Lessons Learned Through PHASE

One Community Health
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Our Desired Future for PHASE/TC3

**OCH will create a successful SMBP program and increase patient access to BP monitors so that 60% of our patients will have BP monitors by March 2022.**

**Promote the success of OneHeart and develop more efficient multidisciplinary workflows that work to promote HTN control amongst our patient population.**

**Eliminate barriers that impede patients' access to receiving culturally competent care; create more awareness of health disparities amongst our clinic.**
Why The Desired Future Is Not Possible Now

- **Limited staffing** that is not able to support the continued effort required to focus on HTN improvement among our patient population.

- **Gap in adoption of protocols and EHR tools** which hinders provider implementation of evidence-based guidelines including the PHASE algorithm.

- Identifying, tracking and **re-engaging hypertensive patients** who fall out of care.
Learnings that Will Inform Our Desired Future

Accomplishments

• Streamlined ordering processes for BP monitors through QI principles
• Development of multidisciplinary HTN Committee
• Cultural change stemmed from wider organizational focus on HTN control

Activities We will Keep Doing Based on Learnings

• SMBP Program
• Continue and optimize OneHeart program
• HTN Committee to continue to lead improvement efforts
• Continue multidisciplinary workflows to diagnose and standardize treatment
What Else is Possible?

- Incorporating clinical pharmacy into the HTN follow-up workflow to ensure improved outcomes

- Encouraging involvement across departments and various roles in health steering committees to be better equipped to address healthcare disparities and promote better outcomes in patients with co-morbidities
Benefits of Achieving Desired Future

- Improved rates of HTN diagnosis, management and follow-up amongst our patient population
- Improved job satisfaction and team morale with enhanced and efficient workflows
- Momentum created to inspire more positive change while incorporating QI principles across One Community Health
Challenges if We Don’t Move Forward with Solutions

- More patients falling out of care and/or having negative health consequences of not improving HTN control
- More staff turn-over and dissatisfaction due to disempowerment and lack of welcomed participation in the improvement process
- Spread and sustainment is negatively impacted without having a coordinated effort to improve patient outcomes
What We Need From Our Leaders to Make it Happen

- Hiring of nurse care managers to coordinate care
- Medical leadership to adopt HTN management protocols
- Provider onboarding on topics such as using smart sets, quality metrics and dashboards etc.
- Time for Provider Champion to perform chart audits to understand where care diverges from protocol and identify areas of improvement
- Dedicated staff to review the HTN panel and conduct outreach for patients who are out of care/uncontrolled
Thank You For Your Time!

One Community Health

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