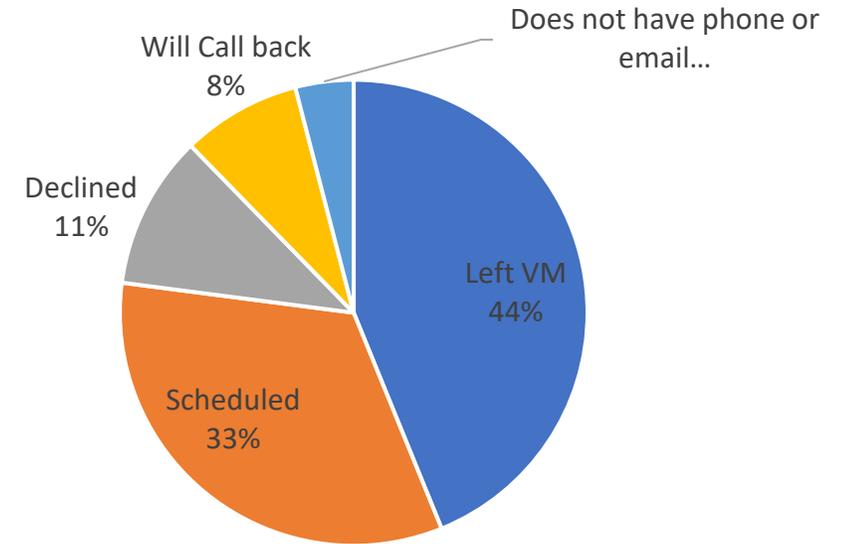


Total of 16,462 Text messages



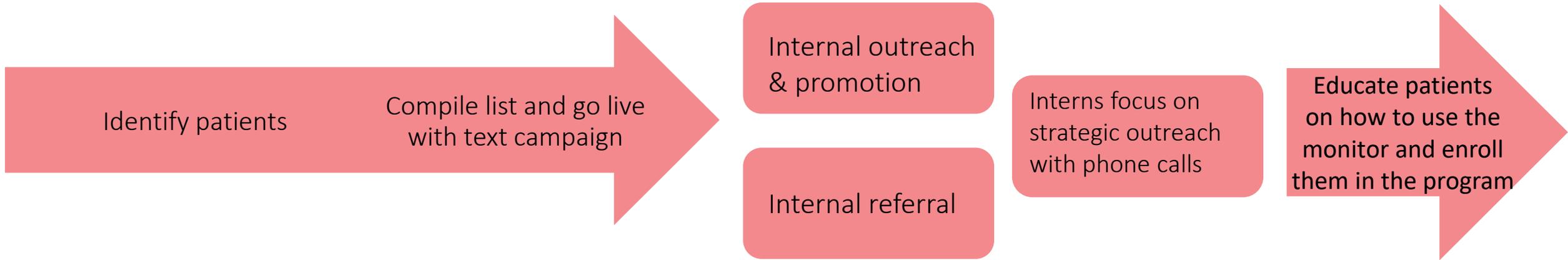
3,522 Invitation letters sent

Outreach Calls



502 Invitation Calls

Latest Workflow



Outcomes thus far



Average blood pressure reading **before** enrolling in the program **149/85**



Average blood pressure reading **after** enrolling in the program **139/82**

Current Enrollment

- 301 patients have received a blood pressure monitor
- We have implemented this at 14 Health Centers

Next Steps:

- Involvement of Medical Assistants has been useful at some Health Centers
- Email invitations
- Internal text campaigns
- Volunteer internship outreach program
- Incentives for patients that complete the program





Self-Monitoring Remote Blood Pressure Program

ABOUT



The Self-Monitoring Remote Blood Pressure Program provides you with a free Bluetooth blood pressure monitor. You can check your blood pressure at anytime, and review your results. Joining the program is **free** to WellSpace Health patients.



QUALIFICATIONS

If you have been diagnosed with hypertension, your care team can refer you to Health Education.



LENGTH

By joining the program, you will have 3 visits with your Health Educator and a follow-up with your provider.



(916) 822-8968



HLS@wellspacehealth.org
www.wellspacehealth.org

Questions?

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