Outreaching to Patients with out of Control Hypertension

San Mateo Medical Center

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Our Desired Future for PHASE

- Continue Nurse led HTN visits and spread across the system
- Make it sustainable
- Replicate for Diabetic population
Why It’s Not Possible Now

- Relying on face to face visits
- Provider focused
- Staffing Shortage
Learnings that Will Inform Our Desired Future

Bright Spots/Accomplishments
• Culture of change and adaptation
• Including the voice of all levels of staff

Activities We will Keep Doing Based on Learnings
• HTN Nurse clinic rigor for plan to follow up
• Disparities Workgroup
• Telehealth - how to focus on the high risk pop differently
What Else is Possible?

- A fully ran SMBP program
- Community Health Worker embedded in community
Benefits of Achieving Desired Future

• Monetary measures (P4P, PRIME)

• Empowered patients to take ownership of their own health

• Empowered staff to work at the top of their license
Challenges if We Don’t Move Forward with Solution

• Access Problem

• High risk patients coming in the clinic

• Loss of P4P
What We Need from Our Leaders to Make it Happen

• Nurses to manage caseloads

• Full time Patient Navigator for entire organization

• 20% FTE dedicated management of this work going forward
Thank you for your time!

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