



# Increase Patient Engagement in Hypertension Self-Management with these Workflow Modifications

As an active participant in our Hypertension and Diabetes Control and Prevention project, Quality Insights is requesting your participation in **implementing at least ONE workflow improvement related to improving patient engagement efforts around hypertension self-management**. Quality Insights is available to support your workflow modification efforts - **at no cost to your practice**. Simply contact one of our Practice Transformation Specialists - [Ashley Biscardi](#), [Danielle Nugent](#), [Sarah Toborowski](#) or [Marti Deacon](#).

## Electronic Health Record (EHR) Actions

- Execute a report of patients with documented blood pressure  $> 140/90$ , but have not been diagnosed with hypertension. Assign a clinician to identify patients that should have an appointment for hypertension based on past blood pressure readings and recall these patients.
- Execute a report of patients with hypertension that have not had a visit in the past six months. Re-engage these patients in your practice and their care by calling them to set up an upcoming appointment. Discuss and document all referrals to lifestyle change programs.
- Implement a Clinical Decision Support (CDS) rule in the EHR reminding providers to refer patients to Lifestyle Change Programs.
- Create structured data fields in the EHR to monitor referrals and ensure feedback from lifestyle change programs.

## Protocol & Workflow Actions

- Create a workflow for patients with hypertension to enter their home blood pressure readings into the practice patient portal.

## Practice & Clinical Staff Actions

- Implement a [Self-Management of Blood Pressure Program](#) in your practice.
- Improve self-management of blood pressure by participating in the [Home Blood Pressure Monitor Loaner Program](#) being offered by Quality Insights.
- Schedule a time for Quality Insights' to provide training to your staff on proper technique for blood pressure self-monitoring in the home setting.
- Refer patients with hypertension or prehypertension to [Take Off Pounds Sensibly \(TOPS\)](#), [Weight Watchers \(WW\)](#) to support patient weight loss and improve blood pressure management.
  - Participate in Quality Insights' lifestyle change program referral letter campaign referring patients to one of these programs.
- Participate as one of three sites in Quality Insights' Medication Adherence Pilot Program which utilizes the [Medication Adherence Tool](#) to improve patient compliance with taking their medications as ordered.
- If you are part of a Federally Qualified Health Center (FQHC), participate as one of three sites in [Project ECHO](#) as a means to improve hypertension control.



## Patient Education Actions

- Review blood pressure [self-management apps](#) with patients.
- Share information with patients about [Walgreens Balance Rewards](#), a free program designed to reward patient healthy behaviors with points that result in Walgreens discounts both at the register and towards the purchase of a home blood pressure monitoring device.
- Distribute (via your patient portal or at point-of-care) this [patient tip sheet](#) to engage patients in making healthier lifestyle choices to better manage hypertension.
- Promote proper blood pressure measurement technique by sharing this [training video](#) with your patients via your patient portal.
- Provide participant information to patients about [Christiana Care's Blood Pressure Ambassador Program](#).
- Provide patients with locations to have their blood pressure checked for free in [Kent](#), [New Castle](#) and [Sussex](#) counties.
- Encourage patients to utilize the [Yes Health App](#), a fully CDC-recognized program that assists patients in reducing their risk of heart disease, prediabetes and other chronic health conditions. Contact a Quality Insights' representative for a demo of the app and options for implementation.