Seeking to Improve HTN in Young Adults within Two Family Medicine Clinics... During a Pandemic

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Q1. What did you hope to accomplish?

**Original Aim:** Improve BP control in younger hypertensive patients to reduce the age disparity

**Pivot Objectives II° COVID 19:**

1. Increase patient awareness of hypertension-related sequelae
2. Standardize clinician response to elevated BP during clinic visits (virtual/in-person)
3. Develop creative solutions to push toward achieving these aims despite pandemic disruptions
Q2. What were you able to accomplish?

**INTERVENTIONS:**
- Education on HTN Management - use of Rxs in younger adults
- Patient education cards created/given to patients with elevated BP
- Designed team-based workflow (MAs, RNs, physicians)
- Utilized EPIC reporting functionality to define at risk population within individual clinicians’ panels and their use of patient portal
- Created “Covid-19” outreach using EPIC based patient portal

### Blood Pressure Categories

<table>
<thead>
<tr>
<th>Blood Pressure Categories</th>
<th>Systolic</th>
<th>Diastolic</th>
</tr>
</thead>
<tbody>
<tr>
<td>Less Than 120 mmHg</td>
<td>Less Than 80 mmHg</td>
<td>Less Than 80 mmHg</td>
</tr>
<tr>
<td>Less than 130 mmHg</td>
<td>Less than 90 mmHg</td>
<td>Less than 90 mmHg</td>
</tr>
<tr>
<td>Less than 140 mmHg</td>
<td>Less than 95 mmHg</td>
<td>Less than 95 mmHg</td>
</tr>
<tr>
<td>Less than 150 mmHg</td>
<td>Less than 100 mmHg</td>
<td>Less than 100 mmHg</td>
</tr>
</tbody>
</table>

### ALL CLINICS

<table>
<thead>
<tr>
<th></th>
<th><strong>JANUARY 2020</strong></th>
<th></th>
<th><strong>AUGUST 2020</strong></th>
<th></th>
<th><strong>DECEMBER 2020</strong></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Control</td>
<td>Uncontrolled</td>
<td>% Control</td>
<td>Control</td>
<td>Uncontrolled</td>
<td>% Control</td>
</tr>
<tr>
<td>Age 18-49</td>
<td>206</td>
<td>89</td>
<td>69.8%</td>
<td>194</td>
<td>74</td>
<td>72.4%</td>
</tr>
<tr>
<td>Age 50+</td>
<td>951</td>
<td>229</td>
<td>80.6%</td>
<td>891</td>
<td>241</td>
<td>78.7%</td>
</tr>
</tbody>
</table>
Q3. Knowing what know now, what might we do differently?

- Avoid the pandemic!!
  - Starts, stops, and pivots, makes non pandemic related teamwork difficult
  - Sustaining team member project engagement always a challenge but...

- Recognize that our other variables impact QI data
  - Clinic relocation
  - Pandemic waves/surges impacting patients’ ability to access care
  - QI Denominator Change Difficult
Q4. What surprised you and why?

- Disparity ↑ in targeted age group between Aug-Dec 2020
  ➔ At clinic which moved its location September 1

- % patients in targeted age disparity gap who had signed up to use MyAurora
  ➔ High disparity population

- Secured funding for BP Cuffs
- UWSMPH TRIUMPH Student!
Q5. Cohort Three – Lessons Learned

The single most important piece of advice

**BE AGILE:**
- Plan for things to change – as unexpected *always* happens
  - Shift thinking about community-based approach

**ONBOARDING OF NEW TEAM MEMBERS**
- Purpose & Goals
- Use a “flow chart” to orient them to project (and all its pivots and intricacies)
- Define the roles and responsibilities
  - Who does what, when
  - New team member’s role