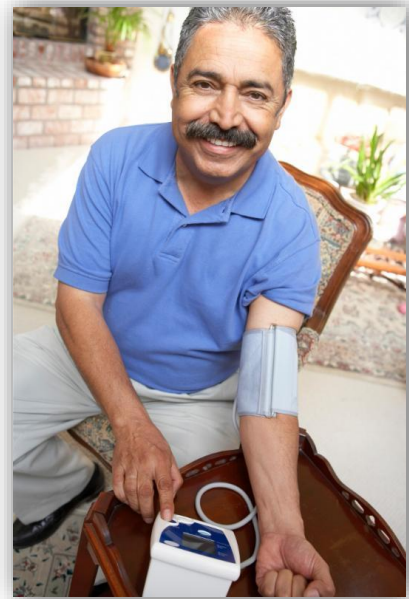


Small Workflow Modifications Can Lead to Big Improvements in Hypertension Management

As an active participant in our Hypertension, Diabetes and Cholesterol project, Quality Insights is requesting your participation in **implementing at least ONE workflow improvement related to hypertension management.**

Quality Insights is available to support your workflow modification efforts – **at no cost to your practice.** Contact your Practice Transformation Specialist as soon as possible if any of these workflow modifications and/or training opportunities are of interest to your practice.



Workflow Modifications

- **Engage in our FREE Home Blood Pressure Monitor Loaner Program.**
 - Quality Insights has a [procedure](#) and [patient agreement](#) for your use.
 - Your office is eligible to receive up to five home BP monitors to loan to your patients.
- **Initiate a standing order for all patients with hypertension - “Durable Medical Equipment (DME) – Blood Pressure (BP) Home Monitor.”**
 - Create a protocol allowing clinical staff to order the DME – BP Home Monitor.
 - The DME order will allow for monitoring the percentage of patients encouraged to self-manage their blood pressure.
- **Promote the free BP check locations in your county to your patients.** There are numerous Delaware community locations offering free BP checks. Quality Insights has compiled a list of these locations by county. Share these resources with your patients:
 - [New Castle County](#)
 - [Kent County](#)
 - [Sussex County](#)
- Provide [patient education](#) on how to take their own BP.
- Offer free annual calibration of home BP machines with the medical office BP machine.

- **Conduct a “Lunch & Learn” session - training staff on proper technique of taking a BP.**
- **Assure patients have a means to communicate their home BP readings to the practice.**
 - Fax
 - Telephone
 - Patient portal
- **Execute a Patient List of potential undiagnosed hypertension.**
 - Generate a list of patients with BP readings >140/90 but with no diagnosis of hypertension. Review the list of patients/visits and determine if patient should have diagnosis of hypertension moving forward.
 - Establish a process to “call back” the patient for BP measurement rechecks (reminders, text messages, phone calls, etc.).

