

# Hypertension Control Challenge

A real world experience at the Joshua Max Simon Primary Care Center  
St. Vincent Hospital, Indianapolis  
Travis Taylor MD  
Interventional cardiology fellow  
\* I have no financial conflicts to disclose.



# The Joshua Max Simon Primary Care Center at St. Vincent

- Major provider of charity care for northern Indianapolis and surrounding counties
- Large Spanish speaking population
- Provides medication with little or no co-pay
- Family Medicine, IM-FM, Internal Medicine, and Cardiology training programs
- >2500 patients with hypertension



# Meet the Team

- **Residents**

- Kevin Ball
- Phillip Bemiller
- Samsad Mansoor
- Brian Smith
- Maria Solis
- Zubin Yavar

- **Nursing Supervisors**

- Stina Antila
- Emily Patel
- Jessica Smedley
- Rebecca Van den Hoven

- Sasi Vasquez

- **Physician Supervisors**

- Steve Knaus
- Curt Ward

- **Pharmacists**

- Karie Morrical-Kline
- Amanda Place

- **Schedulers**

- Tom Greenslade
- Nicole Meyers
- Luvonnie Person

- Janice Tyler

- **Tech Support**

- Michelle Bryant
- Isaac Jansen
- Todd Foster

- **St. Vincent IRB**

- **St. Vincent Foundation**

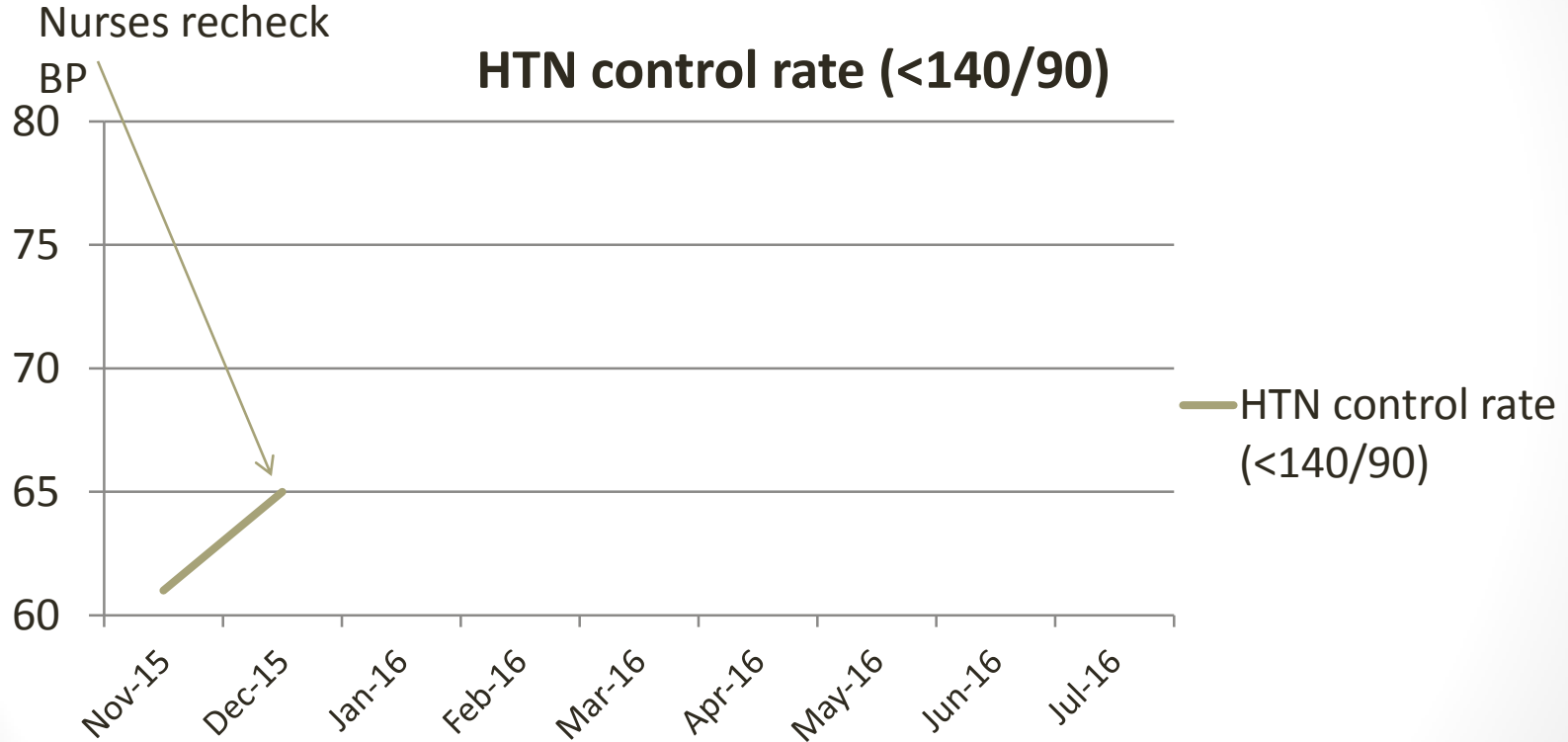
# QI Basics: FOCUS-PDSA

- **F**ind an opportunity to improve
- **O**rganize an effort
- **C**larify current understanding of process
- **U**nderstand the causes of variation
- **S**elect a strategy
- **P**lan the improvement
- **D**o the improvement
- **S**tudy the results
- **A**ct to hold the gains and continue improvement

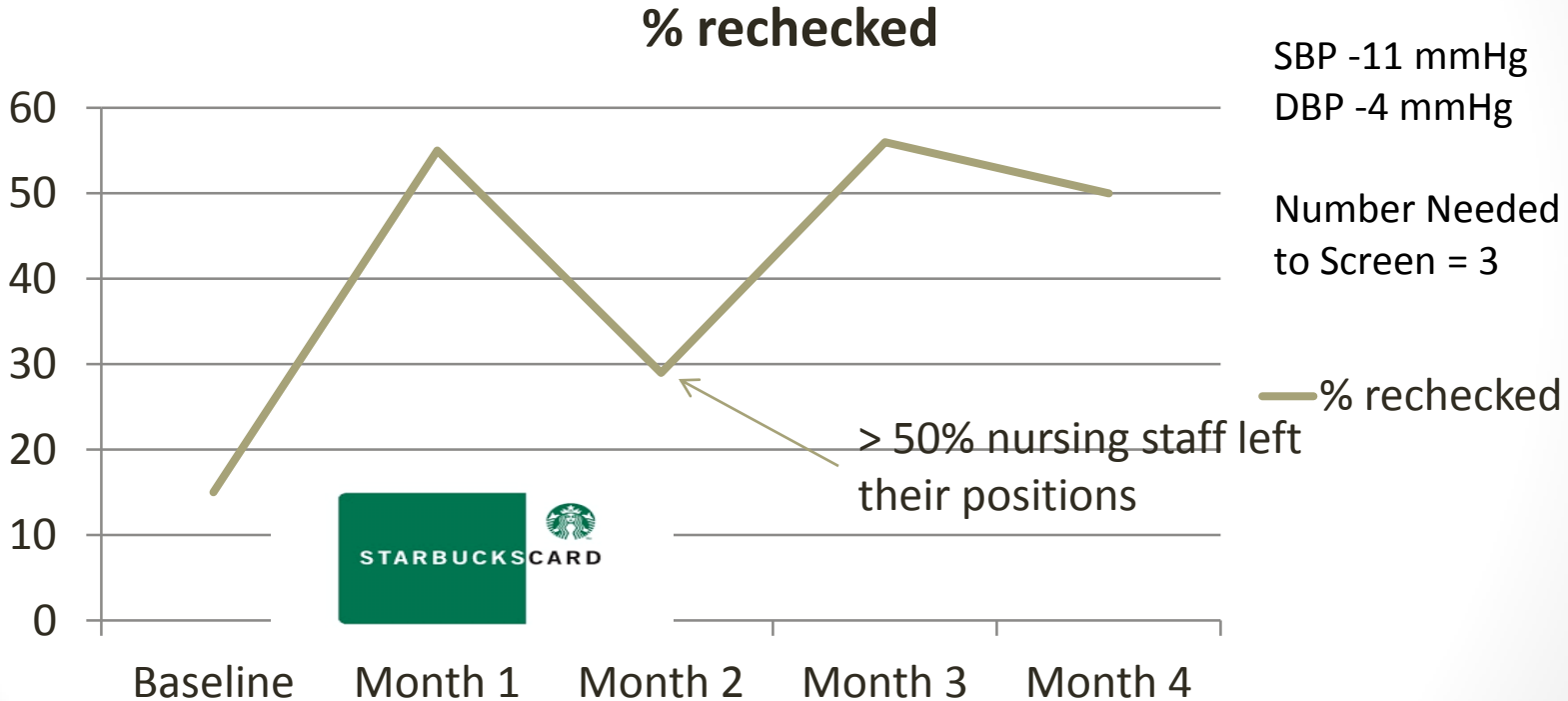
# Initiative #1

- Nurses will recheck BP after waiting at least 3 minutes if any component  $>139/89$ .
  - Take vitals while patient is seated, legs flat on the floor, arm supported, and after initial nursing intake

# Initiative #1



# % of time nurses rechecked an abnormal BP



# Initiative #2

- Recognize the top-performing residents in front of their peers and ask them to participate in brainstorming how to improve control rates.



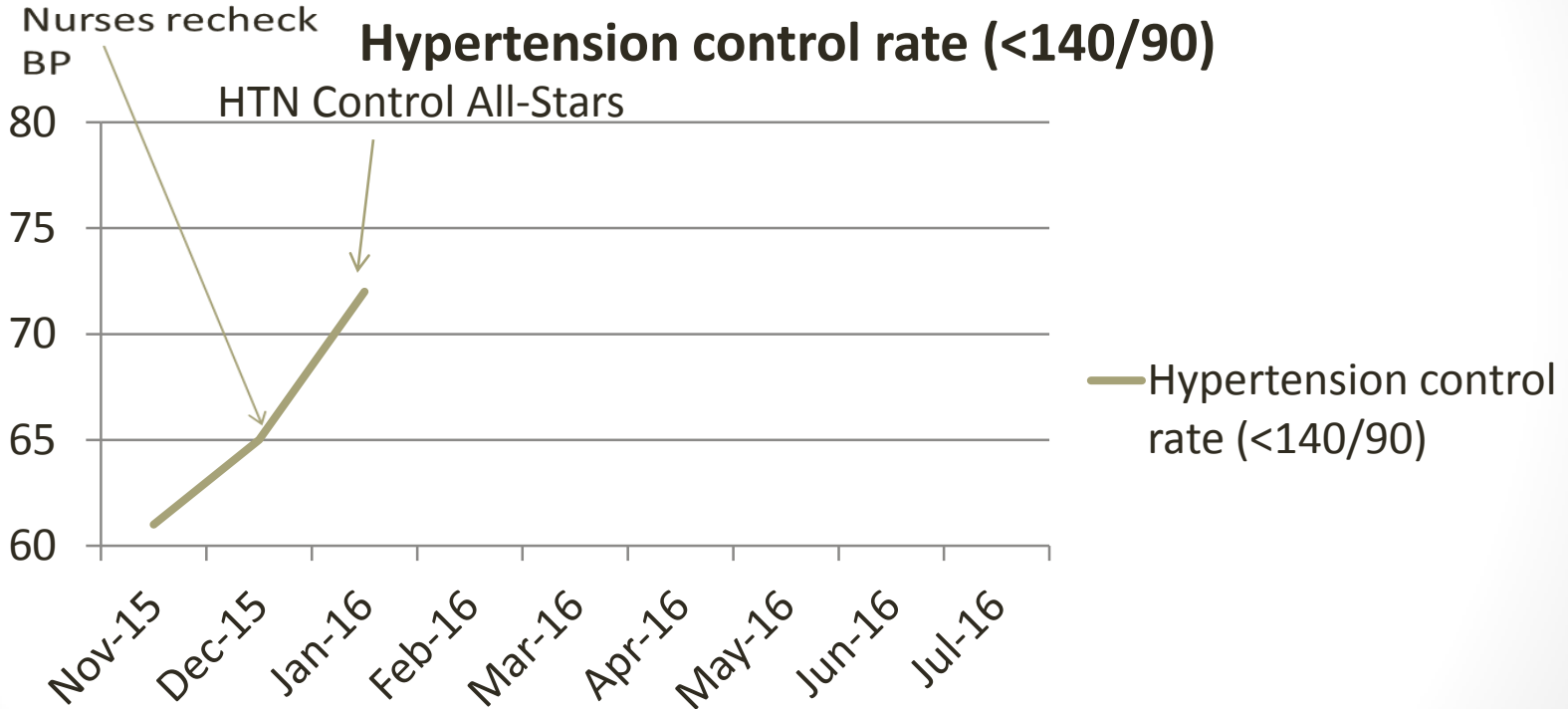
HTN Control All-Stars

80% Control (<140/90) or better April 2016

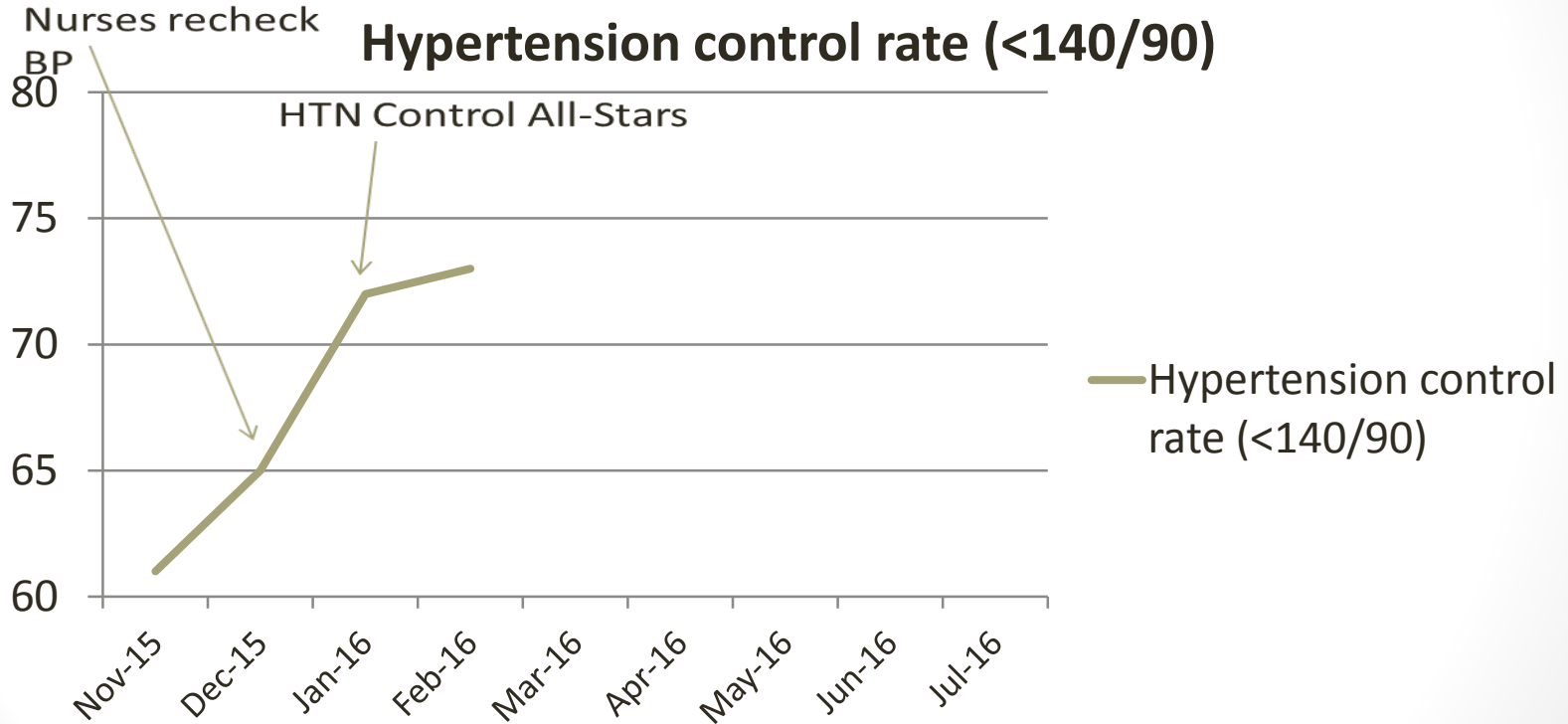


Doctor	Percent	Number
Laura Counsell, MD	100%	10
Brian C Smith, MD	100%	8
Maria M Solis-Colegate, MD	100%	5
Yogitha Potini, MD	100%	4
Graham D Dellinger, MD	100%	3
Jason A Stegink, MD	100%	3

# Initiative #2



# The plateau...



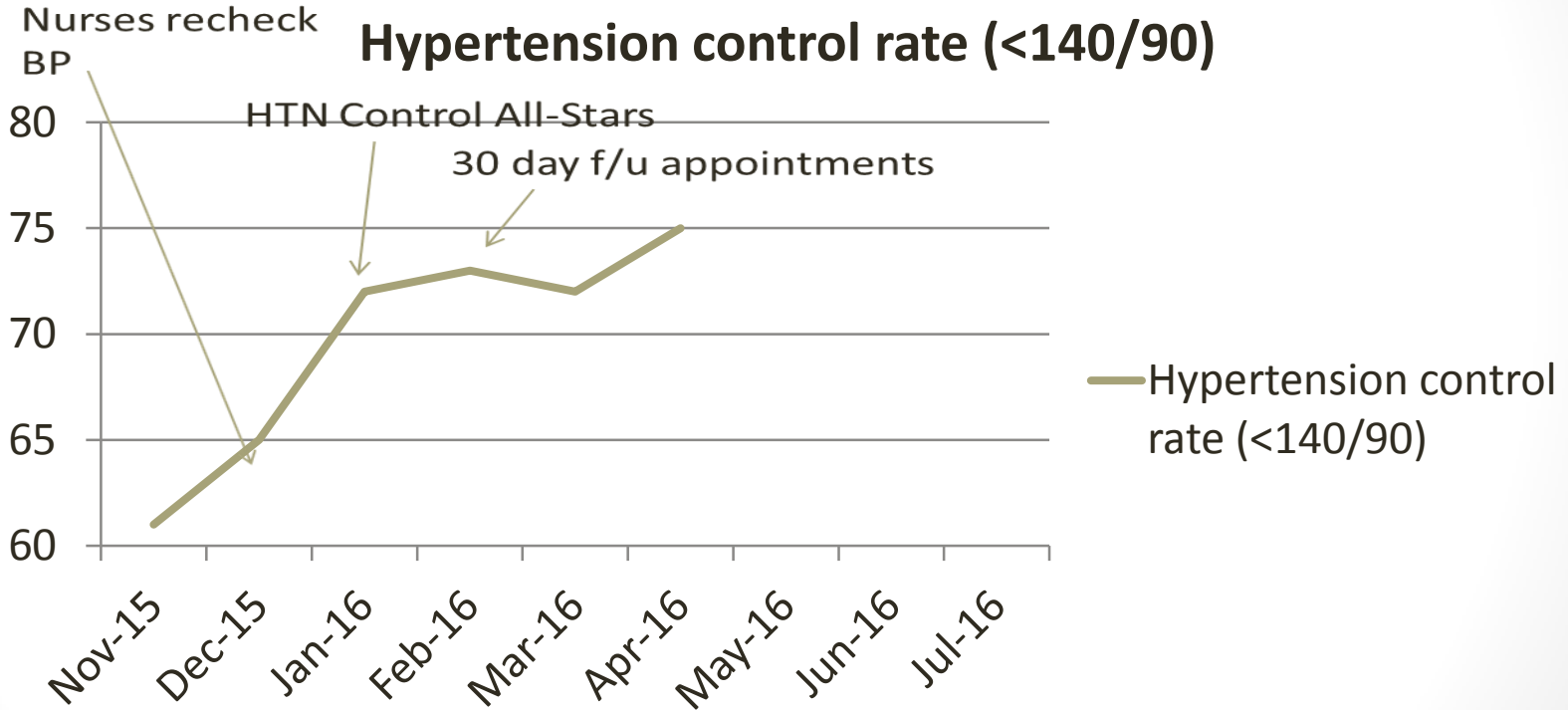
# Initiative #3

- Problem: Approximately 50% of patients bypass the schedulers (and the cashier) when they leave. Therefore, they don't make follow up appointments.
- Solution: Query all patients with poorly controlled BP weekly and have the schedulers call them to make an appointment if one hasn't been made within 30 days.
  - 90% of patients could be reached by phone and about 90% of those actually made appointments.

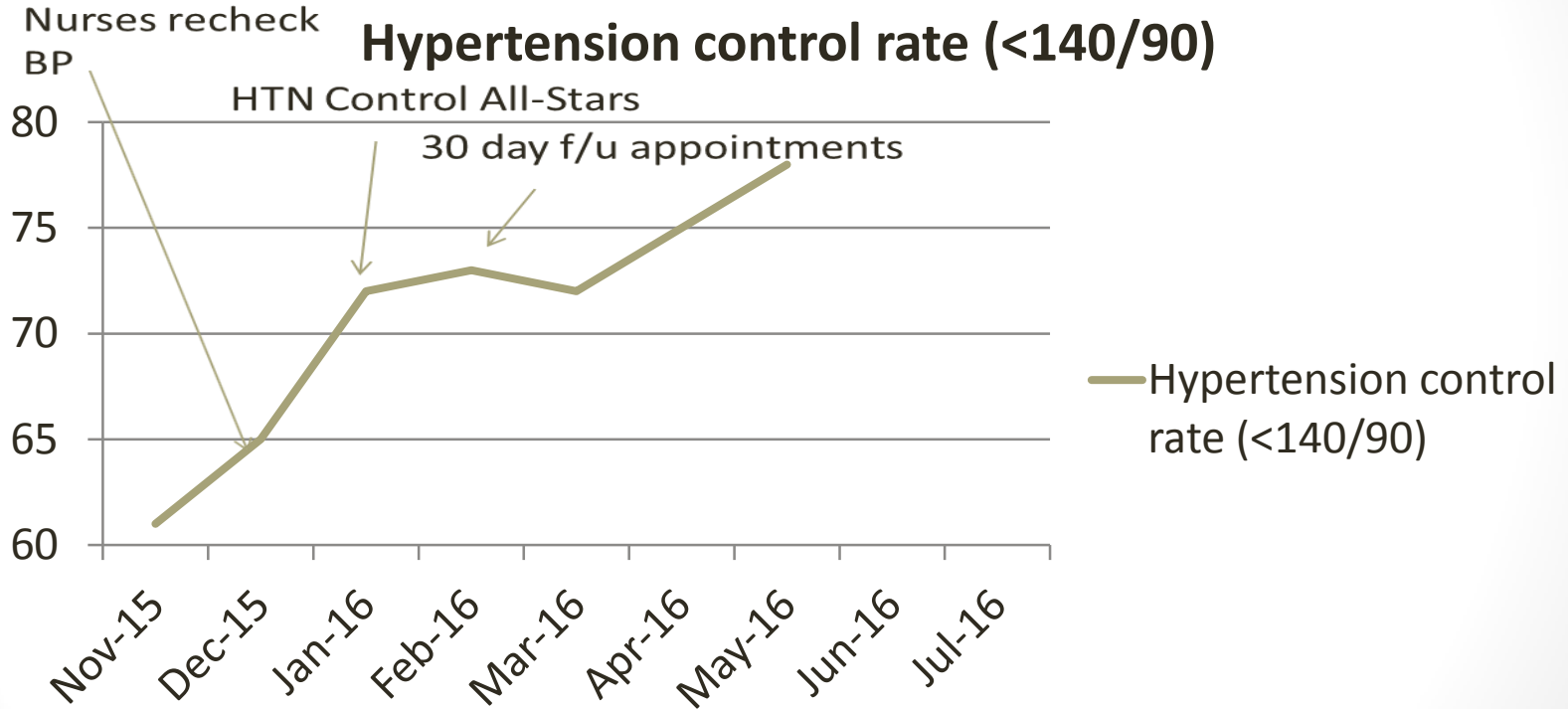
# Initiative #3



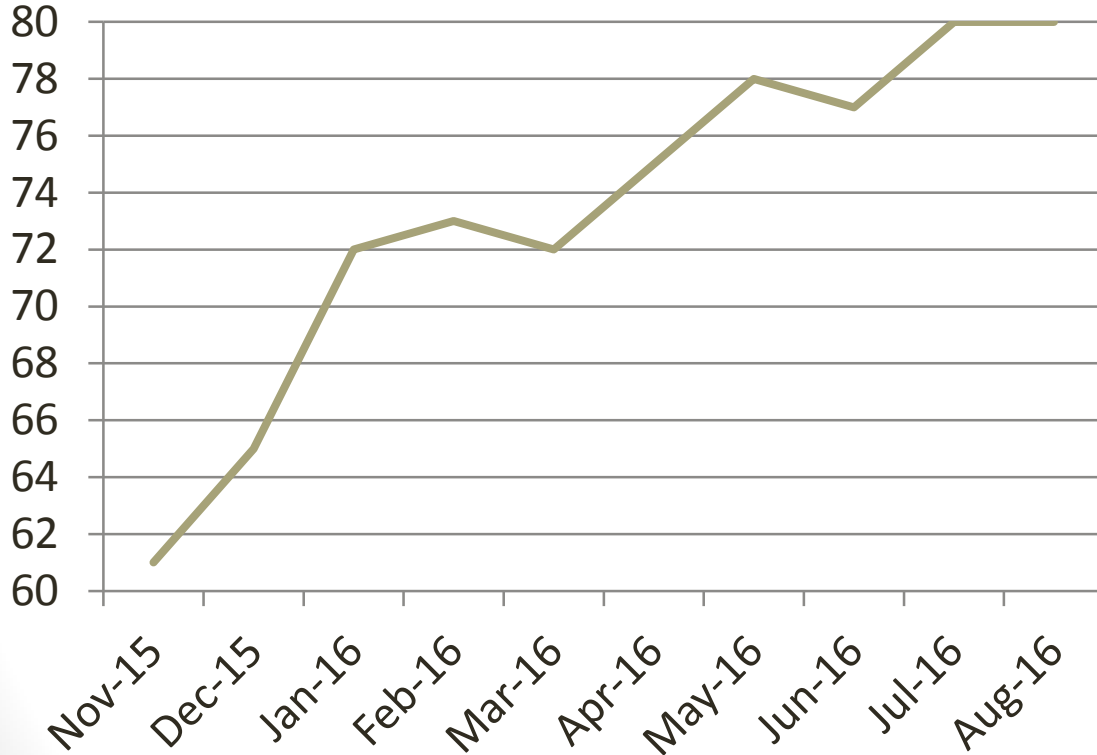
# Initiative #3



# Initiative #3



## Hypertension control rate (<140/90)



*Appx. 500 patients  
with previously  
poorly controlled HTN  
who now have their  
BP well controlled*

— Hypertension control  
rate (<140/90)