

# La Clínica BRIGHT SPOT

*Self-Monitoring Blood Pressure Program at La Clínica - San Antonio*

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## Introduction

"When you have your blood pressure checked in the doctor's office, you're in an artificial environment that is not reflective of the vast majority of the time when your blood pressure is going through its daily excursions," says cardiologist Dr. Elliott Antman, professor of medicine at Harvard Medical School.

To address white-coat hypertension, help monitor patients' progress to control hypertension, and titrate medications accordingly, La Clínica San Antonio clinic received 25 blood pressure cuffs through a grant and established a self-monitoring blood pressure (SMBP) program. The clinic loaned BP cuffs out to patients to help them get their blood pressure under control.

### At the beginning

When San Antonio received funds for blood pressure cuffs, there was no systematic way to lend cuffs to patients, track which providers lent cuffs to patients, or monitor a patient's progress to manage their hypertension. Furthermore, no clear criteria to provide patients a loaner cuff was established. Within weeks, the clinic was down to 3 cuffs left and the clinic was not sure which patients were provided a cuff.

### Addressing the issue

The embedded Panel Manager, Mayra Mondragón, recognized the issue and worked with clinic staff (nurses, medical assistants, and providers) to develop a systematic way to get patients to return cuffs, develop a workflow for the clinic to follow when working with patients in need of a loaner cuff to manage hypertension, and monitor progress.

Several weeks later, the clinic was able to get 25 new blood pressure cuffs through the same grant and some cuffs were returned from patients whose blood pressure is now at goal. Space was secured to keep the cuffs under lock and key. Furthermore, workflows and a tracking spreadsheet were developed to standardize the process of loaning cuffs to patients.

To date, 47 patients were identified to participate in the BP cuff program at the San Antonio clinic. Of those patients, 38 patients or approximately 81% of patients were able to meet BP goal set by provider.

### Patient Identification

PCPs determine which patients may be appropriate for the loaner program. However, most patients are HPAC patients and/or live far from the clinic. It has become a standard practice for PCPs at the clinic to order BP cuffs as DME for managed Medi-Cal patients.

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## Success Story

Patient is an 86 year old, female, independent, and still drives herself to appointments. Upon establishing care at the clinic, it was found that she was hypotensive and polypharmacy, taking over 5 medications. PCP determined that patient would potentially benefit from the loaner cuff program as they worked with the patient to reconcile and titrate medications until blood pressure was stable.

After visit with PCP, patient met with the panel manager to obtain the loaner cuff. The panel manager was tasked to educate the patient on her BP goal, provide health education resources, teach the patient how to use the BP cuff appropriately, instruct patient to log BP readings, and coordinate follow up appointments.

At the first follow up appointment, the patient's blood pressure increased so PCP titrated medications and reconciled medications appropriately. By the next follow up appointment (3 weeks after initial visit), BP improved. By the last follow up appointment for hypertension (4 weeks after initial visit), the patient's BP was at goal and felt better after medication reconciliation. Lastly, DME such as a shower chair and a four-point cane for the patient was ordered and received by the last BP appointment.

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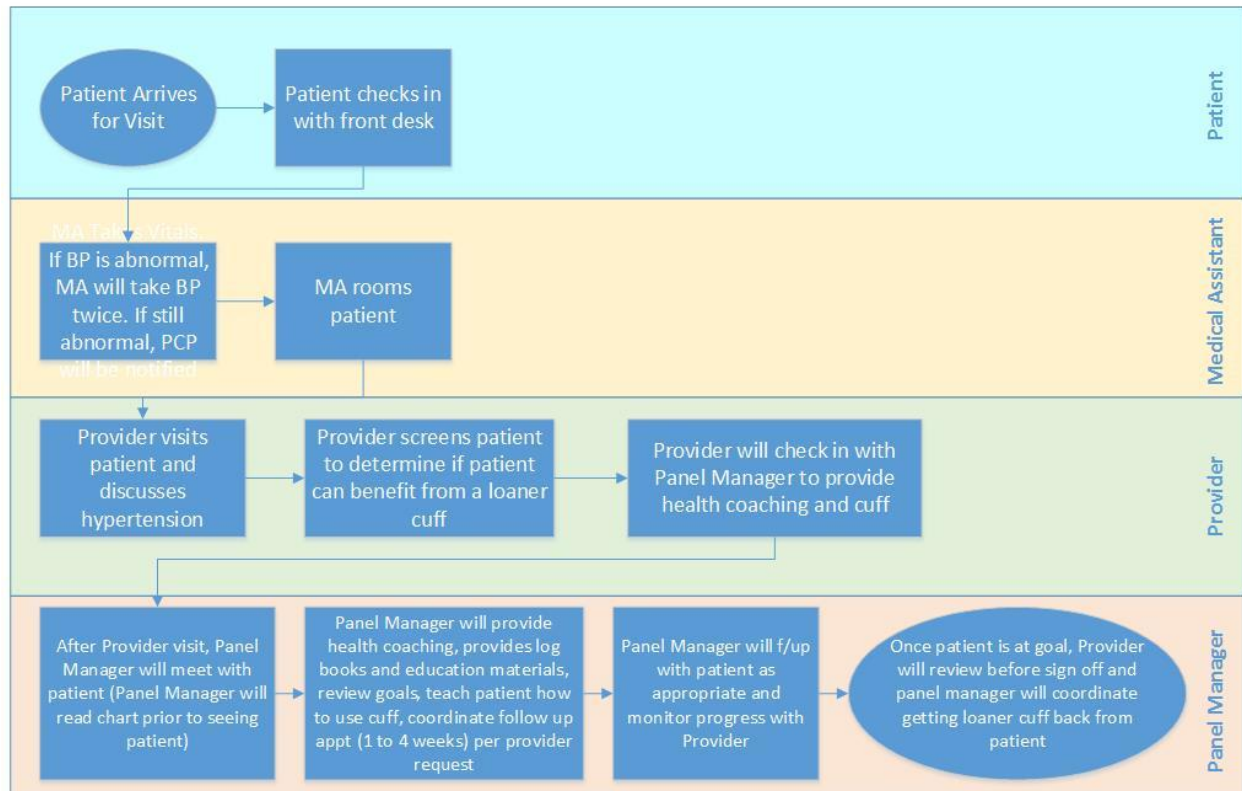
## Lessons Learned

By conducting small tests of change and through many PDSA cycles, the clinic found the following:

- Have a champion for the project to keep inventory, provide blood pressure education and cuff instructions/use, monitor patient's progress, and ensure data is up to date.
- Communicate workflow regularly throughout the clinic.
- When you begin working with patients, set expectations. If patient is eligible for the loaner program, state clearly that the BP cuffs are loaners and that when the patient is done with the program, they need to return the cuff so that other patients can benefit. Make sure the PCP communicates this to the patient also.
- For patients with their own BP cuffs, instruct them to bring their BP log and their BP cuff to every BP check appointment.
- For patients with a BP cuff (either their own or a loaner cuff), regularly remind them to record their BP readings in a log (provided in clinic) and bring to every BP check appointment for review.
- Knowing that managed Medi-Cal patients with hypertension can obtain a BP cuff as DME was super helpful to help patients monitor their blood pressure outside of the clinic.
- Document your changes via PDSA write ups, even informally to keep track of changes.

## SMBP Materials

### La Clínica San Antonio Self-Monitoring Blood Pressure Cuff Program Workflow Summary






### HEALTH COACH – Loaner BP Machine/Cuff Tracking Sheet

Improved – BP Cuff Returned		Improved – Call pt for BP cuff return		Uncontrolled – Needs BP Check	
Given, Per ?	Patient	MRN	PCP	BP Appt(s) & Status	Next BPC?
1	7/10/18, RM		McEntee	10/1/18	(May recall) - VM 5/14
2	8/16/18, CCJ		Zodhiates	now @ Kaiser	N/A
3	8/17/18, BC		Montang	3/1 - improved in clinic but unable to use cuff (too small)	No Show - 5/13 PCP 5/28 - IBH
4	8/18/18, BC		Chen	9/13 and 2/20 - improved ; 5/9 - high	5/23 - HC
5	8/29/18, BC		Chen	9/28 and 12/26 - borderline ; 4/10	(no recall) - call ???
6	8/30/18, CCJ		Lee	11/1 - high ; 1/17 - improved ; 4/27 - high	(RNs will schd)
7	9/1/18, BC		Chen	11/18 - borderline	No # - letter sent 5/14
8	9/1/18, BC		McEntee	10/9 and 3/11	(Sept recall)
9	9/5/19, SA		Huffner	11/14 (no insurance)	5/14 - registration
10	9/24/19, RM		McEntee	12/13	-
11	10/11/18, BC		Chen	3/22 - borderline ; 3/29	6/14 - PCP
12	10/11/18, BC		Zodhiates	1/18 and 3/15	(July recall)
13	10/18/18, LM		Montang	12/13	-
14	10/18/18, BC		Chen	1/12 and 5/3	-
15	10/18/18, BC		Chen	10/18 - HYPO ; 11/26	(in MX, returns July)
16	10/19/18, BC		Chen	1/2 - high ; 1/11 and 2/13	6/5 - PCP
17	10/19/18, AZ		Zodhiates	1/25 and 3/29	7/19 - PCP
18	10/31/18, BC		Chen	4/10 and 5/1 - HYPO	6/5 - PCP
19	11/2/18, BC		Chen	12/14 - high ; 1/3	5/29 - PCP
20	11/8/18, BC		Lomeli	12/5 and 2/5	-
21	11/30/18, EH		Herman	2/22 and 4/5	5/17 - wrist injection
22	11/30/18, EH		Herman	1/16	-
23	12/6/18, EH		Ruiz	1/17 - improved ; 2/28 - borderline	5/30 - PCP
24	12/6/18, AR		Ruiz	3/21 and 4/18	6/13 - PCP
25	12/19/18, BC		Chen	3/21 and 4/17	6/21 - DM Group
26	12/19/18, EH		Herman	12/28	-
27	12/26/18, EH		Herman	1/10	-
28	1/9/19, BC		Chen	1/25	-
29	1/25/19, CL		Bauer	3/22 and 5/10	6/7 - knee injection
30	2/1/19, BC		Marco.	3/11 - improved ; 4/29 and 5/2 - borderline	5/20 - PCP
31	2/5/19, CH		Higgin.	3/5 - borderline ; 4/10 - high	5/22 - HC
32	2/27/19, CL		Bauer	4/3 - high ; 5/7	(Aug recall)
33	3/1/19, AZ		Zodhiates	4/26 - improved ; 5/6 - HYPO ; 5/14 - borderline	6/5 - PCP

#### Notes:

In the “Given, Per ?” column, date cuff was lent and initials of the provider that requested the cuff are listed.

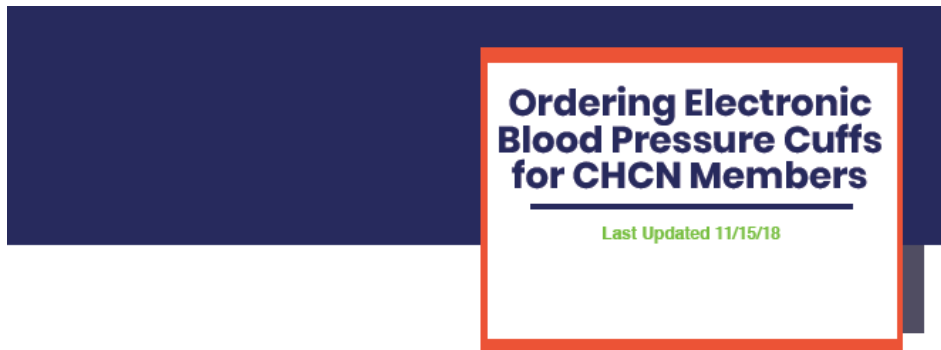
## Blood Pressure Log Template at La Clínica (Front)

Patient Health Diary	Diario de Salud	患者健康日記
<p><b>WHAT:</b> Check your blood pressure every day. Use properly calibrated and validated equipment.</p> <p><b>WHEN:</b> Check once a day. Don't smoke, exercise, or drink caffeinated or alcoholic beverages before 30 minutes of measurement.</p> <p><b>HOW:</b> Sit comfortably with both feet on the floor and sit for 5 minutes before taking your blood pressure. Rest your arm on a table so blood pressure cuff is at same level as your heart. Don't talk.</p> <p><b>RECORD:</b> Record results of all readings.</p>	<p><b>QUÉ:</b> Tómese la presión todos los días. Use equipo debidamente calibrado y validado.</p> <p><b>CUANDO:</b> Revisa una vez al día. No fume, haga ejercicio ni tome bebidas con cafeína o alcohólicas 30 minutos antes de tomar la presión.</p> <p><b>CÓMO:</b> Siéntate cómodamente con ambos pies en el suelo y siéntate por 5 minutos antes de tomar su presión. Descanse su brazo sobre una mesa para que el manguito esté al mismo nivel que su corazón. No hable.</p> <p><b>GRABAR:</b> Escribe todos los resultados.</p>	<p><b>什麼:</b> 每天檢查你的血壓。使用經過適當校準和驗證的血壓監測儀。</p> <p><b>什麼時候:</b> 每天檢查一次。請勿在測量前30分鐘內吸煙，運動或飲用含咖啡因或含酒精的飲料。</p> <p><b>怎麼樣:</b> 雙腳放在地板上，坐下5分鐘，然後再測量血壓。將手臂放在桌子上，使血壓袖帶與心臟處於同一水平。不要說話。</p> <p><b>記錄:</b> 記錄所有讀數的結果</p>
 <p><b>La Clínica</b> a californihealth<sup>+</sup>.center</p> <p>Name: _____</p> <p>Date: _____</p>	 <p><b>La Clínica</b> a californihealth<sup>+</sup>.center</p> <p>Nombre: _____</p> <p>Fecha: _____</p>	 <p><b>La Clínica</b> a californihealth<sup>+</sup>.center</p> <p>名稱: _____</p> <p>日期: _____</p>





## BP Cuff DME Flyer for CHCN Members



Did you know that you can  
order an electronic blood  
pressure cuff for your CHCN  
members diagnosed with  
Hypertension (i10) ?

**To order a cuff, you  
need to submit a  
Durable Medical  
Equipment (DME)  
Authorization Form**



Click The Links Below To Access The Appropriate Authorization Form For  
Your CHCN Member

### **CHCN Alameda Alliance HealthAuthorization Form**

### **CHCN Anthem Blue Cross Authorization Form**

For more information on Authorization of DME - refer to  
your CHCN Provider Operations **Manual**

To Access the manual, simply click on the word 'Manual' above



### **Alameda Authorization Form Link**

[https://www.alamedaalliance.org/~media/files/modules/publications/provider/medical%20management/aah\\_priorauthform2017e3\\_final.pdf](https://www.alamedaalliance.org/~media/files/modules/publications/provider/medical%20management/aah_priorauthform2017e3_final.pdf)

### **Anthem Authorization Form Link**

[https://connect.chcnetwork.org/Portals/9/CHME-CHCN\\_PriorAuthRequestForm\\_DME.pdf](https://connect.chcnetwork.org/Portals/9/CHME-CHCN_PriorAuthRequestForm_DME.pdf)