

RESULTS OF HYPERTENSION FOLLOW-UP APPOINTMENT PDSA AT CONWAY

AUGUST 6, 2021

OUR GOAL: TO IMPROVE BP CONTROL AND SAVE LIVES!

- Specific Aim of this PDSA was:

Pts with HTN who had an uncontrolled BP* reading during their visit, to return in 2-3 weeks for a follow-up visit with their PCP.

* SBP \geq 140 or DBP \geq 90

WHAT DID WE DO?

- Providers and MAs sent pts to front desk w/ a checkout slip to pre-book a f/u appt in 2-3 wks
- F/u appt could be in person or remote, but only with PCP
- Providers sent Teams chat alerting front desk of patient
- Receptionists acknowledged the chat and made appts

WHAT DID WE STUDY?

- Pts seen from June 21st- July 2nd (over 2 weeks)
- 52 pts were sent up front to make a f/u appt
- 100% of patients were scheduled for follow-up appts!!!
- 31 pts came to their appt (60%)
- 19 pts no showed (40%)
- 29 pts (55%) reached BP control!!!

WHAT WERE OUR RESULTS?

31 PTS SHOWED (60%)

- 21 had a controlled BP!!!
- 10 were still uncontrolled
 - 8 returned for a 2nd f/u visit
 - 4 had a controlled BP at 2nd visit!
 - 2 showed improvement

19 PTS NO SHOWED (40%)

- 10 still need rescheduling
- 9 already rescheduled
 - Some have future appt dates
 - 4 had a controlled BP!

BENEFITS AND CHALLENGES

WHAT EFFECT DID THIS PDSA HAVE ON...

- THE WAY WE MANAGE OUR HTN PTS?
- HOW DID IT IMPACT OUR STAFF AND PROVIDERS?
- HOW DID IT IMPACT OUR PATIENTS?

NEXT STEPS

- CAN WE, OR SHOULD WE, DO AWAY WITH THE HTN TEAMS CHAT?
- HOW CAN WE ENCOURAGE MORE PATIENTS TO DO THEIR 2-wk FOLLOW UP APPT REMOTELY, USING THE VIRTUAL CHRONIC CARE SCHEDULES?
- OTHER THOUGHTS OR IDEAS?