

# Outreaching to Patients with out of Control Hypertension

## San Mateo Medical Center

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SAN MATEO COUNTY HEALTH  
**SAN MATEO  
MEDICAL CENTER**

# 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

**! KNOW YOUR RISK!**      **♥ HOW YOU CAN IMPROVE YOUR BLOOD PRESSURE**

**Heart disease is a serious health problem.** Family history and habits can make you more likely to develop heart disease. Most people do not know that they might be at risk for heart disease, even though it is the number one killer of Americans. Nearly 44% of African American men and 48% of African American women have some form of heart disease, which includes heart attack and stroke.

The good news is that you can take steps now to lower your risk of heart disease. Lowering your blood pressure, blood sugar, and cholesterol can decrease your chances of a heart attack and stroke. Heart healthy changes are good for your whole body. ♥

**My blood pressure goal:**  
*(If you don't know, ask your doctor)*

**My heart healthy goal for this month is:**

**If you already have high blood pressure, take your medications as agreed upon with your doctor. Check all your goals that apply:**

- How can I reach and maintain a healthy weight?**
  - Set a healthy weight goal for yourself.
  - Drink water. Try to avoid soda and juice with added sugars.
  - Eat smaller portions. Eat healthy foods and snacks.
- How can I get at least 30 minutes of physical activity each day?**
  - Walk with family, friends, or neighbors.
  - Take the stairs instead of elevator.
  - Make time to exercise in addition to your usual activity.
- How can I eat less salt and saturated fat?**
  - Minimize pre-prepared and processed food.
  - Cook and prepare your own food as often as you can.
  - Use herbs and spices while cooking and less salt.
  - Try to avoid frying food.
- How can I eat heart healthy foods every day?**
  - Eat more fresh fruits, vegetables, and whole grains.
  - Buy fresh, frozen, or no-salt-added canned vegetables and sauces.
- How can I reduce stress in my life?**
  - Try deep breathing. It can help you relax and lower your stress level.
  - Think about the positive aspects of your life.
  - Talk to friends and family.
- How can I limit alcohol and enjoy living smoke-free?**
  - Talk to your doctor about cutting back or quitting.
  - Try to avoid places or situations that may trigger you to drink or smoke.
- How do these goals affect my blood pressure numbers?**
  - Check your blood pressure at home, as agreed upon with your doctor.
  - Pay attention to the influence that physical activity, diet, and stress have on your blood pressure.



# 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





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**Thank you for your time!**

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