**How this Framework can help you:**

This framework is designed to provide a standard set of strategies and tools specific to help you improve care provided in the ambulatory environment. The framework has a three tiered approach that we believe provides a foundation for improvement work resulting in effective adoption and sustainability. These elements include:

1. **Infrastructure:** this first section focuses on the role of the care team and highlights how to prepare for upcoming appointments, optimize the role of team members, address equipment needs or medical record needs as well as how to regularly monitor your results;
2. **Competencies:** this section identifies what trainings are available to build clinical and content knowledge for all members of the care team and the patient population. Whenever possible hyperlinks to web based handouts, tools or webinars are included.
3. **Additional Resources:** We recognize that healthcare alone may not meet all of a patient’s needs so this section includes medication and health care coverage as well as related community resources when applicable.

**Need help implementing this Framework?**

The MaineHealth ACO Improvement team can assist you with strategies and workflows in support of ACO initiatives. To learn more about what frameworks are available or for improvement support please contact Michele Gilliam, Director, Performance Improvement, at MGillian@mmc.org or (207) 661-3804.
1. Infrastructure: HTN

- Identify Equipment Needs and Standardize (Hardware/Testing)
  - Pre-Visit Planning/Huddle
    - Pre-visit check list
    - Example of huddle tool
  - Define Care Team Roles
    - Documented workflow (Including plan for abnormal results)
    - Patient Education flyer

- EMR Tool
  - Standard process for capture in EMR

- Referral/Communication with Expanded Care Team

- Regularly Measure Results (Sustainability)
  - Gaps in care report
  - KPI examples for performance improvement
Pre-Visit Planning Checklist

<table>
<thead>
<tr>
<th>Patient: _______________________</th>
<th>Reason for Appt: _______________________</th>
<th>Appt Time: _________</th>
</tr>
</thead>
</table>

**Adult Prevention:**
- **Gap(s) in Care or Due Soon:**
  - BMI (ht & wt)
  - Blood Pressure (if >140/90) pull last 3 BP
  - Falls Risk (65+)
  - Pneumococcal
  - Flu Shot
  - TDaP
  - Tobacco Use/Counsel
  - Depression Screen
  - Pap Smear
  - DEXA Scan
  - Colon Cancer Screen (50-75)
  - Breast Cancer Screen (50-75)
  - Outside Reports / Tests
  - Advance Directive
  - Outstanding Testing

**Diabetic:**
- **Gap(s) in Care or Due Soon:**
  - HgbA1c
  - Tobacco Use/Counsel
  - Microalbumin
  - Outside Reports / Tests
  - Eye Exam
  - Foot Exam
  - Depression Screen
  - LDL
  - Outstanding Testing

**Cardiovascular Disease:**
- **Gap(s) in Care or Due Soon:**
  - Blood Pressure
  - IVD / Aspirin
  - HTN
  - HF / Beta Blocker
  - LDL
  - Outside Reports / Tests
  - Outstanding Testing

**Controlled Substance:**
- **Gap(s) in Care or Due Soon:**
  - Controlled Substance Agreement
  - UTOX
  - PMP
  - Outstanding Testing

**Pediatric Prevention:**
- **Gap(s) in Care or Due Soon:**
  - BMI (ht & wt)
  - 5-2-1-0
  - Immunizations
  - Tobacco Use/Exposure
  - Blood Pressure
  - Depression Screening
  - MCHAT/ASQ
  - Outside Reports / Tests
  - Outstanding Testing

**Pediatric Asthma:**
- **Gap(s) in Care or Due Soon:**
  - Severity
  - Controller Med
  - Action Plan
  - Lung Function Test
  - Tobacco Use/Counsel
  - ACT
  - Outside Reports / Tests
  - BMI (ht & wt)
  - Outstanding Testing

**Room Set Up Needs/General Notes:**
What can we proactively anticipate and plan for in our work day/week? At the beginning of the day, hold a review of the day, review of the coming week and review of the next week. Frequency of daily review is dependent on the situation, but a mid-day review is also helpful.

This worksheet can be modified to add more detail to the content and purpose of the huddles.

<table>
<thead>
<tr>
<th>Huddle Sheet</th>
</tr>
</thead>
<tbody>
<tr>
<td>Practice: ______________________  Date: ____________________</td>
</tr>
</tbody>
</table>

**Aim:** Enable the practice to proactively anticipate and plan actions based on patient need and available resources, and contingency planning.

<table>
<thead>
<tr>
<th>Follow-ups from Yesterday</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>“Heads up” for Today: (include review for orders, labs, etc.; special patient needs, sick calls, staff flexibility, contingency plans)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Meetings:</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Review of Tomorrow and Proactive Planning</th>
</tr>
</thead>
<tbody>
<tr>
<td>Meetings:</td>
</tr>
</tbody>
</table>
Clinical Blood Pressure Reading: Workflow for Patients with Hypertension

1. Take blood pressure after screening questions and medication review with patient.
2. Clinical staff positions patient in supported chair, arm at heart level and legs uncrossed.
3. Clinical staff measures blood pressure and pulse.
4. If blood pressure is systolic ≥140 or diastolic ≥90, notify the healthcare provider to retake blood pressure at the end of visit.
5. Member of the care team provides MaineHealth educational materials and patient-friendly self-management tools regarding diet, physical activity, and alcohol intake.
6. Provider talks with patient about other support that may be needed, such as smoking cessation programs, exercise classes, nutrition education, and behavioral health counseling.
7. If blood pressure was systolic ≥140 or diastolic ≥90, provider should recheck blood pressure.
8. If reading is systolic greater than 160 or diastolic greater than 100, clinical staff documents the blood pressure reading in the patient's record and flags the record in order to schedule a follow-up visit in 2-4 weeks.
9. If the reading is systolic 140-159 or diastolic 90-99, clinical staff documents the blood pressure reading in the patient's record and flags the record in order to schedule a follow-up visit in 3 months.
Quick Tip Card

Quick Tip Card

blood pressure READING

Patient should not have smoked or exercised within 30 minutes of checking blood pressure.

Patient should sit and relax for five minutes before first reading.

Patient should be seated with feet flat on the floor and back against the chair. Legs should not be crossed.

Patient’s entire arm should be fully supported on table with brachial artery at heart level. Blood pressure should be taken on a bare arm.
Having a Healthy Blood Pressure

High blood pressure is often called the silent killer because you don’t feel any symptoms if you have it. Because of this, many people don’t pay attention to their blood pressure. Don’t make this mistake! Get your blood pressure checked.

Understanding the Numbers

- **Systolic blood pressure** is the pressure in the arteries when the heart beats
- **Diastolic blood pressure** is the pressure in the arteries between heartbeats, or when the heart is relaxed

If you have high blood pressure, you are more likely to get cardiovascular disease
If you already have heart disease and you also have high blood pressure, you are more likely to have a heart attack
Blood pressure increases with age, so it should be checked regularly

This chart explains what category your blood pressure numbers are in and what you can do to improve your numbers.

<table>
<thead>
<tr>
<th>Your category</th>
<th>Top number (systolic) in mm Hg</th>
<th>Bottom number (diastolic) in mm Hg</th>
<th>What to do</th>
</tr>
</thead>
<tbody>
<tr>
<td>Normal blood pressure</td>
<td>Below 120 and Below 80</td>
<td></td>
<td>Good job! Keep making healthy choices to keep your blood pressure low.</td>
</tr>
<tr>
<td>Pre-high blood pressure</td>
<td>120-139 or 80-89</td>
<td></td>
<td>Your blood pressure could be a problem. Eat better and be more active. Lose weight if you need to.</td>
</tr>
<tr>
<td>High blood pressure</td>
<td>140 or higher or 90 or higher</td>
<td></td>
<td>Eat better and be more active. Lose weight if you need to. If this isn’t enough to lower your blood pressure, talk to your healthcare team about taking medicines.</td>
</tr>
</tbody>
</table>
How Can I Lower My Blood Pressure?

<table>
<thead>
<tr>
<th>If I Do This to Take Good Care of Myself:</th>
<th>How Much Will it Lower my Systolic Blood Pressure? (top number)</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Lose weight if I’m overweight</td>
<td>5-20 points per 20 pounds!</td>
</tr>
<tr>
<td>Example: If you weigh 180 pounds and your Blood Pressure (BP) is 160/60, and you lose 20 pounds to weigh 160 pounds, your BP could drop to as low as 140/60!</td>
<td></td>
</tr>
<tr>
<td>2. Follow the DASH eating plan</td>
<td>8-14 points!</td>
</tr>
<tr>
<td>(Ask your healthcare team for a copy)</td>
<td></td>
</tr>
<tr>
<td>3. Lower my salt intake to 1500-2300 mg per day</td>
<td>2-8 points!</td>
</tr>
<tr>
<td>4. Exercise for 30 minutes most days of the week</td>
<td>4-9 points!</td>
</tr>
<tr>
<td>5. Keep my alcohol intake to no more than:</td>
<td>2-4 points!</td>
</tr>
<tr>
<td>1 drink a day if I’m female,</td>
<td></td>
</tr>
<tr>
<td>2 drinks a day if I’m male</td>
<td></td>
</tr>
</tbody>
</table>

SOURCE: JNC7, NHLBI
Hypertension – Controlling High Blood Pressure

Current measure for hypertension control is to achieve **<140/90 mmHg**. Clinical judgement should be used for individualized BP goals.

**Medicare Shared Savings Program (MSSP)** - Begins on patient’s 18th birthday, ends 85th birthday

**Meaningful Use (MU eCQM165)**

---

### Monitoring – Clinical Support

**Step 1:** Go to **Rooming** activity and select the **Vital Signs** section

**Step 2:** Record the patient’s blood pressure

---

### Document an Exclusion

**Pregnancy**

**Option 1:**

Go to **Plan activity** and select the **Problem List** section. Add the diagnosis of pregnancy if not documented.
Option 2:
Go to Vital Signs section of the Rooming activity. In Ob/Gyn Status subsection, select No for “Having Periods?” Enter a Reason of Pregnant.

End-stage renal disease (ESRD)

Go to Problem List section of the Plan activity. Add end-stage renal disease (ESRD) to the Problem List.

Kidney Transplant

Go to Surgical History subsection of History activity. Add kidney transplant to the Surgical History list.
2. Clinical Competencies:

☑ MA/RN - MH_Training@mmc.org
  - MH Medical Assistant Training - Fundamental
    http://www.mh-edu.org/d/xvq7vf/1Q
  - MH Medical Assistant Training – Advanced
    http://www.mh-edu.org/d/4vqth5/1Q

☑ Provider CME’s
  - ☑ Blood Pressure onsite training and support

☐ Staff & Patient
  -

☐ Shared Decision Making Tools
  - ☑

☐ Build Staff Training Into Competencies and Staff Orientation

3. Additional Resources

☐ Additional Patient Resources
  - ☑ Care Partners and Med Access
    https://mainehealth.org/patients-visitors/billing-insurance/financial-assistance/carepartners
Blood Pressure Onsite Training and Support

Does your practice have patients with uncontrolled hypertension?

We can help!

Approximately 37,000 patients in the MaineHealth service area have been diagnosed with hypertension, yet only 68% are in good control or have a blood pressure <140/90.* The MaineHealth Cardiovascular Health team has compiled evidence-based training, tools and resources to help your patients achieve hypertension control to prevent cardiovascular complications.

The MaineHealth Cardiovascular Health team will come to your practice and provide FREE:

1. Staff training in best practice blood pressure measurement
2. Competency checks in accurate blood pressure measurement
3. Information on lifestyle counseling for improving blood pressure
4. Exam room re-design and office flow recommendations for best practice BP measurement
5. Patient education materials and resources
6. Clinical guidelines and treatment algorithms

Contact Marin for more information or to schedule a training,
mejohnson@mainehealth.org

*Hypertension control is defined as patients ages 18–85 diagnosed with Hypertension with an office visit in the last 12 months whose most recent BP is < 140/90.

**MA’s receive CEU’s registered with the AAMA (American Assoc. of MA’s)
**Physicians are eligible for 1.5 AMA PRA Category 1 credits
**All participants receive a certificate of attendance with 1.5 AMA PRA Category 1 credits
Blood Pressure Training Agenda and Logistics

Ann Cannon, RN, Clinical Specialist for Cardiovascular Health from MaineHealth will present two, one-hour sessions consisting of:

**Session 1: 60 minutes**

**Background:** Guidelines, definitions and impact of high blood pressure on cardiovascular health

**Tools:** Blood pressure cuff and stethoscope recommendations and patient and provider resources

**Technique of accurate blood pressure measurement:** Patient positioning and preparation, room set up, sizing of the cuff and auscultatory-palpatory method

*Practice session if time allows*

**Session 2: 60 minutes**

**Recap:** Review technique and individual competency check-off

**Short practice session**

**Test:** Individual competency test on blood pressure technique

**Upon request:** Room set-up evaluation with the practice manager
## Blood Pressure Competency Checklist

### PATIENT POSITION

<table>
<thead>
<tr>
<th></th>
<th>Met</th>
<th>Not Met</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Back supported</td>
<td></td>
<td></td>
</tr>
<tr>
<td>2. Feet flat</td>
<td></td>
<td></td>
</tr>
<tr>
<td>3. Brachial artery at level of left atrium</td>
<td></td>
<td></td>
</tr>
<tr>
<td>4. One other consideration (i.e. emotional state, talking, bladder, etc.)</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

### CUFF POSITION

<table>
<thead>
<tr>
<th></th>
<th>Met</th>
<th>Not Met</th>
</tr>
</thead>
<tbody>
<tr>
<td>5. Bladder centered over brachial artery</td>
<td></td>
<td></td>
</tr>
<tr>
<td>6. Cuff 1” above bend of elbow</td>
<td></td>
<td></td>
</tr>
<tr>
<td>7. Proper cuff size: bladder of cuff 80-100% arm circumference for adults, 100% arm circumference for children to age 18</td>
<td></td>
<td></td>
</tr>
<tr>
<td>8. No clothes between bladder and arm</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

### A-P TECHNIQUE

<table>
<thead>
<tr>
<th></th>
<th>Met</th>
<th>Not Met</th>
</tr>
</thead>
<tbody>
<tr>
<td>9. Palpates radial pulse</td>
<td></td>
<td></td>
</tr>
<tr>
<td>10. Estimates systolic pressure</td>
<td></td>
<td></td>
</tr>
<tr>
<td>11. Pumps to 20-30 points above ESP</td>
<td></td>
<td></td>
</tr>
<tr>
<td>12. Rate of deflation 2-3mm/sec</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
Taking Action

What You Can Do

- **Know your numbers**
  Have your blood pressure checked regularly. Keep a log to share with your healthcare team. You can keep track of your numbers by using the Checkup Tracker on page 46.

- **Stay at a healthy weight**
  If you exercise and keep your weight in a healthy range, you may not have to take blood pressure medicine. If you are carrying extra weight, you can improve your blood pressure by losing as little as 10 pounds.

- **Get on a healthy eating plan**
  Talk with your doctor about seeing a registered dietitian (R.D.). They can help you learn how to take care of high blood pressure through healthy eating. The “Dietary Approaches to Stop Hypertension” (DASH) diet can help you lower your blood pressure.

- **Be active**
  Get at least 30 minutes of physical activity most days of the week. This could be walking, biking, swimming or doing yard work. Choose an activity that you like.

- **Be tobacco-free**
  Don’t smoke or use tobacco. Stay away from secondhand smoke.

- **Take medicine if you need it**
  If your blood pressure is still high even after you change what you eat and how much you exercise, your healthcare team may prescribe medicine. Follow your doctor’s directions for taking your medicines.

Ask

Your Healthcare Team

- What is my blood pressure?
- What does it mean for me, and what do I need to do about it?
- What is my blood pressure goal?

Learn More

**DASH diet**
Call: 1-207-661-7001 for a copy or go to www.dashdiet.org

**Quitting Tobacco**
Call the Maine Tobacco HelpLine: 1-800-207-1230
My Self-Care Action Plan

Name ____________________________ Date ______________

- Choose something you want to do. Not something you feel you should do.
- Choose a goal that you really think you can do
- Choose a friend or family member to help you meet your goal

1 What I Will Do

Choose One:

☐ Increase my physical activity       ☐ Lower my stress
☐ Take my medicines               ☐ Reduce my tobacco use
☐ Improve my food choices         ☐ Other ______________________________

I will _________________________________ (Example: walk more)

2 How Much/How Often

How much: ________________________________ (Example: 20 minutes)
How often: ________________________________ (Example: three times a week)
When: ________________________________ (Example: Monday, Wednesday, Friday)

3 Confidence Level

Circle a number to show how sure you are about doing the activity.
Try to choose an activity that you score a 7 or above.

1  2  3  4  5  6  7  8  9  10
1= Not sure at all  10 = very sure

What might stand in the way of you reaching a 7 or greater in your confidence level?

My signature: ________________________________
### Health Improvement Resources

Check out these websites for more information:

<p>| | | |</p>
<table>
<thead>
<tr>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>1. General Cardiovascular</strong></td>
<td>MaineHealth Cardiovascular Health Program</td>
<td><a href="http://www.mainehealth.org/cvh">www.mainehealth.org/cvh</a></td>
</tr>
<tr>
<td></td>
<td>Information for patients and providers about MaineHealth cardiovascular materials and resources.</td>
<td></td>
</tr>
<tr>
<td></td>
<td>American Heart Association</td>
<td><a href="http://www.heart.org">www.heart.org</a></td>
</tr>
<tr>
<td></td>
<td>Information and interactive tools about many heart-related conditions and ways to improve heart health, including tips on nutrition, exercise, stress and more! To contact the local AHA, call (207) 879-5700.</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Maine Cardiovascular Health Program</td>
<td><a href="http://www.mainehearthealth.com">www.mainehearthealth.com</a></td>
</tr>
<tr>
<td></td>
<td>Information about heart disease, stroke, blood pressure, cardiovascular health for women, workplace wellness, and more.</td>
<td></td>
</tr>
<tr>
<td><strong>2. Healthy Living</strong></td>
<td>MyPlate</td>
<td><a href="http://www.choosemyplate.gov">www.choosemyplate.gov</a></td>
</tr>
<tr>
<td></td>
<td>Nutrition advice to build healthier diets with resources and tools for dietary assessment, nutrition education and other nutrition information.</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Healthy Maine Walks</td>
<td><a href="http://www.healthymainewalks.com">www.healthymainewalks.com</a></td>
</tr>
<tr>
<td></td>
<td>Try walking for exercise. Find walking routes near you.</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Maine Bike Coalition</td>
<td><a href="http://www.bikemaine.org">www.bikemaine.org</a></td>
</tr>
<tr>
<td></td>
<td>Learn about local bike trails, biking events and rides.</td>
<td></td>
</tr>
<tr>
<td></td>
<td>My FitnessPal</td>
<td><a href="http://www.myfitnesspal.co">www.myfitnesspal.co</a></td>
</tr>
<tr>
<td></td>
<td>If you are ready to get started on a weight loss or fitness journey, track your progress with either a fitbit, jawbone or download an app to your phone.</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Information on staying healthy, talking to your doctor, getting preventive medical tests, learning about prescriptions, finding advice and support and more.</td>
<td></td>
</tr>
<tr>
<td></td>
<td>If you are trying to quit smoking, call this free and confidential helpline that offers support and quitting techniques. 1-800-207-1230 or, for hearing impaired, 1-800-457-1220.</td>
<td></td>
</tr>
<tr>
<td></td>
<td>MaineHealth Learning Resource Center</td>
<td><a href="http://www.mainehealthlearningcenter.org">www.mainehealthlearningcenter.org</a></td>
</tr>
<tr>
<td></td>
<td>For health education classes, health information, and personalized assistance from health educators to answer health questions, contact the Learning Resource Center: 1-866-609-5183.</td>
<td></td>
</tr>
</tbody>
</table>

| **3. Emotional Health** | Ask your doctor about a referral to a behavioral health specialist if you are struggling with emotional issues related to your health. |   |
**What do your blood pressure numbers mean?**

Blood pressure is measured by two numbers. The top number, “systolic,” is the pressure in your blood vessels when your heart beats. The bottom number, “diastolic,” is the pressure in your blood vessels between heartbeats. Your blood pressure is:

- **HIGH** if your numbers are 140 or above OR 90 or above
- **PRE-HIGH** if your numbers are 121-139 OR between 81-89
- **NORMAL** if your numbers are 120 or less AND 90 or less

---

### more MEDICATIONS

<table>
<thead>
<tr>
<th>Medication</th>
<th>Dose (strength)</th>
<th>Instructions for Use</th>
<th>Prescribed by</th>
<th>Date</th>
</tr>
</thead>
<tbody>
<tr>
<td>Including over-the-counter and herbas</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

---

### blood pressure LOG

<table>
<thead>
<tr>
<th>Date</th>
<th>BP</th>
<th>Date</th>
<th>BP</th>
<th>Date</th>
<th>BP</th>
<th>Date</th>
<th>BP</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
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</tbody>
</table>