

UTILIZING RESIDENT PHYSICIAN OUTREACH TO IMPROVE PATIENT FOLLOW UP IN CLINIC FOR UNCONTROLLED HYPERTENSION

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PROBLEM

In our practice (Aurora Lakeland Family Medicine Clinic) as of August 2021, 17% of patients with HTN were not at goal blood pressure.

BACKGROUND

One of the most common conditions managed in primary care is hypertension (HTN). Patients being lost to follow-up for uncontrolled HTN can lead to poor health outcomes.¹ Research has shown that phone call reminders can decrease no-show rates among patients and that calls from staff members are more effective than automated phone calls.²

OBJECTIVE

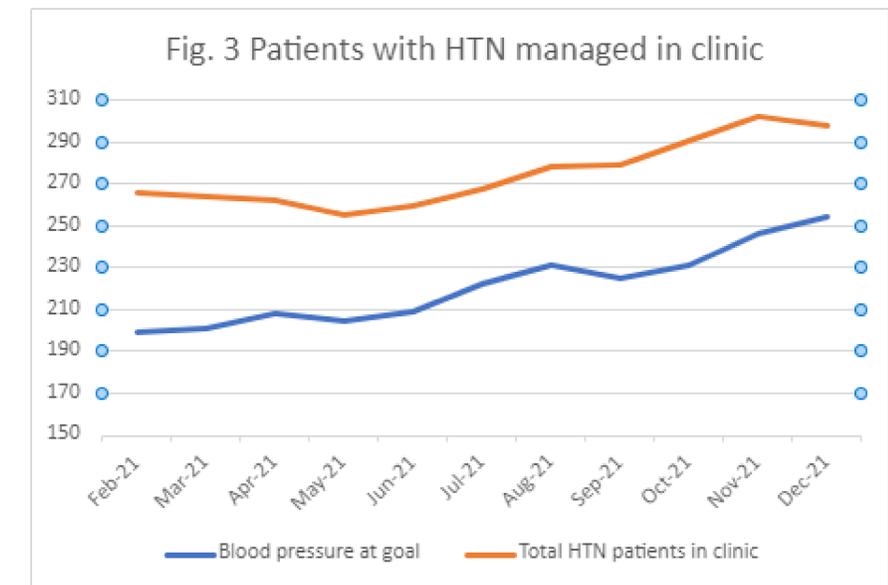
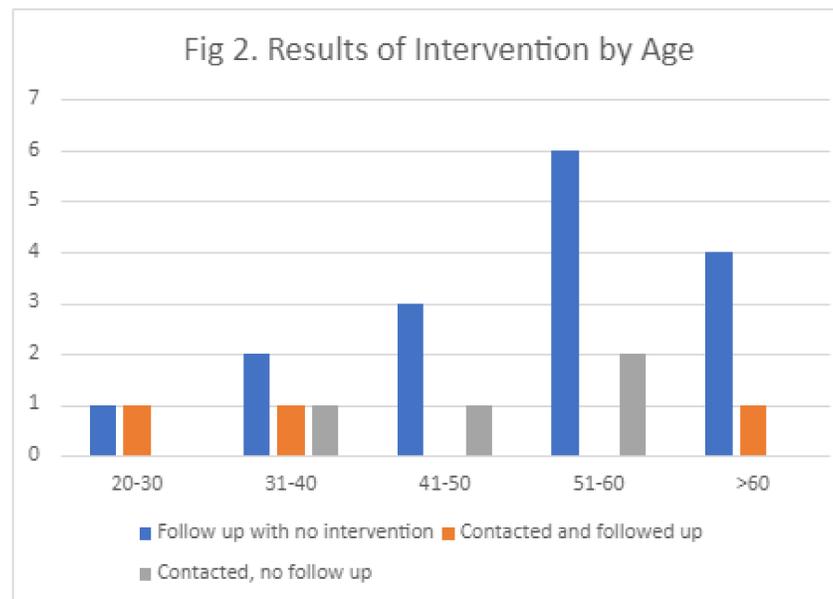
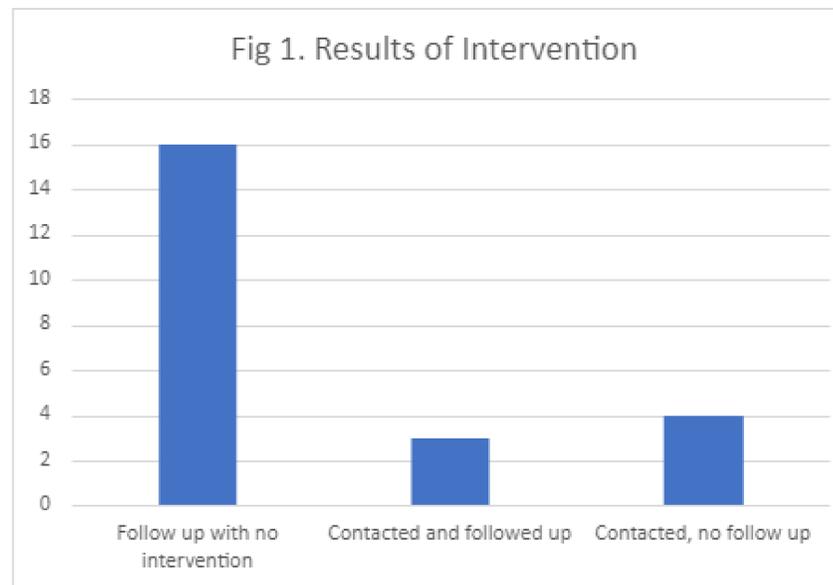
Our goal was to determine if resident physician outreach via phone calls to patients would improve patient compliance with follow-up for uncontrolled HTN.

METHODS

Between September and November of 2021, 23 patients with uncontrolled HTN were seen by third-year family medicine residents in our practice. After management plans were made to improve control, patients were instructed to return to clinic for follow-up within 4 weeks. Patients who failed to return for their follow-up were called by the resident physician to remind them to schedule their appointment. Alerts were sent via the EMR to the physicians when patients were due for follow-up, and phone calls were made between September and December of 2021.

RESULTS

Sixteen (69.5%) patients followed-up as scheduled without need for intervention. Of the 7 remaining patients, 3 returned for follow-up after receiving a call (42.9% response rate). The remaining 4 patients were contacted but did not return to clinic.



CONCLUSIONS

Direct physician outreach via phone calls to patients failing to follow-up for chronic conditions can improve patient participation in follow-up care.

REFERENCES

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