

## 80% HYPERTENSION CONTROL A Three-Pillar Practical Approach

### OVERVIEW

When the pandemic began in 2020, many health centers, including **Miami Beach Community Health Center** (MBCHC), had to think creatively about how to address hypertension when you can't physically visit with most of your patients. In response, MBCHC created a three-pillar approach to addressing hypertension and were able to maintain a blood pressure control rate through June 2021 of 80% for their full adult population and improved their blood pressure control to 79% for their African American population during the pandemic.

### WHAT WORKED WELL

**Miami Beach Community Health Center's three pillars for addressing hypertension:**

- 1 **Fortify Hypertension Treatment Protocol**
- 2 **Advance Telemedicine**
- 3 **Population Health**

*"Treat hypertension with the same urgency as an infectious disease."*

Dr. Johan Torres  
Chief Medical Information Officer/  
Senior Medical Director  
Miami Beach Community Health Center

### PILLAR 1 Fortify Hypertension Treatment Protocol

- **Take multiple readings** if blood pressure is greater than 140/90 mmHg
- **Consider Treatment Intensification** at every visit
- **Follow-Up Visit Protocol:**
  - SBP 140-159/DBP 90-99—follow-up every 2 weeks
  - SBP 160/179/DBP 100-109—follow-up every week
  - SBP greater than 180/SBP greater than 110—follow-up every 2 to 3 days

MBCHC worked to get physicians on board with the new protocol and have since embedded that protocol into the EHR for clinical decision support.

**PILLAR 2**

**Advance Telemedicine**

- **Educated** providers and patients on the importance of telemedicine when the pandemic began
- **Trained** providers on how to conduct virtual visits
- **Created a program** to provide automatic upper arm home blood pressure monitors to patients with diagnosed hypertension

**PILLAR 3**

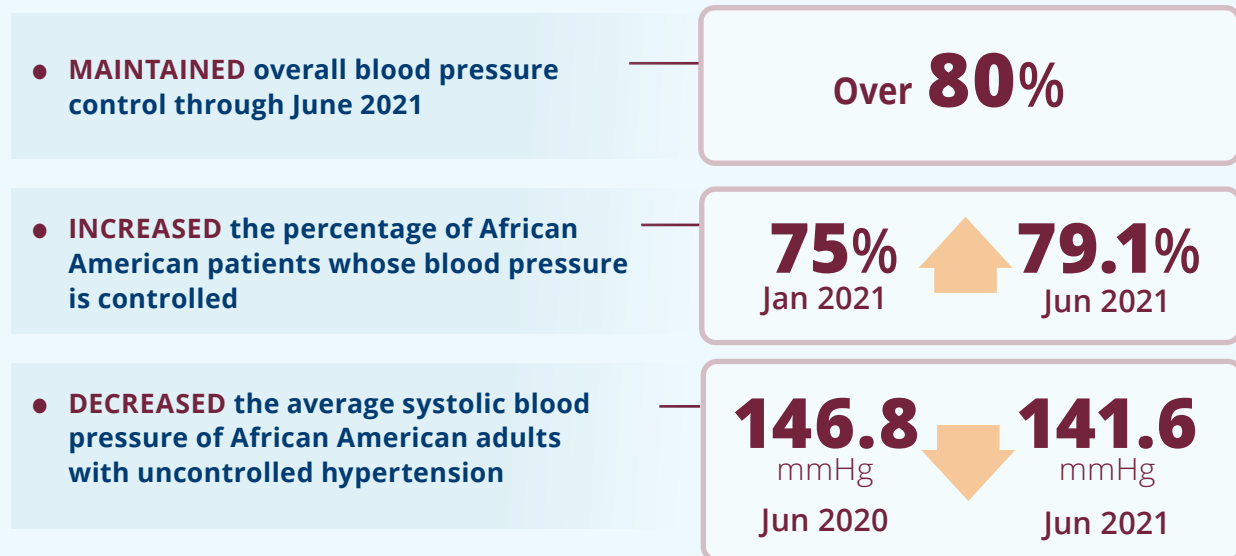
**Population Health**

- **Population health team doubles as case management team**, working to build a relationship with each patient by:
  - scheduling visits
  - calling a patient when an appointment is missed
  - checking in on medication adherence
  - arranging for transportation

**IMPACT**

**What was the impact for Miami Beach Community Health Center patients?**

**During the pandemic, MBCHC:**



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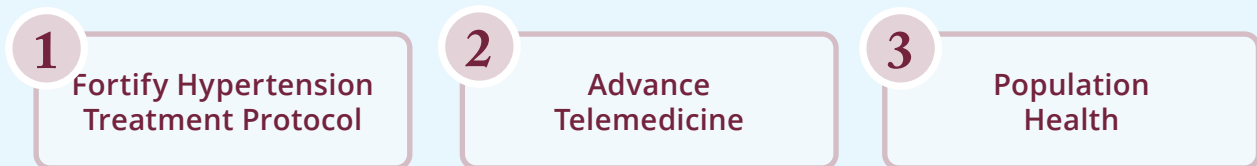
## A THREE PILLAR APPROACH TO ADDRESSING HYPERTENSION

### OVERVIEW

When the pandemic began in 2020, many health centers, including **Miami Beach Community Health Center (MBCHC)**, had to think creatively about how to address hypertension when you can't physically visit with most of your patients. In response, MBCHC created a three-pillar approach to addressing hypertension and were able to maintain a blood pressure control rate through June 2021 of 80% for their full adult population and improved their blood pressure control to 79% for their African American population during the pandemic.

### WHAT WORKED WELL

**MBCHC's three pillars for addressing hypertension:**



#### 1 Fortify Hypertension Treatment Protocol

MBCHC worked with their health center-controlled network to increase the quality of their care by building a hypertension treatment protocol. The protocol included:

- Take multiple readings if blood pressure is greater than 140/90 mmHg
- Consider Treatment Intensification at every visit
- Follow-Up Visit Protocol:
  - SBP 140-159/DBP 90-99 follow-up every 2 weeks
  - SBP 160/179/DBP 100-109 follow-up every week
  - SBP greater than 180/SBP greater than 110 follow-up every 2 to 3 days

MBCHC worked to get physicians on board with the new protocol and have since embedded that protocol into the EHR for clinical decision support.

***“Treat hypertension with the same urgency as an infectious disease.”***

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2 Advance Telemedicine

Teaching providers and patients to use telemedicine was a top priority when the pandemic began. MBCHC offered training for their providers on how to conduct virtual visits and created a program to provide home blood pressure monitors to their patients with diagnosed hypertension.

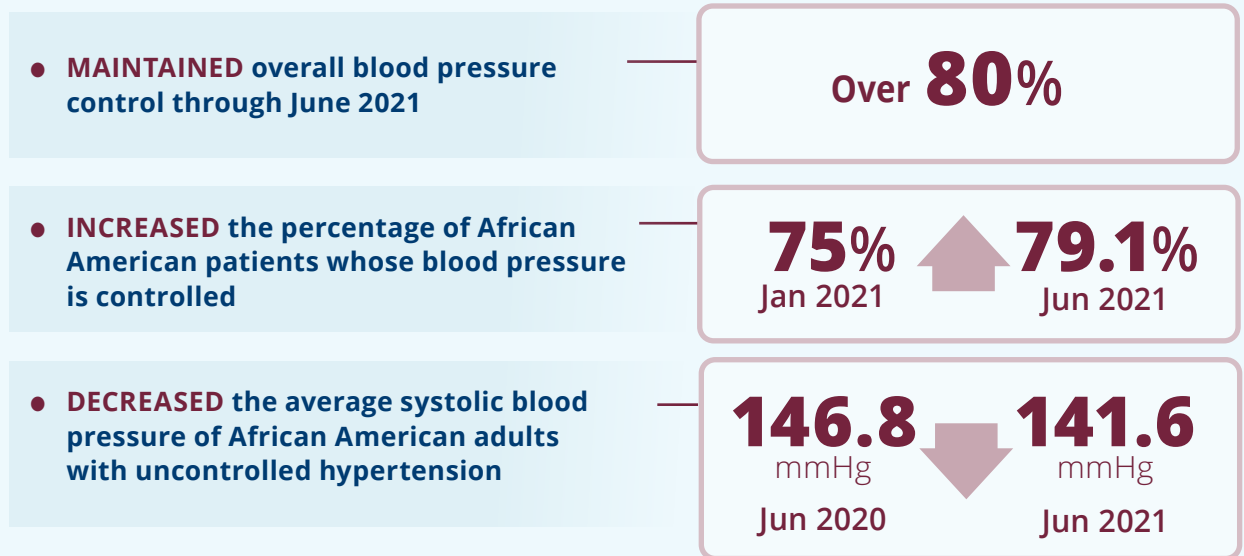
3 Population Health

MBCHC has a 15-person non-clinician population health team that also acts as a case management team. They call a patient if they miss an appointment, check in on medication adherence, arrange for transportation, schedule visits, and work to build a relationship with the patient.

## IMPACT

### What was the impact for Miami Beach Community Health Center patients?

#### During the pandemic, MBCHC:



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