

Background

- Controlling Blood Pressure (CBP) has historically been a challenging measure
- Though it is clinical best practice to re-check uncontrolled BPs within two weeks, it can be difficult to operationalize due to access limitations and barriers patients face in returning to clinic.** Without a specific intervention to follow up on elevated BP readings, we will continue to see signs of "clinical inertia" or "white-coat hypertension" that are currently evident in the data
 - 79% of uncontrolled gapped members had a PCP visit in the calendar year,
 - 80% of gapped members have a Medication Possession Ratio greater than or equal to 80%, and
 - 18% of gapped members do not have any medications prescribed
- To improve follow-up and BACO CBP performance, a **Health Coach will outreach to patients with a recently elevated clinic BP to obtain a home BP.** This intervention was limited to patients who had an appointment within the last 4-6 weeks where a blood pressure above goal ($\geq 140/90$) was collected. This intervention excludes patients with a BP $\geq 180/110$, as these patients likely warrant a different intervention
- To date, we have successfully deployed this intervention at five primary care practices within the Boston Accountable Care Organization (BACO). We **engaged 62% of patients, collected in-range BPs from 21% of patients** who consented to the intervention and connected the remaining out-of-range patients back to care for more intensive follow-up

Data Measurement Plan

Aim

- Increase the CBP quality score by 4% in 2025 and expedite clinical follow-up for patients with an elevated BP reading

Outcome Measure

- BP control rate** – the percentage of patients whose BP is at goal ($<140/90$ mmHg) after the intervention
- ACO CBP measure performance** – improvement in the BCBS CBP quality measure performance

Process Measure

- Outreach rate** – the percentage of eligible patients contacted by the Health Coach
- Engagement rate** – the percentage of contacted patients who agreed to participate in the intervention
- BP reading collection** – the percentage of enrolled patients who provided a home BP reading to the Health Coach

Balancing Measure

- Disengagement rate** – the percent of patients who do not answer after three initial outreach attempts

Driver Diagram

Aim: Increase the CBP quality score by 4% in 2025 and expedite clinical follow up for patients with an elevated BP reading

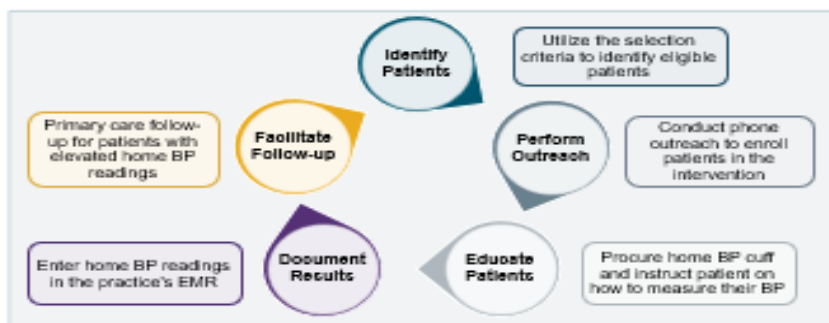
Primary Drivers

Secondary Drivers

Change Ideas

Patient	<ul style="list-style-type: none"> Transportation Lack of education 	<ul style="list-style-type: none"> Access Too many medications 	<ul style="list-style-type: none"> Home BP monitoring and telemedicine Patient Education 	<ul style="list-style-type: none"> Education of correct measurement techniques
Provider	<ul style="list-style-type: none"> Competing priorities Concerns about adverse effects 	<ul style="list-style-type: none"> Provider inertia Concerns about polypharmacy 	<ul style="list-style-type: none"> Home BP monitoring and telemedicine Single pill combinations Mail order pharmacy enrollment 	<ul style="list-style-type: none"> Implement anti-hypertension initiation and titration protocols
Clinical Staff	<ul style="list-style-type: none"> Inproper BP measuring techniques 		<ul style="list-style-type: none"> Home BP monitors 	<ul style="list-style-type: none"> Nurse visits

Workflow



PDSA Cycle

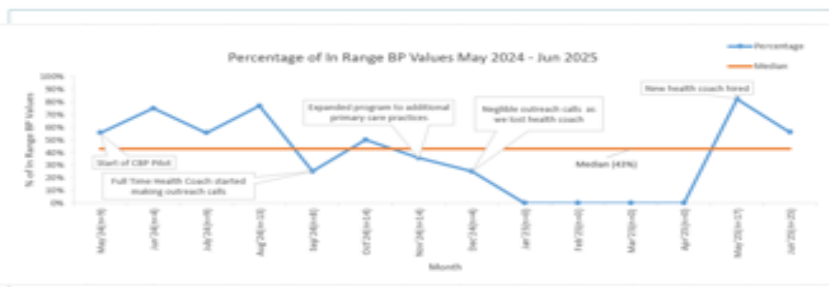


Results

Patient Story

- When I called Patient X to follow up on her home blood pressure readings, she was frustrated. Her numbers were consistently high
- As we talked through her routine, I discovered she was checking her blood pressure immediately after walking, with her arm hanging down, and without taking adequate time to rest. I explained the **importance of proper technique**—sitting quietly for five minutes, keeping her arm at heart level, and making sure her bladder was empty before taking a reading
- A few days later, I followed up, and she was thrilled. **By following these steps, her readings were now more accurate, and to her relief, within a normal range.** She couldn't wait to share the results with her PCP at her upcoming appointment
- This small adjustment increased her confidence in managing her health

Run Chart



Conclusion

- 387 BACO patients were eligible for this intervention**
 - 241 (62%) were successfully reached,** 218 agreed to participate in the intervention, and 80 received a BP cuff
 - 97 readings were collected and 55 fell within a normal range. Health Coach facilitated PCP follow-up for out-of-range patients
- Limitations:** experienced data integrity challenges making it difficult to ascertain the number of patients that were scheduled for follow-up appointments with their PCP. To address this challenge, we updated the outreach tracker and are exploring opportunities to partner directly with Clinical Pharmacists to schedule patients
- Barriers:** loss to follow-up and challenges with a few pharmacies dispensing the BP cuff