

Lessons Learned Through PHASE

One Community Health

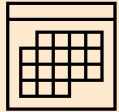
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Our Desired Future for PHASE/TC3

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

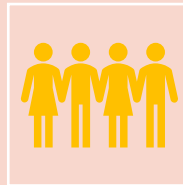
Benefits of Achieving Desired Future



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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