

# BUILDING A DATA DRIVEN CULTURE – CASE STUDY


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# AGENDA

- Identifying focus area
- Formulating strategy
- Example of a failure
- Building data capacities
- Leadership buy-in
- Provider buy-in
- MA Training and competencies
- Health Coaching program
- Sequential identified and de-identified data sharing
- Provider refresher training
- Self-monitored Blood Pressure program
- Results
- Key Learnings

# IDENTIFYING FOCUS AREA

- Aided by PHASE's focus on HTN
- First ideas gathered on Nov-25-2017 Convening
- Self-monitored Blood Pressure presentation was instrumental



KAISER PERMANENTE®  
**PHASE**  
PREVENTING HEART ATTACKS  
& STROKES EVERY DAY

**Achieving  
Excellence in Blood  
Pressure Control**

PHASE Grantee Convening

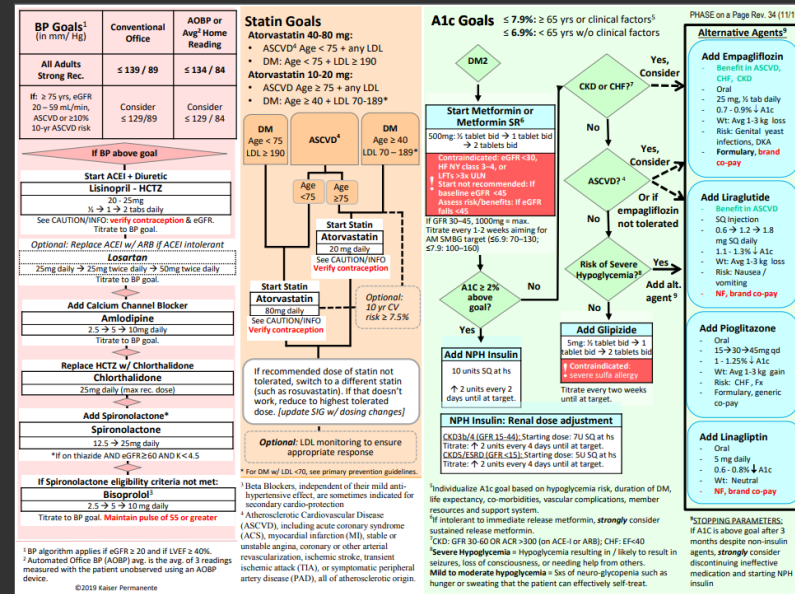
November 16, 2017  
Oakland, CA

# FORMULATING STRATEGY

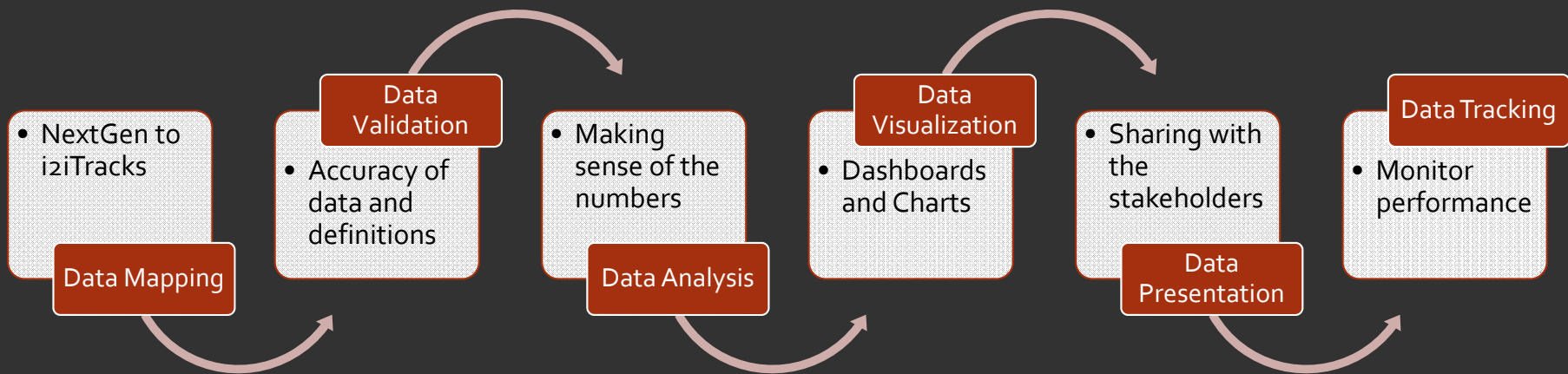
- Get a clear picture of HTN Control
- Data with high integrity
- Scalability of the project – building a sustainable template
- Non-disruptive / non-intrusive
- Adhering to evidence-based guidelines
- Simple, measurable and efficient interventions

# EXAMPLE OF A FAILURE

- Simple strategy of including PHASE on a Page algorithm in the provider's HTN workflow
- CMO shared at the Provider meeting
- Laminated copies of the algorithm were placed in a visually accessible area at the provider stations
- Outcome - Insignificant

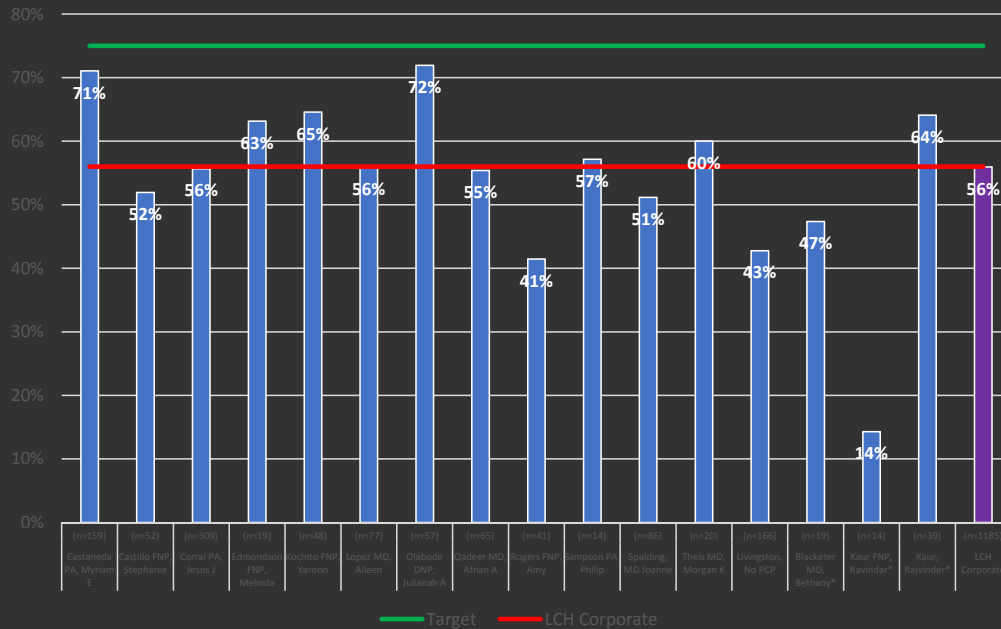


# BUILDING DATA CAPACITIES

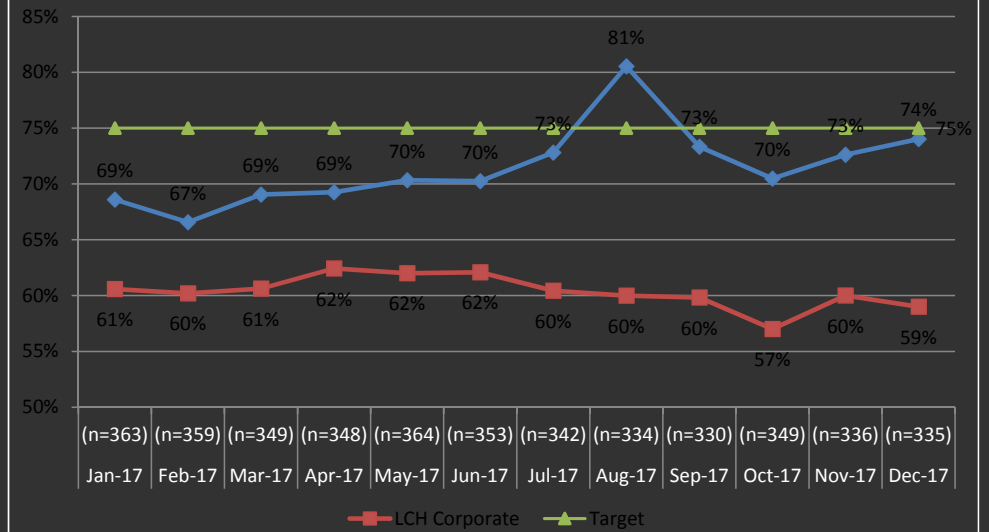


# BUILDING DATA CAPACITIES

Blood Pressure Control for HTN Patients 18-59 years By Provider - DEC 2017  
(n=1185)



Blood Pressure Control for HTN 18-85 years for Dec 2017  
Provider:



# BUILDING DATA CAPACITIES



## Hypertension Health Coaching Dashboard - May 2019

### Hypertension: General

General	Count	Baseline	Target	Jun-18	Jul-18	Aug-18	Sep-18	Oct-18	Nov-18	Dec-18	Jan-19	Feb-19	Mar-19	Apr-19	May-19	Trend
<b>Total HTN</b>	<b>2040</b>					<b>2134</b>	<b>2155</b>	<b>2155</b>	<b>2189</b>	<b>2187</b>	<b>2179</b>	<b>2191</b>	<b>2190</b>	<b>2140</b>	<b>2040</b>	
HTN + HC	197/2040	4%		4%	4%	5%	5%	6%	6%	7%	8%	8%	9%	9%	10%	
HTN No HC	1843/2040	96%					95%	94%	94%	93%	92%	92%	91%	91%	90%	
<b>Controlled HTN<sup>1</sup></b>	<b>1346/2040</b>	<b>61%</b>		<b>61%</b>	<b>62%</b>	<b>63%</b>	<b>63%</b>	<b>64%</b>	<b>64%</b>	<b>63%</b>	<b>64%</b>	<b>65%</b>	<b>68%</b>	<b>68%</b>	<b>66%</b>	
Health Coaching	132/197	69%		69%	66%	67%	64%	69%	71%	68%	63%	66%	72%	69%	67%	
No Health Coach	1214/1843	60%		60%	62%	62%	63%	64%	63%	63%	64%	65%	67%	68%	66%	
<b>Uncontrolled HTN</b>	<b>694/2040</b>	<b>39%</b>		<b>39%</b>	<b>38%</b>	<b>37%</b>	<b>37%</b>	<b>36%</b>	<b>36%</b>	<b>37%</b>	<b>36%</b>	<b>35%</b>	<b>32%</b>	<b>32%</b>	<b>34%</b>	
Health Coaching	65/197	31%		31%	34%	33%	36%	31%	29%	32%	37%	34%	28%	31%	33%	
No Health Coach	629/1842	40%		40%	38%	38%	37%	36%	37%	37%	36%	35%	33%	32%	34%	

### Hypertension: High Risk

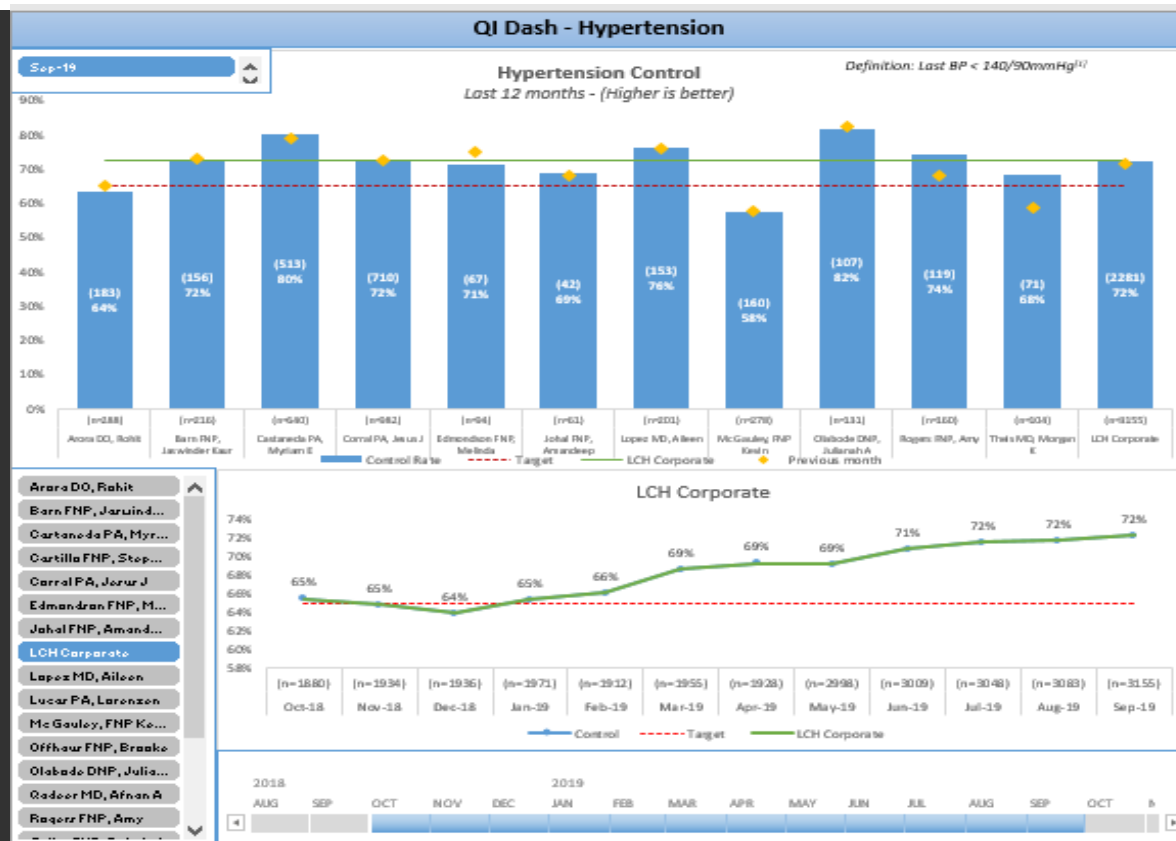
High Risk <sup>2</sup>	Count	Baseline	Target	Jun-18	Jul-18	Aug-18	Sep-18	Oct-18	Nov-18	Dec-18	Jan-19	Feb-19	Mar-19	Apr-19	May-19	Trend
	36			64	66	66	62	61	59	52	47	43	44	42	36	
<b>40-64y + &gt;160/90</b>	<b>36/1225</b>	<b>5%</b>		5%	5%	5%	5%	5%	4%	4%	4%	3%	3%	3%	3%	
Health Coaching	7/36	4%	80%	4%	7%	8%	10%	9%	12%	15%	13%	12%	11%	17%	19%	

<sup>1</sup> General HTN Control: 140/90mmHg for 18-59y & 60-85y with DM. 150/90mmHg for 60-85y with no DM

<sup>2</sup> High Risk Age Group: 40-64years



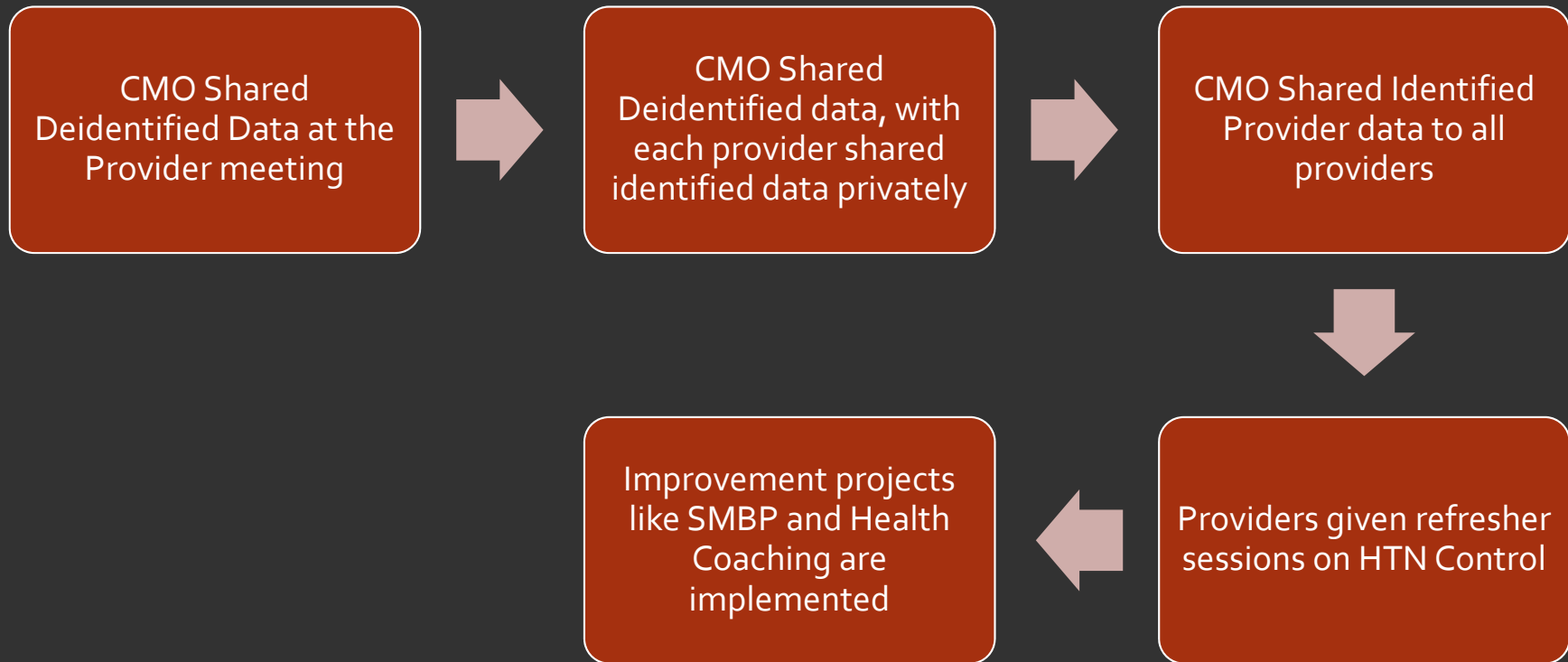
# BUILDING DATA CAPACITIES



# LEADERSHIP BUY-IN

- Data presented to CMO, COO and DON for three consecutive months to display consistency and improve confidence in the data.
- Utilized dedicated PHASE Team meetings for data presentation
- Meanwhile QI team continued to refine the dashboards

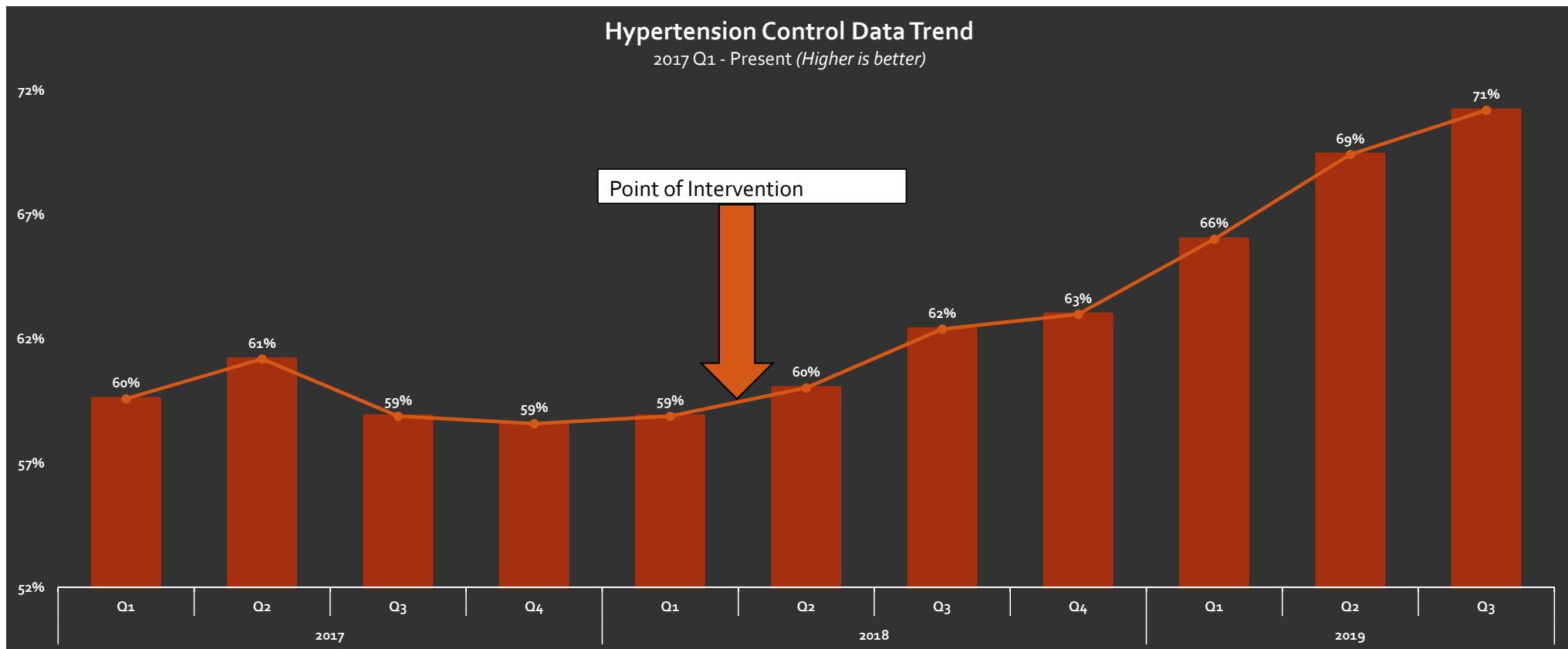
# PROVIDER BUY-IN



## ADDITIONAL EFFORTS

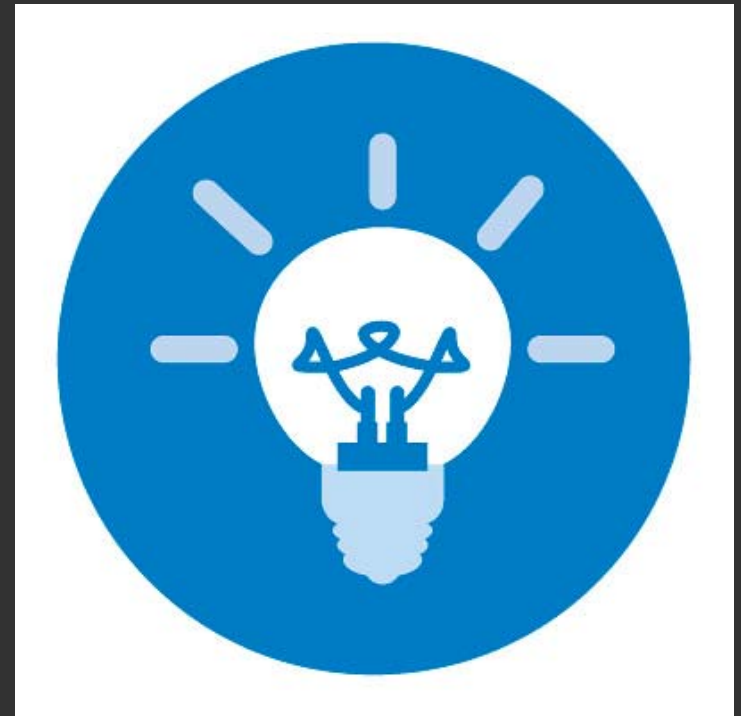
- Dedicated Health Coaching for HTN
- Health Coaching data dashboards
- Implementation of Self Monitored Blood Pressure Pilots
- Results of SMBP shared across the clinical care teams
- Regular MA Competencies and refreshers
- Nursing training and competencies

# OUTCOME



# KEY LEARNINGS

- Leadership involvement in QI Projects is critical
- Data shared by direct department head is well-received
- QI team needs to demonstrate consistency and confidence in data
- Make data available freely to clinical teams
- Scalable interventions for other chronic conditions like DM, Obesity, Asthma, etc.



QUESTIONS?

Thank you.