

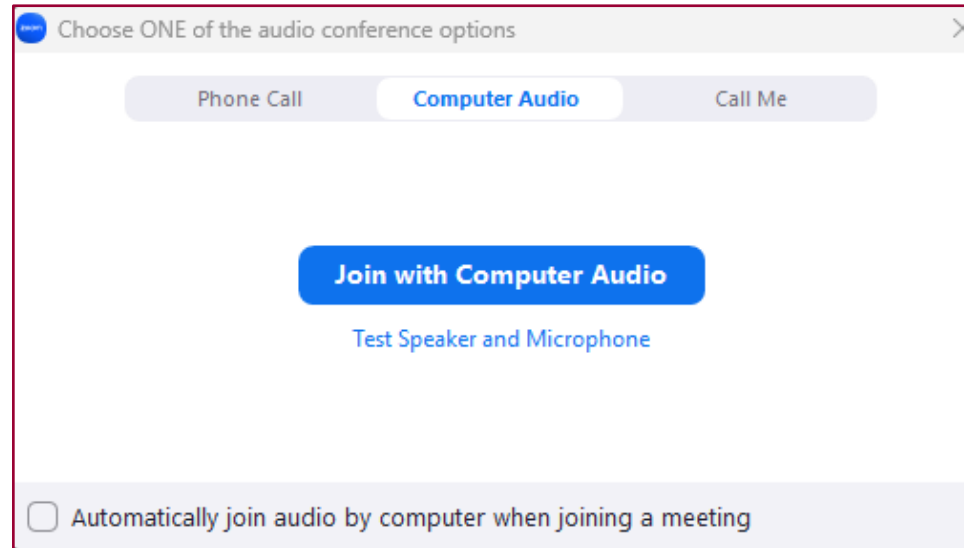
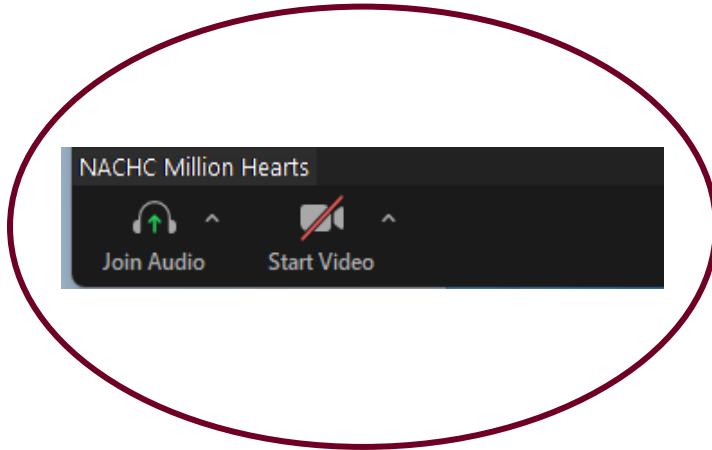
# Ensure you've connected to audio!

## Option 1: "Call In"

Follow the process for the A) Phone Call or B) Call Me options

## Option 2: "Use Computer Audio"

You must have computer speakers and microphone



After connecting, if you don't see a phone/headset icon next to your name in the attendee list, please attempt to connect your audio again!

**Million Hearts®  
Self-Measured Blood Pressure  
Monitoring (SMBP) Forum**

June 8, 2023  
1:00-2:00 PM EST

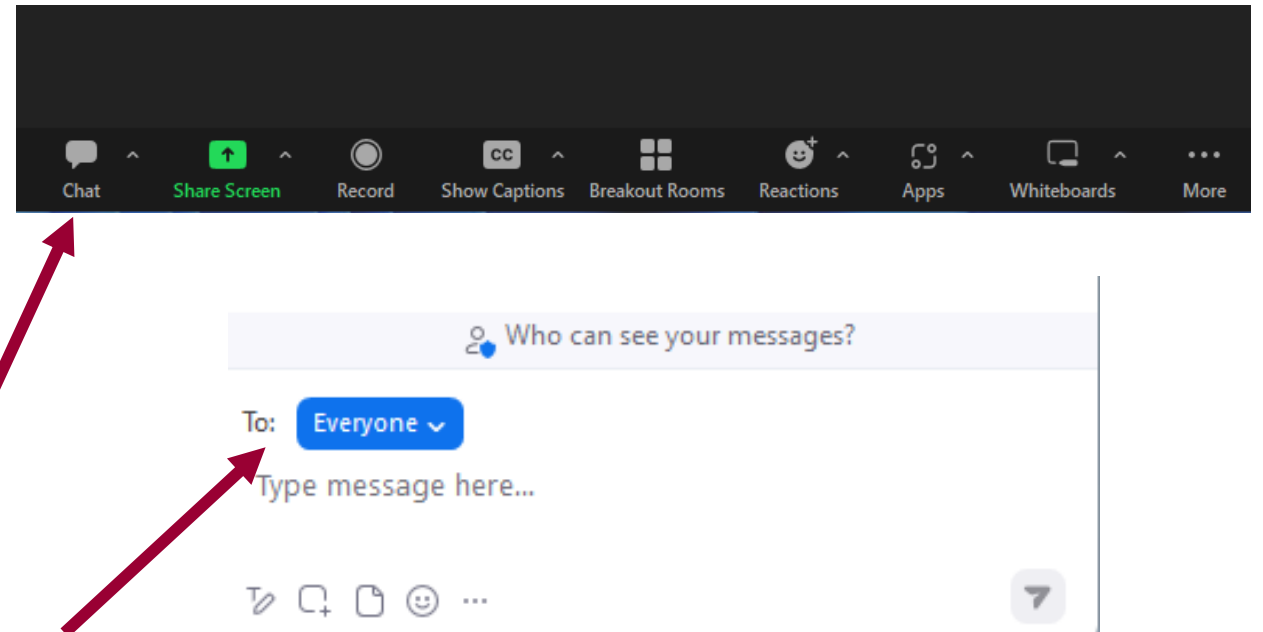


# How to Chat

The chat feature is available to pose questions to the group or make comments anytime throughout today's webinar.

Submit to **"Everyone"** and click the send button.

Introduce yourself!  
Where are you joining us from?  
Share your questions!



# Disclaimer

The opinions expressed by authors contributing to this project do not necessarily reflect the opinions of the US Department of Health and Human Services, the Public Health Service, the Centers for Disease Control and Prevention, or the authors' affiliated institutions. Use of trade names is for identification only and does not imply endorsement by any of the groups named below.



# Air Quality Concerns

- Spread the word
  - Connection between Air Quality and Heart Attacks and Strokes
    - LinkedIn and Facebook posts today from EPA, MH
  - What people with CVD in areas affected by poor air quality today can do
    - EPA main website, and EPA LinkedIn post
  - Where to get more information
    - [U.S. Environmental Protection Agency | US EPA](#)
    - [AirNow.gov](#)
    - [Particle Pollution and Heart Disease | Million Hearts® \(hhs.gov\)](#)

Per EPA LinkedIn post

N95 respirator masks provide the best protection from wildfire smoke.

Cloth masks will not protect you from wildfire smoke.



# Agenda

- Welcome, Introductions, and Agenda Overview
- Poll: Top SMBP Implementation Concerns
- Featured Presenters
  - Dr. Kate Kirley, American Medical Association
  - Deb McGrath, Health Federation of Philadelphia
- Open Discussion
- Resources and Updates



# Today's Objectives

- Share content and resources from the top areas requested to learn more about SMBP
- Share information on how to best engage the patient from a variety of perspectives including the team and use of technology
- Provide extended Q&A time to hear from attendees on additional questions or clarifications



# We Need Your Input

Please share your thoughts on topics we should cover during future SMBP Forum calls. Share your top SMBP implementation concerns.

Survey Link:

[https://nachc.co1.qualtrics.com/jfe/form/SV\\_2I6g94DPAJa1HBI](https://nachc.co1.qualtrics.com/jfe/form/SV_2I6g94DPAJa1HBI)





# Patient Engagement: Provider and Care Team Perspective

Dr. Kate Kirley, American Medical Association  
Deb McGrath, Health Federation of Philadelphia

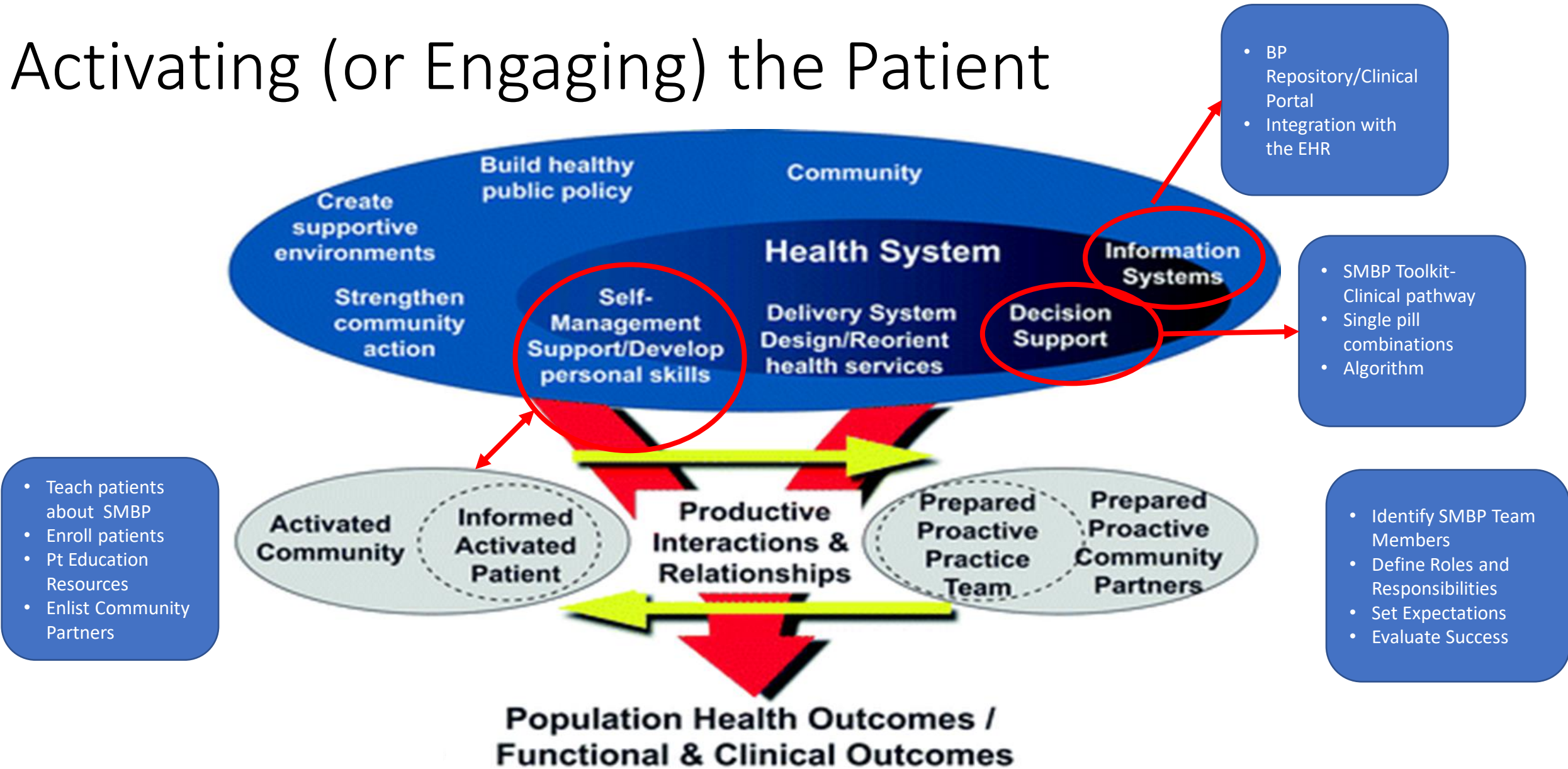


# Objectives

The participants will:

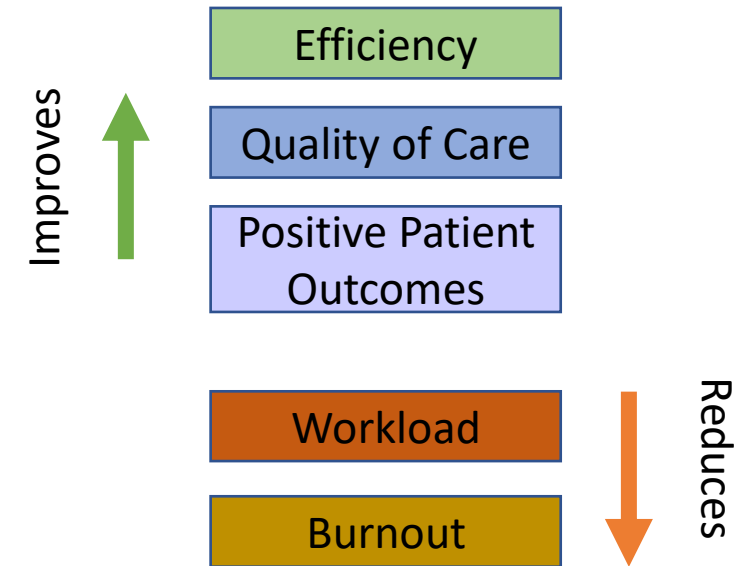
- Discover promising practices to activate patients using a team-based approach
- Imagine ways to engage patients using a team-based approach in their practice setting
- Be able to list/access SMBP and Patient Education Resources

# Activating (or Engaging) the Patient



# Prepared Pro-active Team/Informed, Activated Patient

- The patient has the knowledge, skills and attitude to reliably participate
- Intentional collaboration among two or more members of the care team with clear roles and responsibilities focused on improved outcomes
- Each member of the team functioning at the top of their capabilities



### MUST BE DONE BY LICENSED CLINICIAN

- ① Diagnose hypertension
- ② Prescribe medication(s)
- ③ Provide SMBP measurement protocol
- ④ Interpret patient-generated SMBP Readings
- ⑤ Provide medication titration
- ⑥ Provide lifestyle modification recommendations

### MUST BE DONE BY PATIENT

- ① Take SMBP measurements
- ② Take medications as prescribed
- ③ Make recommended lifestyle modifications
- ④ Convey SMBP measurements to care team
- ⑤ Convey side effects to care team

### CAN BE DONE BY SMBP SUPPORTER<sup>a</sup>

- ① Provide guidance on home blood pressure (BP) monitor selection
- ② If needed, provide home BP monitor (free or loaned)
- ③ Provide training on using a home BP monitor
- ④ Validate home BP monitor against a more robust machine
- ⑤ Provide training on capturing and relaying home BP values to care team (e.g., via device memory, patient portal, app, log)
- ⑥ Reinforce clinician-directed SMBP measurement protocol
- ⑦ Provide outreach support to patients using SMBP
- ⑧ Share medication adherence strategies
- ⑨ Provide healthy lifestyle education

### OPTIONAL SMBP SUPPORTER TASKS

- ① Reinforce training on using a home BP monitor
- ② Reinforce training on capturing and relaying home BP values to care team (e.g., via device memory, patient portal, app, log)
- ③ Reinforce knowledge of behaviors that can trigger high blood pressure

<sup>a</sup>Medical assistant, community health worker, local public health department/community organization representative, etc.

# SMBP Team

Review the tasks and think about who on your team (patient activation tasks highlighted):

- Has capacity
- Has skills – or needs training

# What does this mean to you?

- Improved Outcomes
  - More patients reaching HTN control
  - Reduced cardio-vascular risk for the population you are caring for
- Improved Clinical Experience
  - Improved clinical team satisfaction – bring the joy back to practice
- Improved Patient Experience
  - Patients get more one on one attention from multiple members of the team
  - Improved patient engagement through between the visit encounters
  - Improved patient retention
- Lower Costs
  - Improved no show rates
  - Improved utilization of staff
  - Reduced turnover

# Checklist for training patients on SMBP

*Train the enrollment specialists to educate the patient on their SMBP tasks*



Assist the patient in selecting a validated device with an appropriately fitting cuff



Review the measurement/documentation protocol and equip patient with a log



Train the patient in proper preparation and positioning for the BP measurement



Ask patients to restate information and instructions you provided to ensure they understand how to perform SMBP properly



Train the patient to measure SMBP on the device that they will be using



Agree upon a communication method and time period when the patient should plan to submit their SMBP log

# Access and use SMBP data for clinical decisions

## Patient captures SMBP results

Measurements stored in device memory, digitally transmitted to mobile application, paper log

## Patient shares results with the care team

Verbal report, web-based portal or dashboard, viewing of device memory, secure email or message

## Care team calculates SMBP average

BP averaging calculator, manual calculation, mobile app functionality

## Interpret results

## Document & communicate a treatment plan

*Adopting a communication plan between and among members of the team is a critical success factor in activating patients*



# Develop protocols for communicating treatment plans

*Remember the patient is a member of the team – maybe the most important member*

- Important to notify patient of changes in treatment plan in a timely manner
- Determine with patient in advance how and when they will receive the information
  - Portal, phone calls, office visit
- Ensure patient understanding of changes

# Collaborative Communication

## STRATEGY

Begin with open-ended questions about adherence, including recent medication use or taking SMBP readings

Explore reasons for possible non-adherence

Elicit patient views on options and priorities to customize a care plan for each patient

Remain non-judgmental at all times

Use teach-back to ensure understanding of the care plan

# SMBP to monitor treatment

Patient  
encounter

# Maintaining engagement with treatment plan

Taking SMBP readings- initial and ongoing

- Confirm how often to perform SMBP
- Develop a process for outreach
  - Check-in calls on SMBP progress
  - Contact when readings not relayed back to office
- Be sure patient understands instructions for notifying health center of BP readings that are too high, too low or associated with symptoms
- Follow guideline recommendations for follow-up appointments to control BP

*Draw on the strengths of the team to stay engaged with the patient. Recognize and address team challenges*

*Patients are motivated by action and staying in touch with the care team.*

# Summary

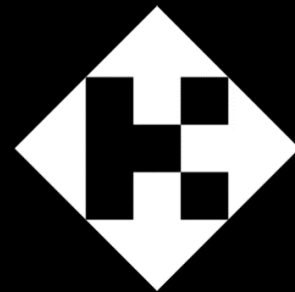
- Successfully activating patients requires
  - Adopting a team-based approach that capitalizes on the strengths of the people on the team and recognizes and addresses the challenges
  - Clearly identifies the members of the team and their roles and responsibilities
  - Setting expectations both operationally and outcomes
  - Recognizing that the patient is a member of the team and their knowledge, skills and attitude need to be supported
  - Developing the technology that supports the effort
    - Population Health Management – pre-visit planning, data reporting
    - EHR – displaying the Average BP in context of the office BP and other important information
    - Validated BP cuff, patient-facing app, clinical data repository

# Q&A: Role of the Provider and Care Team



# Patient Engagement: Dave's Story

**Health Federation of Philadelphia  
Self-Monitored Blood Pressure Program  
May 2023**



# Q&A: Role of the Patient





# Discussion Reflections and Summary

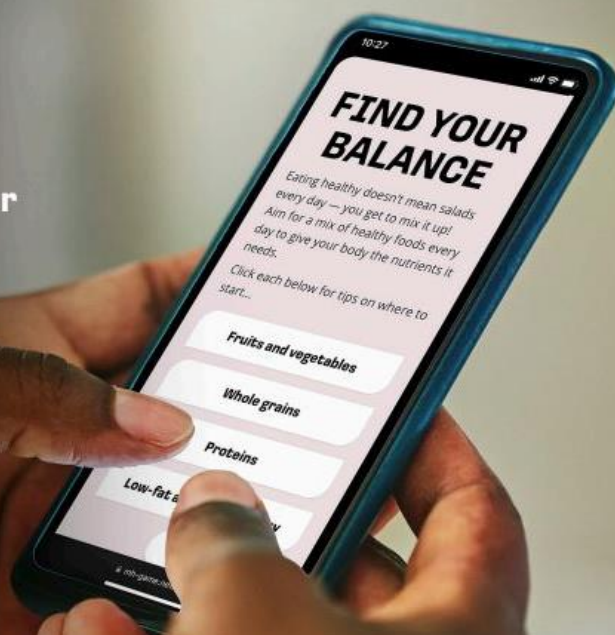


# Updates



# Pulse Check: Digital Health Resource

An interactive online health resource that allows people to prioritize their own small steps for heart-healthy living and learn more through short, engaging content – including quizzes, infographics, videos and interactive cards.




**Your heart health,  
your way.**

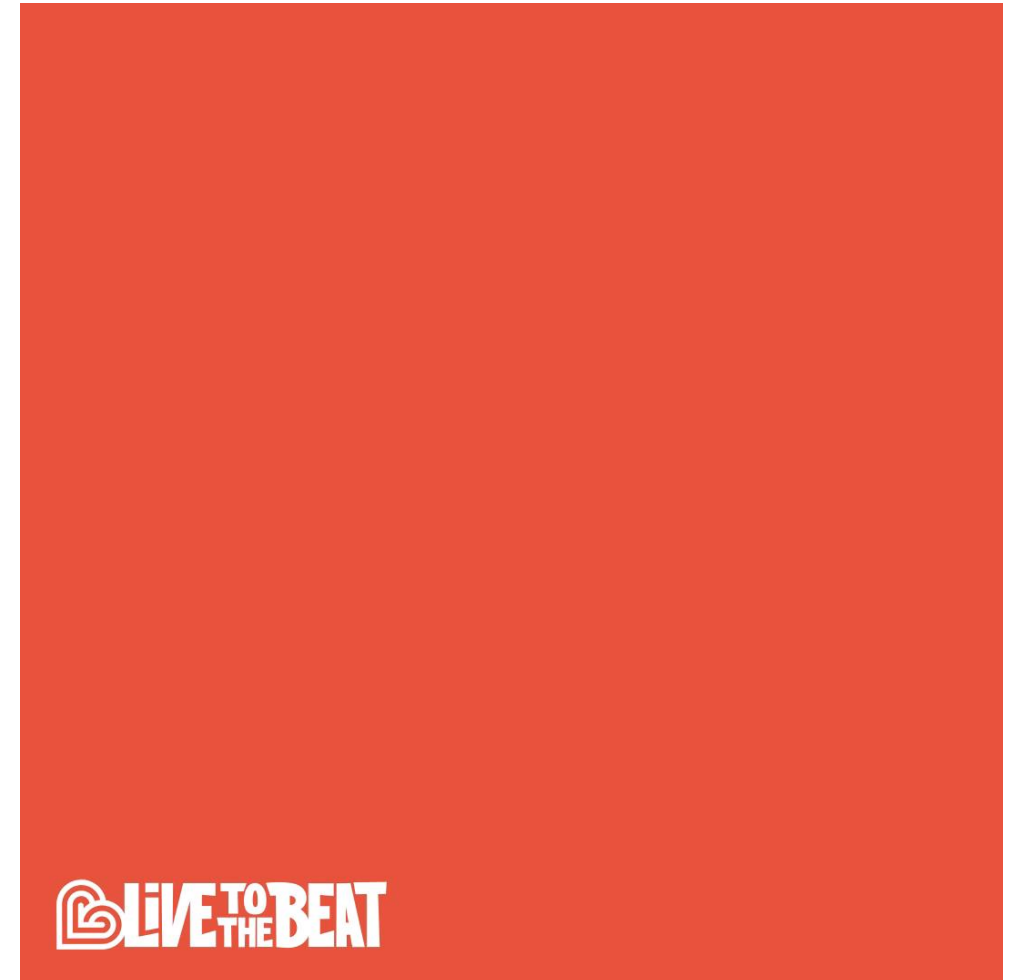
**Take the first step to improving your heart health with Pulse Check.**

The path to heart health is different for everyone. Pulse Check is an interactive roadmap that let's you customize your own small steps for heart-healthy living. Explore helpful tips, content, and quizzes to boost your knowledge. You can even earn points and badges along the way.

**Try it today:**  
[LivetotheBeat.org/PulseCheck](https://LivetotheBeat.org/PulseCheck)

 **LIVE TO THE BEAT**

## Video Demonstration



# Living Proof of SMBP Benefits



**Taking Control of My Blood Pressure: D'Angelo's Story**

<https://www.youtube.com/watch?v=VNQQ8ranUZo>



**Taking Control of My Blood Pressure: Natalia's Story**

<https://www.youtube.com/watch?v=malq4KnCESY>

# Patient Engagement Resources

- [Self-Measurement: How Patients and Care Teams are Bringing Blood Pressure to Control](#)
- [NACHC SMBP Implementation Toolkit](#)
- How to Use your Home Blood Pressure Monitor | [English](#) | [Spanish](#)



# Upcoming Million Hearts<sup>®</sup> and Partner Events

Date/Time	Title	Host	Live Audience	Links or Contact Information
June 27, 2023 1:00-1:30pm ET	NACHC LinkedIn Live Series: Heart to Heart: Empowering Patients in their Cholesterol and Blood Pressure Control Part 1	NACHC	All partners	Pending
July 20, 2023 12:00-12:30pm ET	NACHC LinkedIn Live Series: Heart to Heart: Empowering Patients in their Cholesterol and Blood Pressure Part 2	NACHC	All partners	Pending
July 19, 2023 3:00-3:45pm ET	Million Hearts Learning Lab: Improving Blood Pressure Control Among African Americans: Strategies for Reducing Health Disparities	CDC/ NACHC	All partners	<a href="#">Registration Link</a>  Click <a href="#">here</a> for information on claiming CME credits.
September 7-10 (Boston, MA)	Hypertension Scientific Sessions 2023	AHA	Clinicians and medical practices	<a href="#">Session Information</a>

# We Want to Hear From You!

Do you have resources or updates to share with the Million Hearts<sup>®</sup> SMBP Forum?

Please send information to [MillionHeartsSMBP@nachc.org](mailto:MillionHeartsSMBP@nachc.org)



# Thank You!

The next SMBP Forum to be held September 14, 2023.

Register at <https://bit.ly/SMBPForumRegistration2023>



Please complete the post call survey:

[https://nachc.co1.qualtrics.com/jfe/form/SV\\_5cgorGqPJOQVyw6](https://nachc.co1.qualtrics.com/jfe/form/SV_5cgorGqPJOQVyw6)

Send questions or comments to [MillionHeartsSMBP@nachc.org](mailto:MillionHeartsSMBP@nachc.org).

