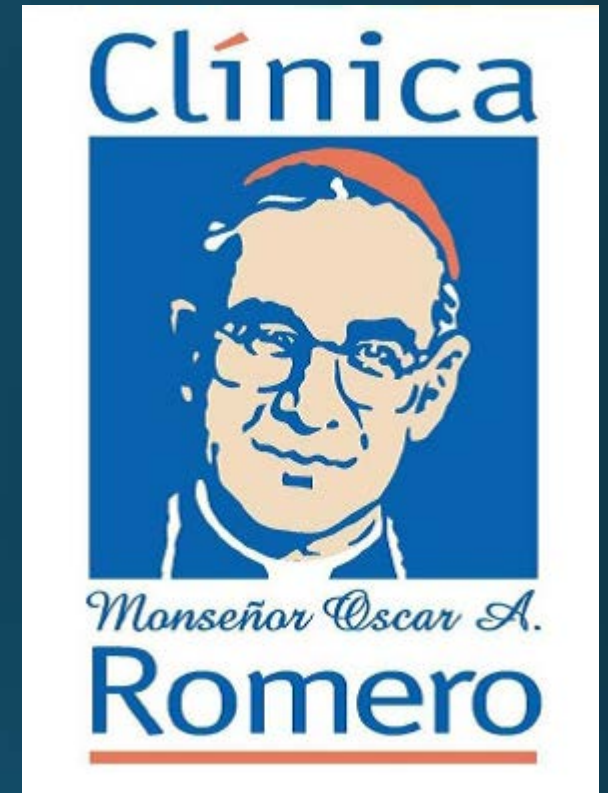


BP Telehealth Pilot

Clínica Msr. Oscar A. Romero

March 2, 2017



Ariana Andrade, Clinical Quality Coordinator

Bridget Kelleher, MSN, NP-C

Clínica Msr. Oscar A. Romero

- 126 FTE's

- **Provider Types:**


- Dentist
- Physicians
- NP's
- PA's


- Serve: 11,000 patients per year

Pico-Union



123 South Alvarado St Los Angeles, CA 90057


 (213) 989-7700


 (213) 989-7701

Boyle Heights



2032 Marengo St Los Angeles, CA 90033

 (213) 989-7700

 (323) 221-4528

Community Partners



Problem/ Situation

Controlling blood pressure in chronic kidney disease diabetic pts.

Goals

Pilot a telehealth (Bluetooth-enabled blood pressure) monitoring trial

Outcomes

Pending

Control high BP in CKD pts utilizing telehealth app for other visits like behavioral health

Assumptions

Patient engagement and social interaction between patients and providers will improve BP.

Resources

- Fruit Street
- iHealth
- QI team
- 3-4 providers
- Nurse
- BP cuffs (Connects to app via Bluetooth)

Activities

- Meet with QI team
- Train 3-4 providers to use Fruit Street
- Coordinate providers schedules
- Train patients to use cuff/app

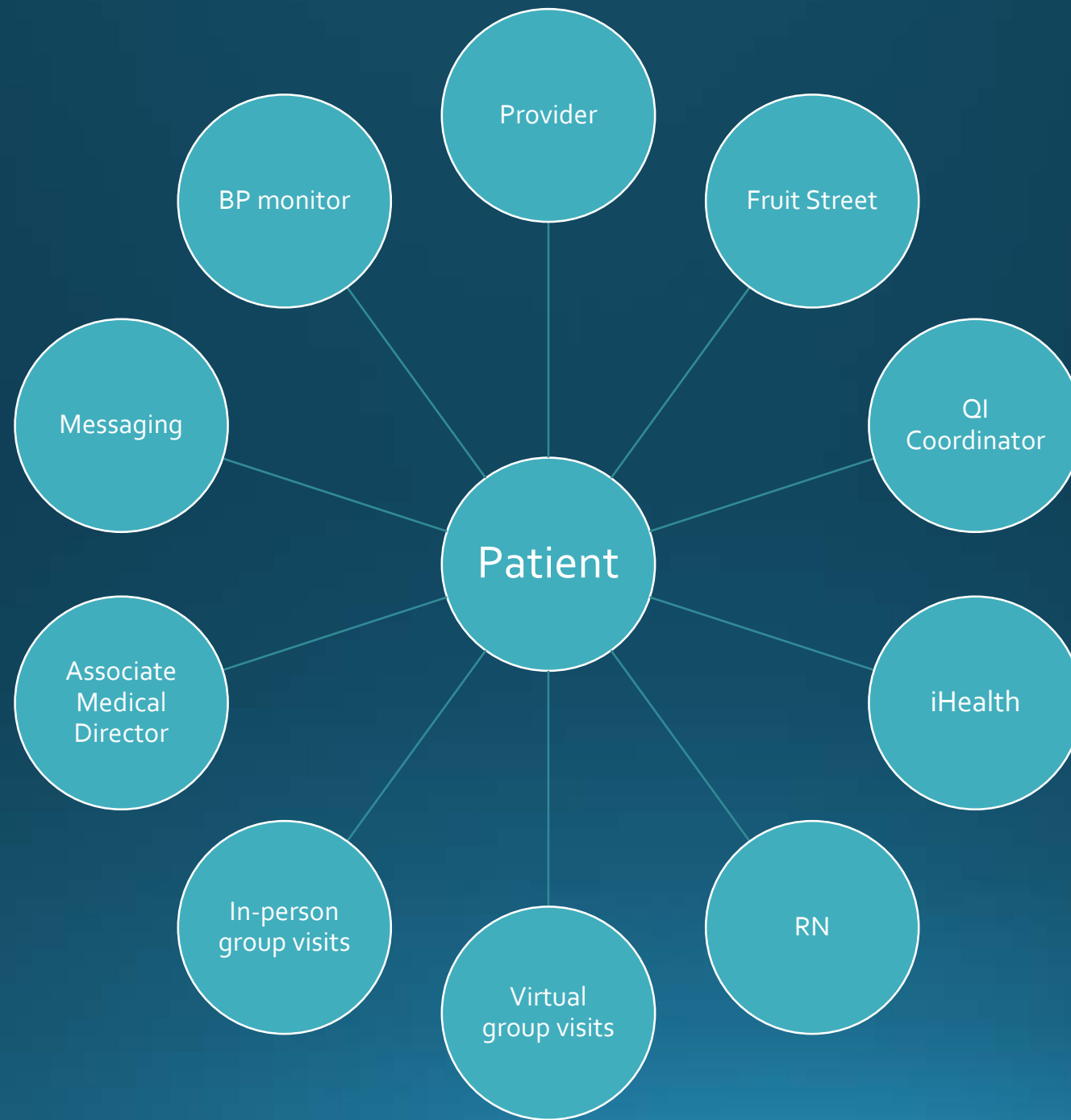
Outputs

Improve BP control in high risk CKD pts

External Factors

Internet basics knowledge, internet access, smartphone access, provider familiarity with telehealth unorthodox visits and provider concerns about high BP readings.

Team

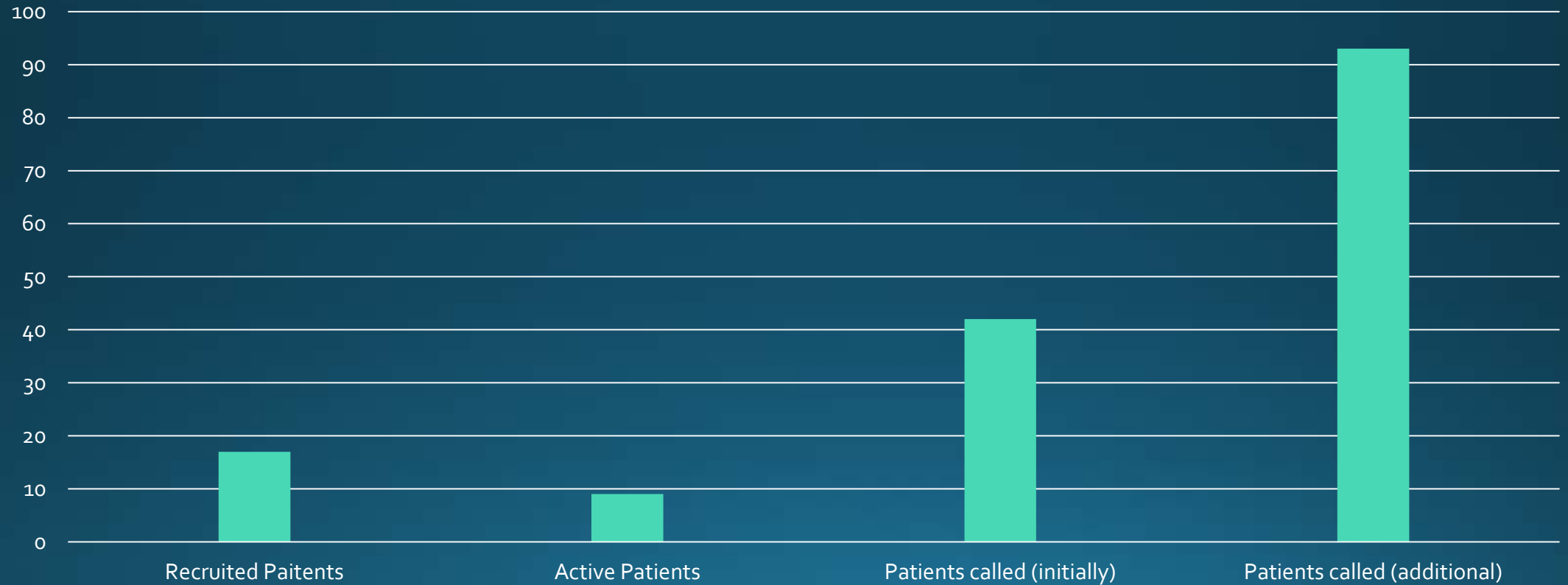


Provider Allocated Time

Provider	Task	Frequency	Time Blocked	Visit	Purpose	Documentation
Bridget	Virtual group visits	Every 2 weeks (all patients)	1 hour	Visit: 20-30 minutes Pre-scheduled	Patient education Medication adjustments	Phone encounter
Alicia	Virtual Individual visits	Every 2 weeks (3-4 patient)	30 min	Visit: 10-15 minutes each Scheduled by provider or requested by patient	Medication adjustments Patient BP reading trend feedback Answer patient questions	Phone encounter
Jennifer	BP readings review	Every 2 weeks	30 minutes		Send messages to patients like monitoring advise: <ul style="list-style-type: none"> Request 15 min. virtual apt. See your doctor Go to ER Comment on patient images Answer/send messages Medication adjustments	Interim note (ER referrals ONLY)
Maria (RN)	In person meeting	Every 6 weeks	1 hour	Visit: 30 minutes	Patient education and support	Encounter

Patients

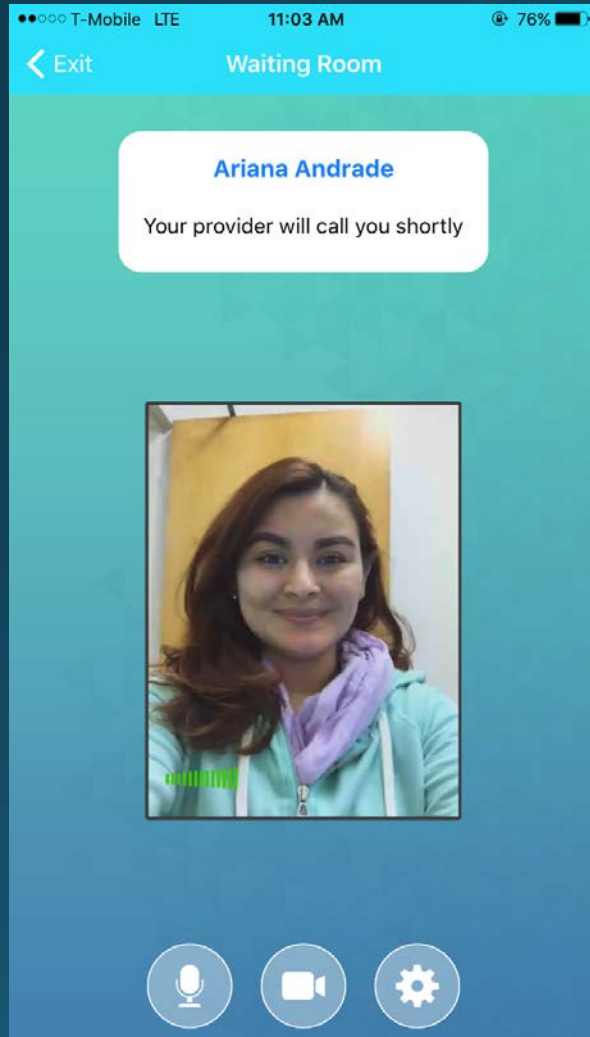
Patient recruitment



In-person Visits

	TOPIC	CLASS ACTIVITY	HOMEWORK
WEEK 1	Orientation Part 1 Introduction to high blood pressure.	Take blood pressure using monitor.	Begin taking blood pressure at home.
WEEK 2	Orientation Part 2	Practice logging into virtual class. Practice posting pictures to <u>Fruitstreet App</u> .	Begin posting pictures to <u>fruitstreet</u> app.
WEEK 3	Measuring Salt intake Reading food Labels	Bring a packaged food item to class to practice reading food labels.	Begin tracking salt intake. Clean out pantry
WEEK 4	Complications of uncontrolled high blood pressure. Taking medications properly.	Bring blood pressure medications.	Cook no salt recipe in handbook. Make a medication list.
WEEK 5	Physical Activity	30 min walk	Begin walking 30 minutes three times a week.
WEEK 6	Talking to your health care provider	Write down questions for your healthcare provider.	Ask your healthcare provider your questions at the next visit.
WEEK 7	Logging Blood Pressure without the app.	Create blood pressure log	Complete Blood Pressure Log
WEEK 8	Final Class	Return blood pressure machine. Distribute certificates.	Congratulations.

Virtual Visit





Food Logs

Jan 16 2017



Rate this meal  

 Patient [REDACTED] Ahora voy a comer ensalada con pollo
8 days


 Provider [REDACTED] poquito menos pollo por favor pero ensalada es muy bien
6 days


 Add a comment


Jan 07 2017



Rate this meal  

 Patient [REDACTED] es medio bistec y un jitomate pequeño. mi comida .
18 days

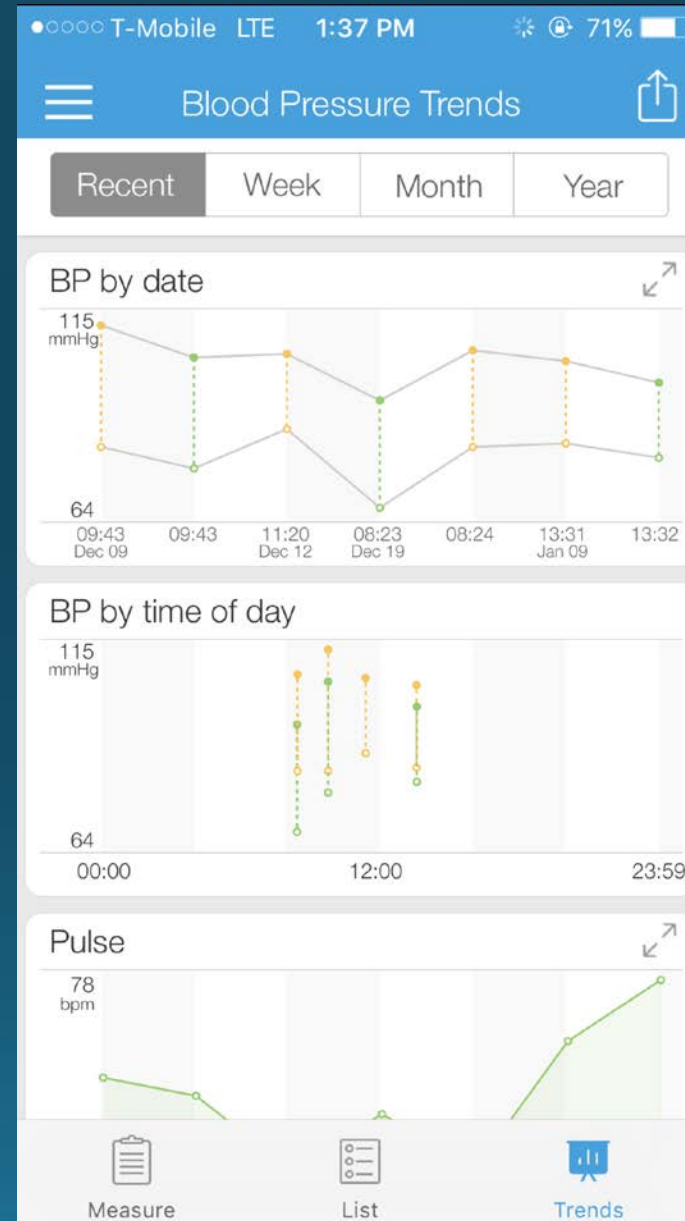
 Provider [REDACTED] trata de comer poquito menos porciones de carne, por favor. tomates con su comida es excelente
15 days

 Patient [REDACTED] gracias por sus comentarios me ayuda mucho .
14 days

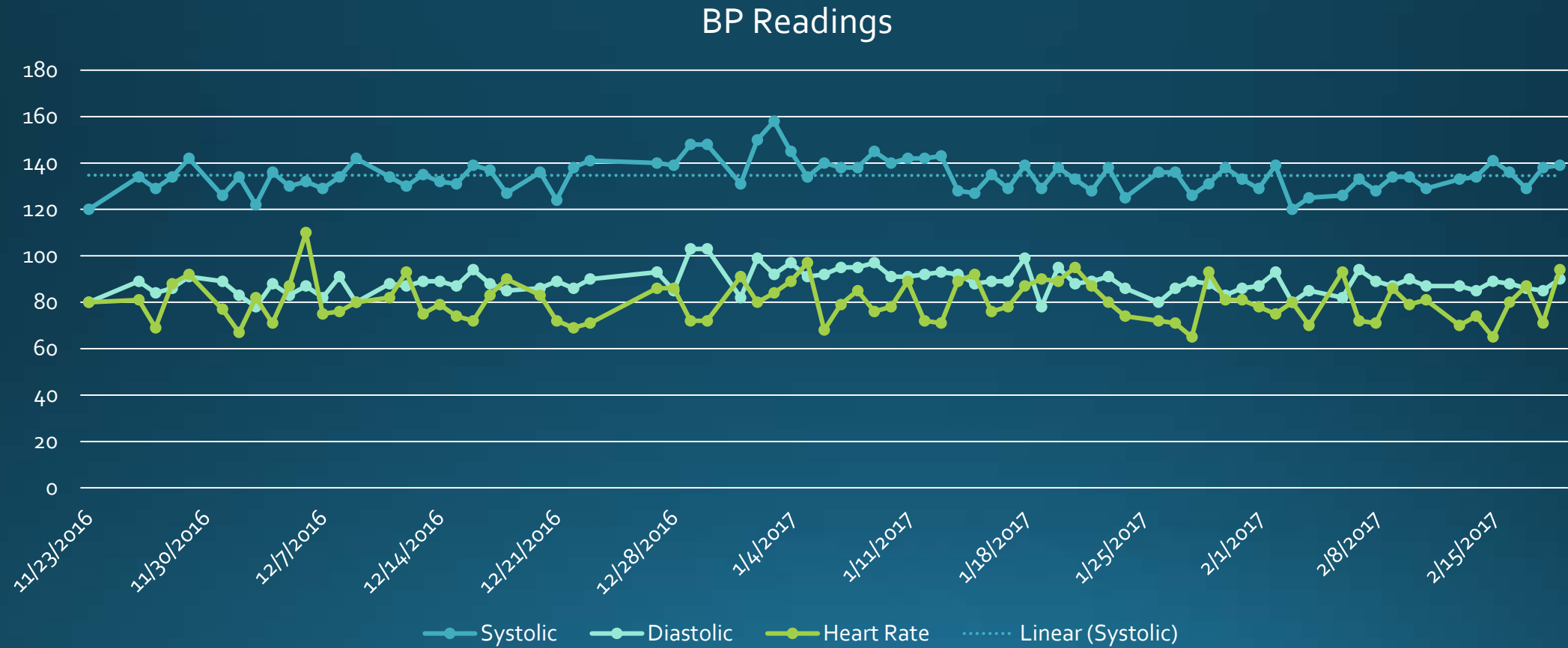
 Add a comment

BP Trends

Trends available to patients through the iHealth app

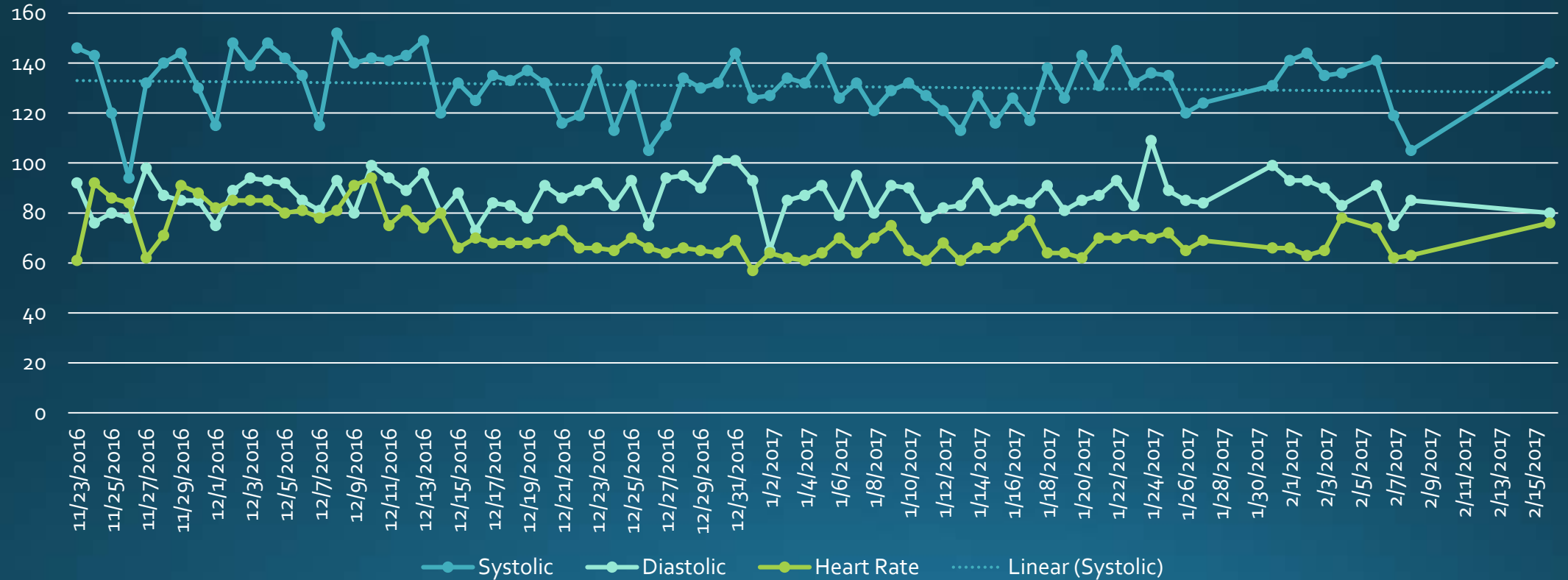


Raw Data- Patient J.G.



Raw Data- Patient Z.H.F

BP Readings



Measuring Success

Measuring type	Measuring description
Short-term outcome	At least half of participants will log into app and record one BP daily.
Intermediate outcome	Patient engagement and social interaction with providers.
Long-term outcome	10% reduction in SBP & DBP in participants who have two or more BP readings weekly, through patient education of self-management.

Barriers/External Factors

- Technology Access
 - No smartphone, wall charger, accessories
- Technology Naïve
 - 2 apps required
 - Technical difficulties retrieving data from apps
- Provider concerns

Next Steps

- Additional button on Fruit Street for flu vaccine request
- Alerts to providers

Patient Quote

“El programa me ha servido mucho, he aprendido como la comida afecta mi presión arterial y a identificar los síntomas ”

The program has helped me a lot, I have learned how food affects my blood pressure and to identify symptoms

- Participating patient