

the team behind your team



# 2008-2009 Best Practices in Managing Hypertension

Sponsored by AMGA and Daiichi Sankyo.

Wrap-Up Meeting  
November 18-20, 2009  
San Diego, CA

**GREAT FALLS CLINIC, LLP TEAM**



# A Brief Project Overview



Implement :

1) Team Care

Medical Home – Health Coach

-Pre-screening for gaps in care

- Appointments

- Labs

- Consults

-Short-term follow-up

-Behavior modification

2) Education of patients, staff, physicians

# A Brief Project Overview



- Redesign the process of delivering primary care to patients with chronic disease to:
  - Utilize technology to identify patients not in compliance
  - Improve outcomes
  - Efficiently use scarce human and fiscal resources
  - Improve revenue



# Project Team Members



- **Leadership Team:**
  - William E. Barager, JR., DO
    - Nephrology, Kidney Disease, Dialysis and Hypertension
  - Shonna Johnson, RN, BSN**
    - Clinical Nurse Manager Immediate Care Center and Family Practice
  - Theresa Neuman, RN, BSN**
    - Clinical Nurse Manager Internal Medicine and Nephrology
- **Implementation Team:**
  - IM Department Chair & Physicians
  - FP Department Chair & Physicians
  - Clinical Managers
- **Organizational Support Team:**
  - Administrator
  - Executive Committee
  - CIO, CFO, Director of Informatics

# Modifications/Enhancements



- Blue Cross Medical Home Initiative Fell Through  
The funding we had hoped for from the Blue Cross Medical Home Initiative fell through therefore Health Coach positions eliminated in IM and FP. The Health Coaches were a key part to patient education. Regular office nurses have had to continue as best they can with patient education.  
Other pieces of the plan were implemented

# Challenges?



- Physician buy-in and continued support

Our initial kick off sessions had poor attendance by our physicians. Dr. Barager had a follow up in-service with physicians and staff on the nuances of hypertensive medicines. Our patient compliance numbers improved after this in-service which would indicate to us that we finally had physician buy-in and participation.

# Challenges? continued



- Staff Education and Follow up

It was a little difficult to get all staff trained due to schedule conflicts. We were concerned that they would go back to their old habits so we planned to spot checking competency of clinical staff to make sure they were following appropriate protocols for blood pressure measurement but H1N1 hit our community hard. We had an internal pandemic with high volumes of patients and staff with the flu which stopped all non-essential projects.

# Challenges? continued



- Key Project Members Leaving Organization

Since the kick off last fall, we had 3 of the original key project members leave our organization. It took some time and research for the remaining members and those added to the project to come up to speed as to where we were in the project and then decide how to move forward.

# Challenges? continued



- Loss of Primary Care Providers

We have had several primary care providers leave our organization. This has increased the patient loads for the remaining providers which makes it difficult for patients to be seen in follow up and to get those unassigned patients seen in a timely manner. Our Walk-In centers have been very helpful in seeing pts on an as needed basis to make sure patients have the medications they need .

# Future Steps



- Patient Education

We would like to move forward with a comprehensive online patient education program. Some of the pieces are in place now but we want to make it easy for providers and patients to access up to date education information.

# Lessons Learned



- **Education**

Continued education for physicians, staff and patients is needed. Old habits are hard to break.

- **Be Prepared for the Unexpected**

Key members left during the process and some of key components of the initial plan fell through. We had to modify our plan to maintain the overall goal.

# Tools Shared



- HTN Care Algorithm
- HTN Sample Scorecard
- HTN Traditional v Team Care
- Blood Pressure Competency Checklist
- BP Competency Training Outline
- Clinic Hypertension Disease Management Workflow
- Clinic Job Description-RN Health Coach
- GFC Strategy Map
- HTN Flow Sheet

\* All located on AMGA HTN Collaborative Members Website<sup>12</sup>

# Questions for the Group



Do you have an specific questions you'd like to pose to the group?