Telehealth Office Hour:
Remote Self-Monitoring Blood Pressure Program

June 9, 2022
America’s Voice for Community Health Care

The National Association of Community Health Centers (NACHC) was founded in 1971 to promote efficient, high quality, comprehensive health care that is accessible, culturally and linguistically competent, community directed, and patient centered for all.
NACHCs EHR User Groups

Benefits of joining an EHR User Group:

- Connect with other Health Centers who use the same EHR platform as you do.
- Discuss issues and enhancements that are most important to Health Centers.
- Groups are led by Health Centers, HCCN’s and PCA staff on a voluntary basis.
- Online forums to exchange ideas, lessons learned and best practices.
- Groups meet both virtually and in-person.
- NACHC provides support via WebEx, conference calls and meeting space at our major conferences.

Questions? E-mail: PStringfield@nachc.org

Supported Vendors:

- athenaOne
- athenaFlow/athenaPractice (formerly Centricity)
- eClinicalWorks
- Epic
- Greenway Intergy
- NextGen Healthcare

NACHC supports several user groups for Health Centers that utilize various Electronic Health Record (EHR) platforms. These user groups provide a vehicle for health centers to meet and discuss common issues, share experiences and gain valuable insight on accomplishments and best practices.
Today’s Session: Remote Self-Monitoring Blood Pressure Program

Speakers for this session will provide insight into the program's implementation and integration at multiple health centers in Sacramento, California, including the incorporation of health education in collaboration with primary care and addressing the challenge of stakeholder engagement.

Presenters:
• Dr. Janine Bera, MD, Chief Medical Officer, WellSpace Health
• Janet Ramirez, MPH, CHES®, Health Education Program Manager, WellSpace Health
EVERYONE deserves to be seen.
Remote Self-Monitoring Blood Pressure Program

Janine Bera, MD
&
Janet Ramirez, MPH, CHES®
Learning Objectives:

- Share the implementation of the self-monitoring blood pressure program at WellSpace Health in multiple community health centers.
- Identify outreach strategies to better engage patients and care teams.
- Recognize potential challenges that may emerge and how solving these challenges can improve the implementation of a program.
Remote Self-Monitoring Blood Pressure Program

Program requirements:
1. Have access to internet and an email
2. Have a smartphone to download two applications
3. Be comfortable with video telehealth visits
4. See their primary care provider and health educator

Program goals:
• Complete a health education program
• Follow-up with their primary care provider (PCP) regarding their blood pressure can be in the office or video visit
• Improve blood pressure management
Digital Health. Delivered.

Give your doctor a clearer picture of your health by using the Wellspace Health app.

Save time by tracking your health progress right from the comfort of your own home.

Learn more about your health with in-app articles.

Monitoring Your Blood Pressure at Home
American Heart Association
Published Nov 19, 2019
90 mile read

How to use a home blood pressure monitor.
### Cardiovascular

#### 90 Day
41 Readings

<table>
<thead>
<tr>
<th>Systolic Blood Pressure Average</th>
<th>Top 25% Average</th>
<th>Diastolic Blood Pressure Average</th>
<th>Top 25% Average</th>
</tr>
</thead>
<tbody>
<tr>
<td>142 mmHg</td>
<td>154 mmHg</td>
<td>95 mmHg</td>
<td>102 mmHg</td>
</tr>
<tr>
<td>127 mmHg</td>
<td></td>
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</tbody>
</table>

#### 30 Day
17 Readings

<table>
<thead>
<tr>
<th>Systolic Blood Pressure Average</th>
<th>Diastolic Blood Pressure Average</th>
</tr>
</thead>
<tbody>
<tr>
<td>141 mmHg</td>
<td>95 mmHg</td>
</tr>
<tr>
<td>High</td>
<td>High</td>
</tr>
<tr>
<td>156/98 mmHg</td>
<td>155/104 mmHg</td>
</tr>
<tr>
<td>Low</td>
<td>Low</td>
</tr>
<tr>
<td>121/89 mmHg</td>
<td>122/80 mmHg</td>
</tr>
</tbody>
</table>

**Time of Blood Pressure reading**

- 6: 8am-12pm
- 3: 6pm-12am
- 2: 12am-4am
- 4: 4pm-6pm
- 1: 4pm-8pm

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**NOTE:** No data represents 3 or more consecutive days without a reading.
<table>
<thead>
<tr>
<th>Appointment 1</th>
<th>Appointment 2</th>
<th>Appointment 3</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>In Person</strong></td>
<td><strong>Tele-visit</strong></td>
<td><strong>Tele-visit</strong></td>
</tr>
<tr>
<td><strong>Health Educator</strong></td>
<td><strong>Health Educator</strong></td>
<td><strong>Health Educator</strong></td>
</tr>
<tr>
<td>Date:</td>
<td>Date:</td>
<td>Date:</td>
</tr>
<tr>
<td>□ Review the program/Sign agreement form</td>
<td>□ Definition of blood pressure</td>
<td>□ Review complications of high blood pressure</td>
</tr>
<tr>
<td>□ Receive a blood pressure cuff and learn how to use it</td>
<td>□ Learn about blood pressure results</td>
<td>□ Tips to lower sodium intake</td>
</tr>
<tr>
<td>□ Download Applications</td>
<td>□ Review medications and how they help with blood pressure management</td>
<td>□ Discuss exercise</td>
</tr>
<tr>
<td>□ Schedule follow-up appointments</td>
<td>□ Review Healthy Plate</td>
<td></td>
</tr>
<tr>
<td><strong>Primary Care Provider</strong></td>
<td><strong>As Needed</strong></td>
<td></td>
</tr>
<tr>
<td><strong>In Person</strong></td>
<td>Date:</td>
<td></td>
</tr>
<tr>
<td>Date:</td>
<td></td>
<td></td>
</tr>
<tr>
<td>□ Review medical history</td>
<td></td>
<td></td>
</tr>
<tr>
<td>□ Initial blood pressure measurement</td>
<td></td>
<td></td>
</tr>
<tr>
<td>□ Review medications</td>
<td></td>
<td></td>
</tr>
<tr>
<td>□ Order labs</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**Health Education Phone line:**
Phone number: 916-822-8068

**Noteworthy Application & Monitor Support:**
Phone number: 888-983-1673
Email: help@noteworthy.com
Hours are M-F 9AM - 9M EST
Pilot Workflow

Identified patients
Compile list for text message campaign
Text campaign went live
Outreach calls & scheduling
Educate patients on how to use the monitor and enroll them in the program
Pilot Outreach

In total, 400+ calls
  • 400+ calls = 100+ working hours
Invitation Calls

- 36 patients received their monitor
- Left Voicemail: 62%
- Declined or did not meet criteria: 25%
- Scheduled (57 patients): 13%
Challenges & Lessons

Too much time spent making calls and not many patients calling back or scheduling

• Reach patient via text, mail, & internal referral

Text campaign

• Wording (“FREE”) made patients think it was a scam.
• Figure out what the issue was with ineligible patients receiving the information

Time commitment

• Modify wording of commitment.
• Change wording to “You will have follow-up visits with your provider”

Patient Agreement Forms

• Required additional time and administrative work to pass them and get them scanned on patient’s chart
• Electronic signature in our EHR worked better

Health Education Team not fully confident with workflow

• All day training with demonstrations from start to finish.
Adjusted Workflow

Pilot
- Identify patients
- Compile list and go live with text message campaign
- Outreach calls & scheduling
- Educate patients on how to use the monitor and enroll them in the program.

Identify patients
- Compile list and go live with text campaign
- Letter in the mail
- Internal referral
- HE will have assigned time to pick up phone calls
- Educate patients on how to use the monitor and enroll them in the program.

Made wording adjustments
Other Health Center Implementation Challenges

• Address
  • Patient demographics not current or formatting challenges

• Providers & Health Center Managers
  • Follow-up appointments

• Workflow
  • Consistency
  • Huddles
    • Not happening at specific Health Centers
Text Campaigns Data & Additional Outreach Calls

4,003 patients who responded

- Interested: 90%
- Declined: 10%

Total of 16,462 Text messages

3,522 Invitation letters sent

502 Invitation Calls

Outreach Calls

- Scheduled: 33%
- Left VM: 44%
- Declined: 11%
- Will Call back: 8%
- Does not have phone or email: 10%

4,003 patients who responded

Left VM: 44%

Scheduled: 33%

Declined: 11%

Will Call back: 8%

Does not have phone or email: 10%

Total of 16,462 Text messages

3,522 Invitation letters sent

502 Invitation Calls
Latest Workflow

1. Identify patients
2. Compile list and go live with text campaign
3. Internal outreach & promotion
4. Interns focus on strategic outreach with phone calls
5. Educate patients on how to use the monitor and enroll them in the program
Outcomes thus far

Average blood pressure reading **before** enrolling in the program: 149/85

Average blood pressure reading **after** enrolling in the program: 139/82
Current Enrollment

- 301 patients have received a blood pressure monitor
- We have implemented this at 14 Health Centers

Next Steps:

- Involvement of Medical Assistants has been useful at some Health Centers
- Email invitations
- Internal text campaigns
- Volunteer internship outreach program
- Incentives for patients that complete the program
Self-Monitoring Remote Blood Pressure Program

ABOUT
The Self-Monitoring Remote Blood Pressure Program provides you with a free Bluetooth blood pressure monitor. You can check your blood pressure at anytime, and review your results. Joining the program is free to WellSpace Health patients.

QUALIFICATIONS
If you have been diagnosed with hypertension, your care team can refer you to Health Education.

LENGTH
By joining the program, you will have 3 visits with your Health Educator and a follow-up with your provider.

WellSpace Health
(916) 822-8968
HLS@wellspacehealth.org
www.wellspacehealth.org
Questions?
EVERYONE deserves to be seen.