



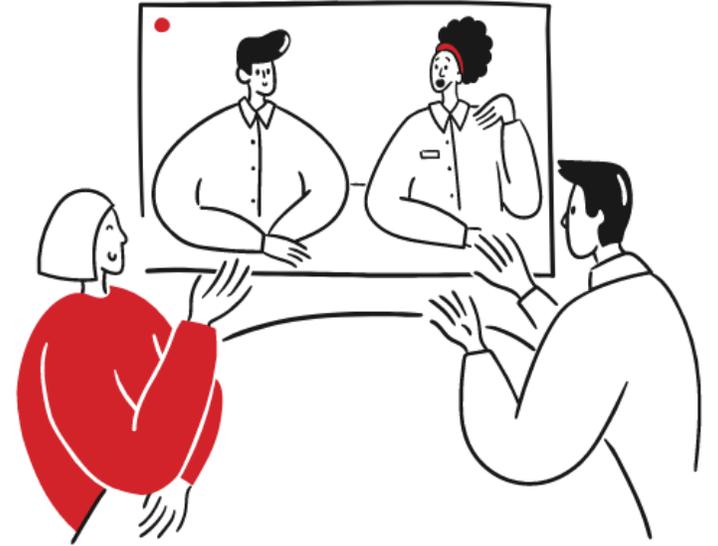
# **Harnessing the Power of Team-Based Care and Self-Measured Blood Pressure Monitoring to Improve Hypertension Control at Community Health Centers**

**December 12, 2025**



# Housekeeping

- Welcome!
- Let's get to know each other - Take a moment to introduce yourself in the chat!
- **Please change your name to your full First and Last Name**
- **Please add your Health Center/Organization Name next to your name!**



# Speakers



**Andrew Moran, MD, MPH**

Associate Professor of Medicine, Columbia University

Director, Global Hypertension Control, Resolve to Save Lives



**Kelsey Bryant, MD, MPH, MS**

Assistant Professor of Medicine  
Certified Hypertension Specialist  
Mount Sinai



**Ian Kronish, MD, MPH**

Associate Professor of Medicine  
Co-Director, Columbia Hypertension Center  
Columbia University Irving Medical Center



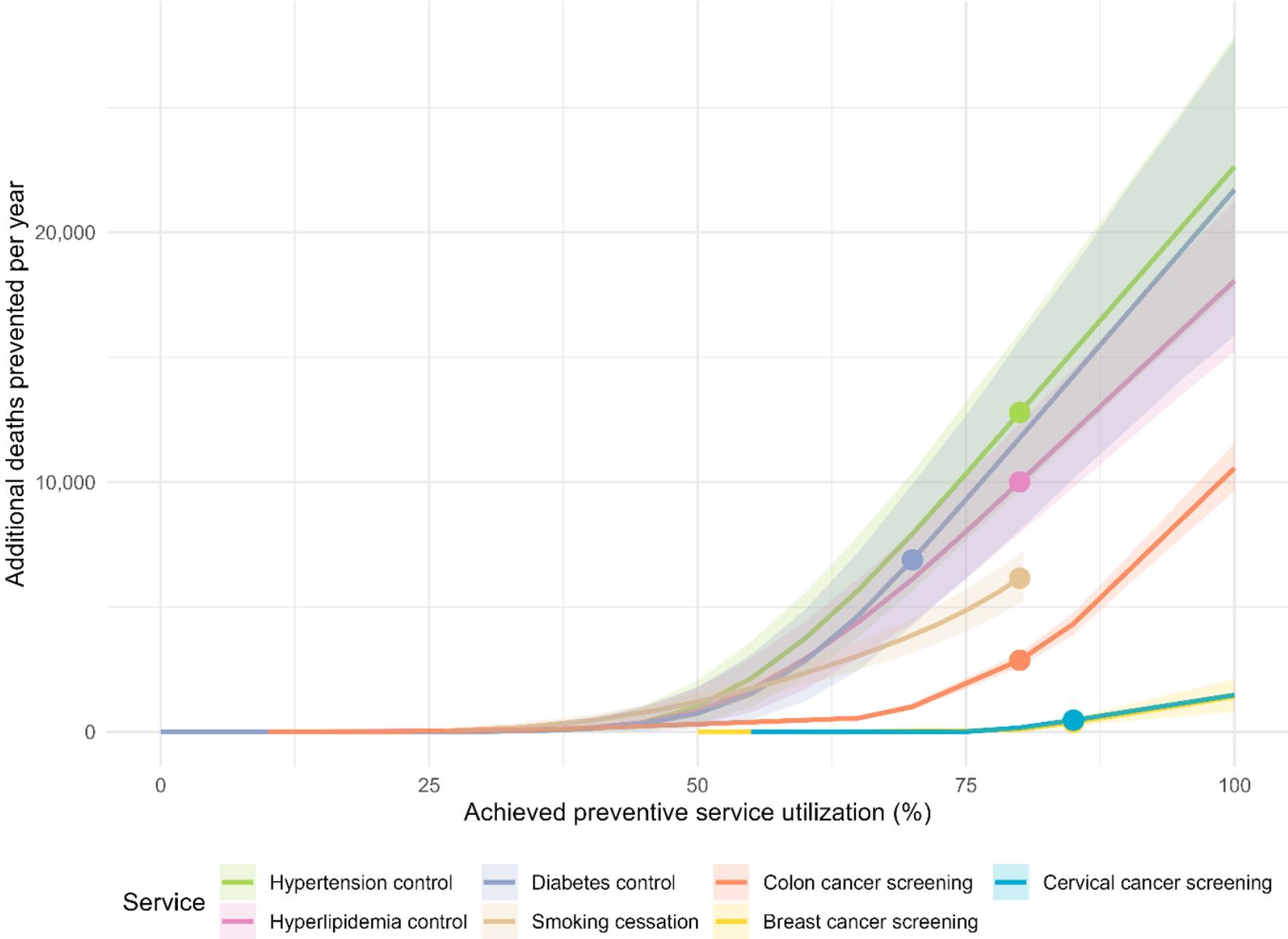
# Part One: Team-based Care

Dr. Andrew Moran



# Hypertension control = lives saved

Of all primary care preventive services, **hypertension control saves the most lives**



Pilla S. et al. under review

# Hypertension in the NY State community health centers\*

## UDS Data Five-Year Summary

Age and Race/Ethnicity

Patient Characteristics

Services

Clinical Data

Cost Data

Clinical Data	2020	2021	2022	2023	2024
Controlling High Blood Pressure *	60.46%	62.56%	66.40%	67.85%	69.74%

- Overall, within NY adults with HTN treated in participating centers (1.3 million adults); **HTN control is ~70%**
- This estimate does not account for people without healthcare access or not accessing their care
- **HTN control around 65% is typical for health systems where the system and clinicians are working toward a goal BP <140/90 mmHg**
- In our prior session, we saw that health care providers and clinicians reaching >80% control (<140/90) have **average systolic BP <120 mmHg in their hypertension patients**



# 2025 US HTN guidelines: recap of main messages from September CHCANYS webinar

- **Spread the news, and motivate patients to take their daily medicines: HYPERTENSION TREATMENT PREVENTS DEMENTIA**
- **GO FOR IT!** Overcome inertia and **treat SBP <130 mmHg** in HTN patients as long as no side effects or polypharmacy concerns. **Target mean systolic BP of 120 mmHg** at provider and clinic levels
- **Ensure access to dual drug single pill combinations** in formularies, pharmacy shelves—for Stage 2 HTN patients
- **Implement and improvise on Team-Based HTN Care**
- **Advocate in Albany** to increase scope of practice and reimbursement for non-physician workers (PAs, NPs, clinical pharmacists, community health workers)



## 2025 ACC/AHA Hypertension Guidelines, Section 5.4 *Plan of Care for Hypertension*

An Update to  
Guidelines:  
team-based  
care in 2025

Recommendations for Plan of Care for Hypertension Referenced studies that support the recommendations are summarized in the <a href="#">Evidence Table</a> .		
COR	LOE	Recommendations
<b>Team-Based Care</b>		
1	A	1. For adults with uncontrolled hypertension, a team-based care approach is recommended to achieve and maintain BP control. <sup>1-4</sup>



# What is team-based hypertension care?

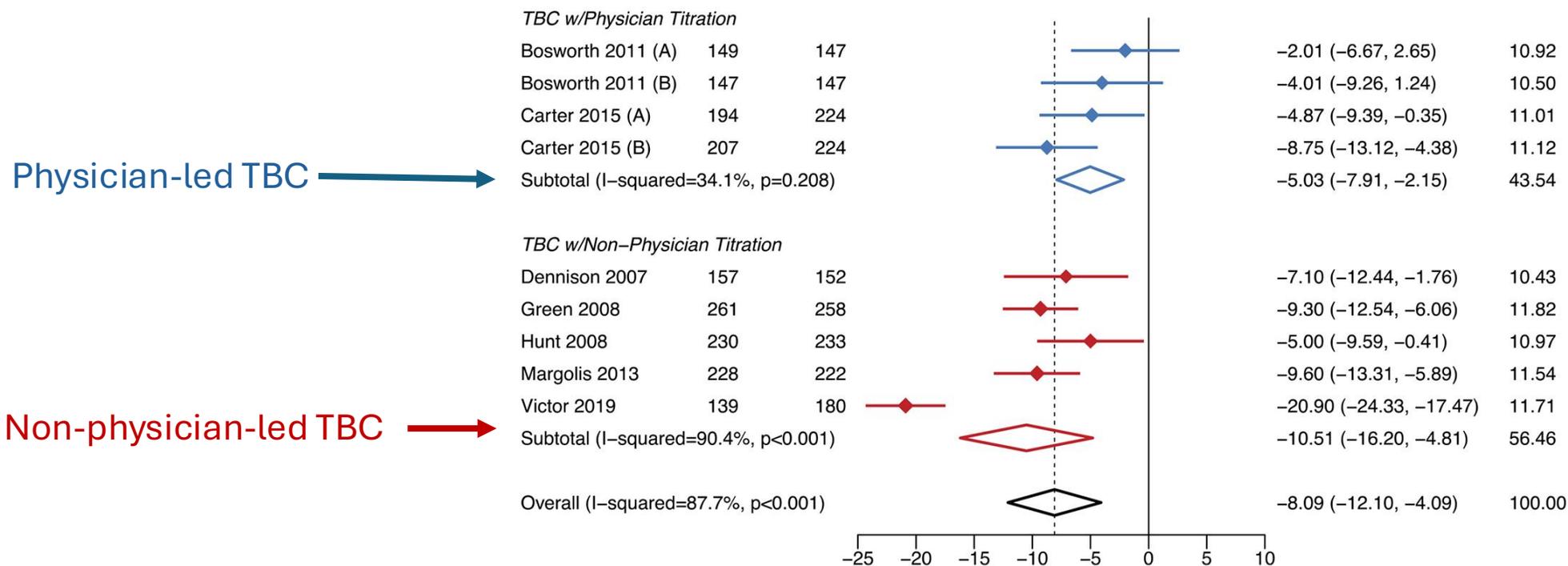


- **ACC/AHA 2025:** *“a health systems-level organizational intervention”*
- Incorporates a **trained multidisciplinary team**, including physicians, nurse practitioners, physician assistants, nurses, pharmacists, dietitians, social workers, and community health workers
- Each **team members’ roles delineated**, allowing the primary care clinician to focus on complex issues while other team members address medication management, patient education, lifestyle modification, and social determinants of health



# Team-based care: the evidence

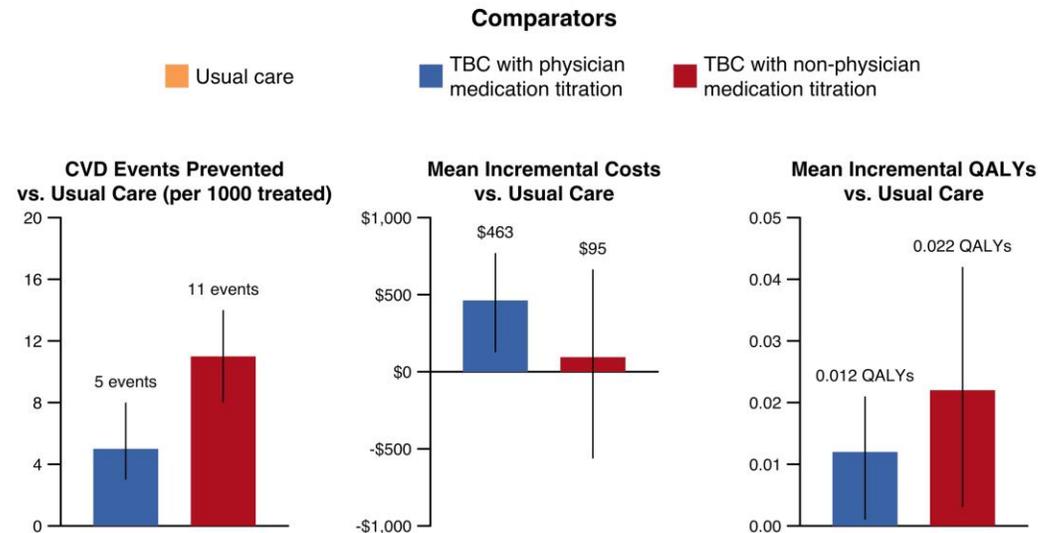
- 19 studies comprising 5993 participants
- 12-month systolic BP change versus usual care:
  - **-5.0** (-7.9 to -2.2) mm Hg for team-based care (TBC) with **physician** titration
  - **-10.5** (-16.2 to -4.8) mm Hg for TBC with **nonphysician** titration\*



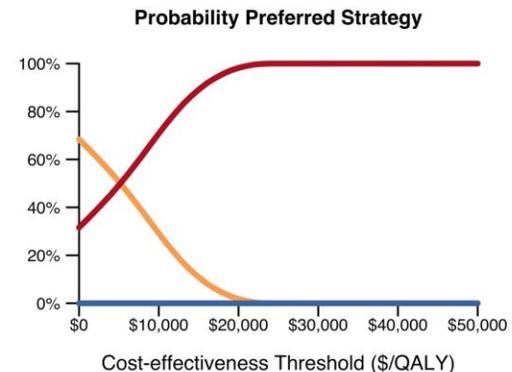
# Cost-effectiveness of team-based HTN care

- Relative to usual care at 10 years, TBC with nonphysician titration was estimated to cost \$95 and cost-effective (\$4400/quality-adjusted life year gained)
- TBC with physician titration was estimated to cost more and gain fewer quality-adjusted life years than TBC with nonphysician titration

## Is one year of team-based care (TBC) cost-effective in US adults with uncontrolled hypertension?



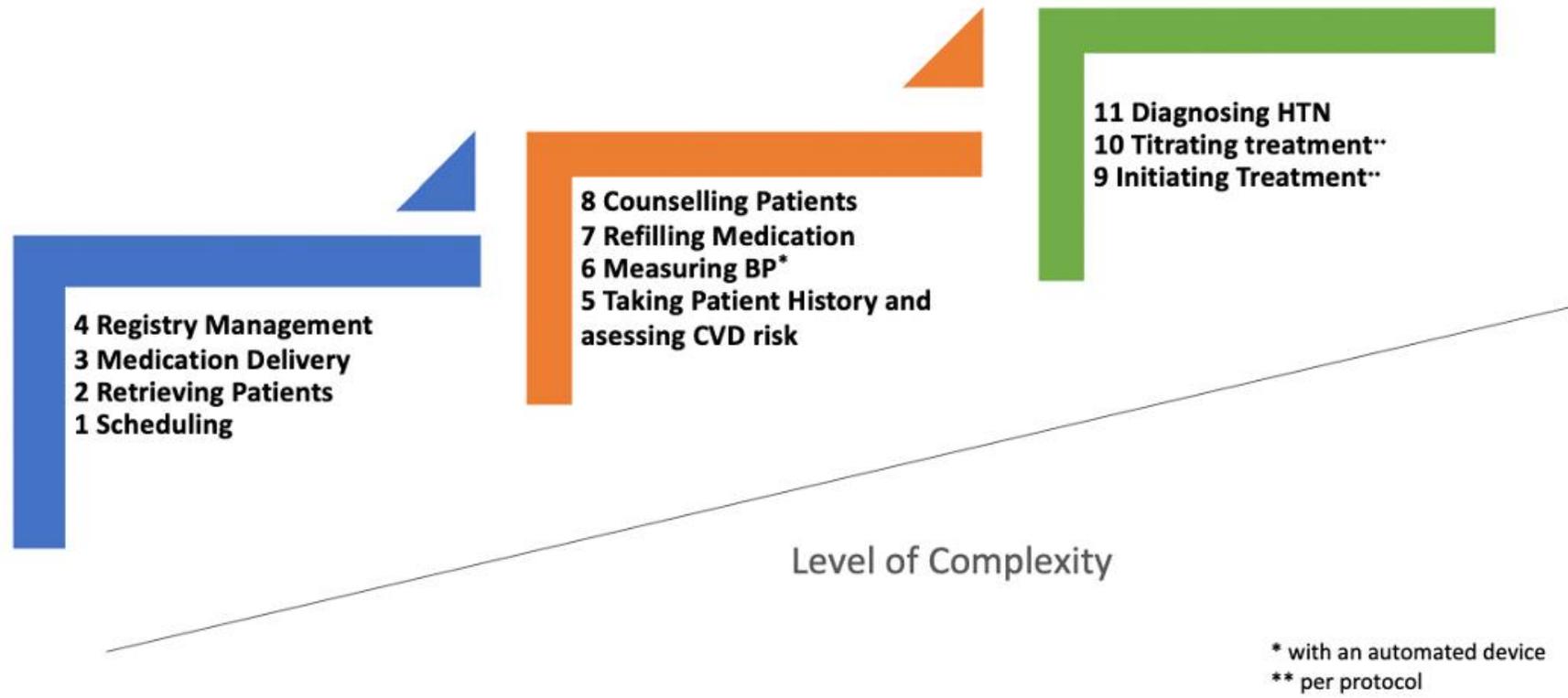
- Probability Preferred Strategy**
- One year of TBC with non-physician titration was **highly cost-effective vs. usual care** at 10 years, incremental cost-effectiveness ratio \$4,400/QALY gained
  - TBC with physician titration cost more and was less effective than TBC with non-physician medication titration



CVD - cardiovascular disease, QALYs - quality-adjusted life year, SBP - systolic blood pressure, TBC - team-based care.



# Team-based care conceptual framework for hypertension management



\*Ogunbge O. et al., Determining the frequency and level of task-sharing for hypertension management in LMICs: A systematic review and meta-analysis. eClinicalMedicine, 2022.

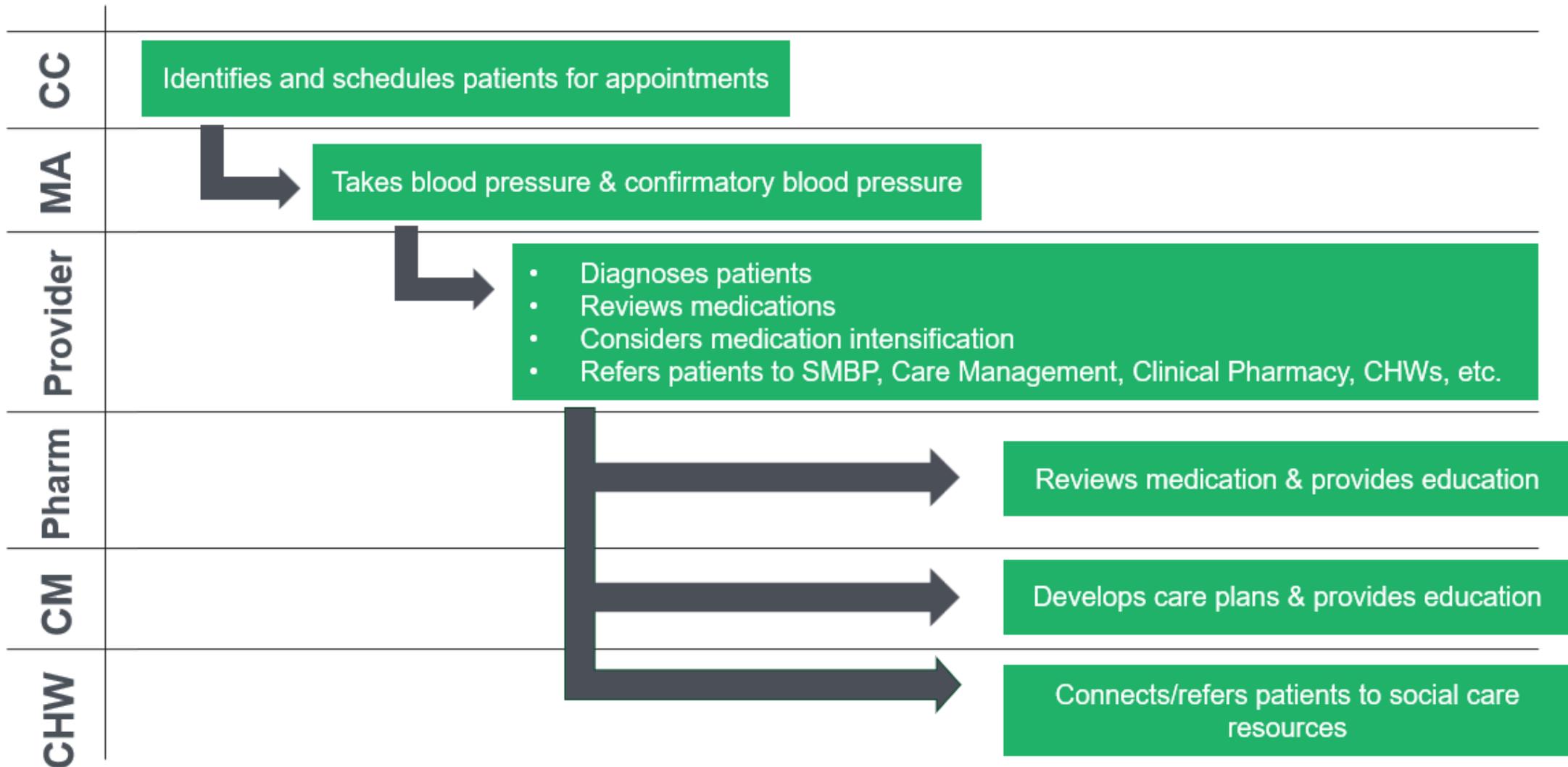


# Team-base HTN care roles: primary care setting

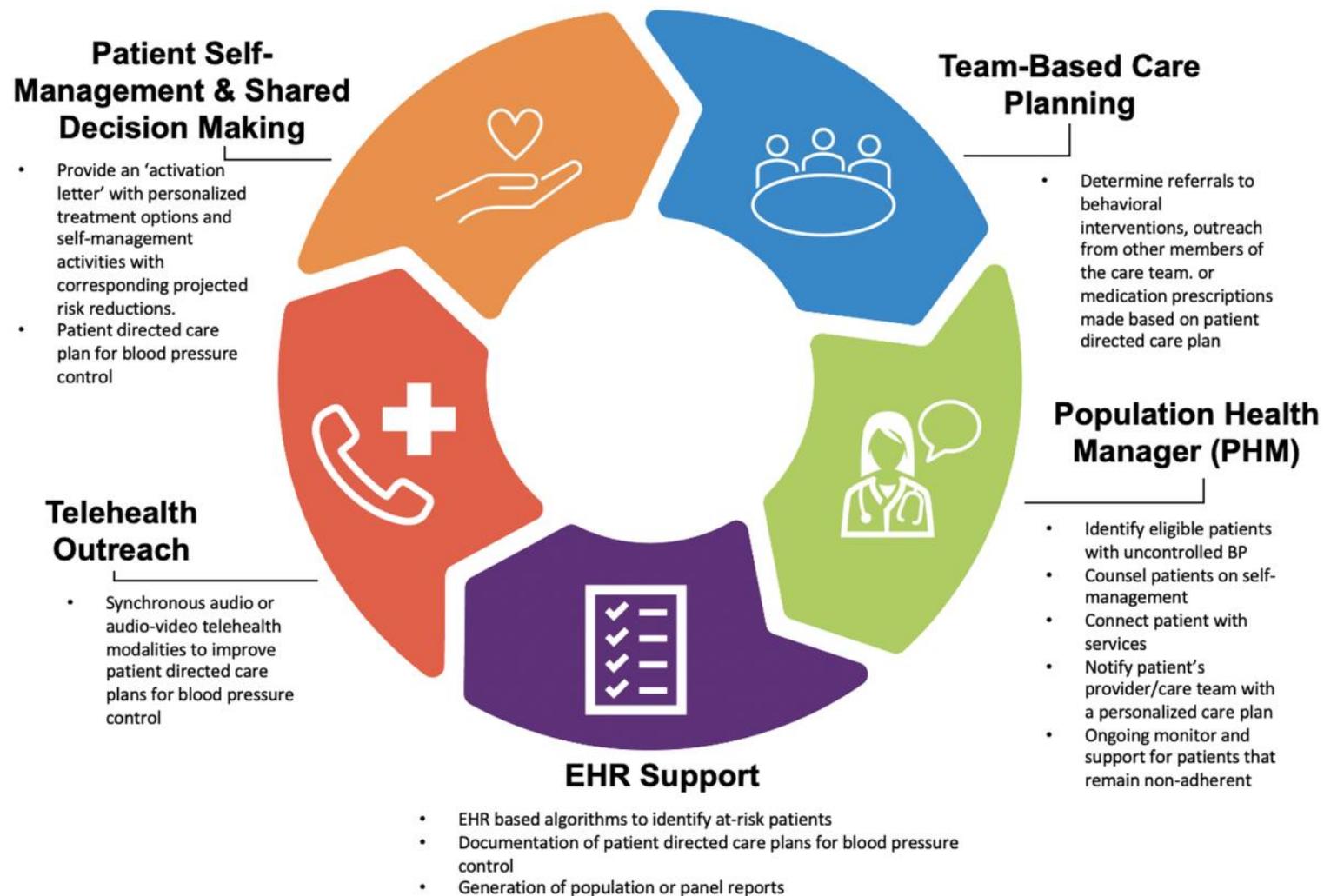
Role	Activities
 <p><b>Quality Team</b></p>	<ul style="list-style-type: none"> <li>• Monitor practice, team, provider performance</li> <li>• Create cohorts based on focus for intensification, pharmacy intervention, care manager engagement</li> <li>• Track &amp; visualize impact of quality improvement efforts</li> </ul>
 <p><b>Care Team</b></p>	<ul style="list-style-type: none"> <li>• Review/discuss/manage patients with treatment inertia</li> <li>• Identify hypertension care needs at the point of care</li> <li>• Participate in Care Team huddles</li> </ul>
 <p><b>Care Manager</b></p>	<ul style="list-style-type: none"> <li>• Actively oversee/manage patients with changes in medication (cohort)</li> <li>• Provide home BP monitoring instruction/teach back</li> <li>• Self management goal setting / care planning</li> <li>• Address health-related needs</li> <li>• Provide education or enabling resources</li> <li>• Participate in Care Team huddles</li> </ul>
 <p><b>Care Coordinator</b></p>	<ul style="list-style-type: none"> <li>• Identify &amp; outreach to patients with undiagnosed hypertension, high risk ASCVD without treatment, hypertensive tobacco users, etc.</li> </ul>
 <p><b>CHW</b></p>	<ul style="list-style-type: none"> <li>• Conduct health-related needs screens</li> <li>• Refer patients for health-related care needs</li> <li>• Monitor health-related needs screening rates for patients with HTN</li> </ul>



# Sample Team-Based Care Workflow



# EHR design and workflows to support HTN TBC



# Legal & regulatory environment affecting team-based care in New York State

## Pros:

- NYS Nurse Practitioners Modernization Act removed requirements for experienced NPs to have a written practice agreement with a physician; led to more effective team-based care
- New York has been a leader in building consensus on scope of CHW practice and training standards

## Cons:

- However, limited reimbursement for nonphysician team members (e.g., pharmacists, community health workers); current payment models rarely support team-based hypertension care outside of physician-delivered services
- Non-physicians are still limited in their ability to independently manage hypertension or titrate medications



# Lessons Learned: Team-Based Hypertension Care

Franklin Smith

Senior Director of Quality

Neighborhood Health Center of Western NY



# The Full Care Team

## The Full Care Team – Anyone Who Impacts Patient Experience

### Background:

Maria is a 62-year-old Spanish-speaking patient with diabetes, hypertension and depression. She recently lost her housing and has missed multiple appointments.

- Operators schedule a same-day visit and flag need for Spanish interpretation.
- PSRs check her in, update housing status, income information and other demographic data.
- Billing & Finance help apply for sliding fee scale.
- CHWs connect Maria to housing resources and arrange transportation for follow ups
- Medical Records request previous cardiology records and update the chart.
- Nursing completes vitals, A1c testing and all applicable screenings.
- Provider updates care plan, adjusts meds, discusses internal BH and Nutrition services and makes updated referrals.
- Care Coordinators assist with updated cardiology and endocrinology referrals.
- Pharmacy checks for med interactions and arranges delivery.
- Quality identifies Maria as high risk and qualifies her for advanced care management.
- Wellness team takes enrolls her in Care Management and supports her ongoing engagement in her care

### Result:

Maria receives timely, coordinated care that addresses her medical, behavioral and social needs — supported by every part of the health center team. Maria has gone from being “non-compliant” to being an active participant in her care with controlled chronic conditions



# Poll



# Part Two: Self-Monitored BP

Dr. Ian Kronish & Dr. Kelsey Bryant

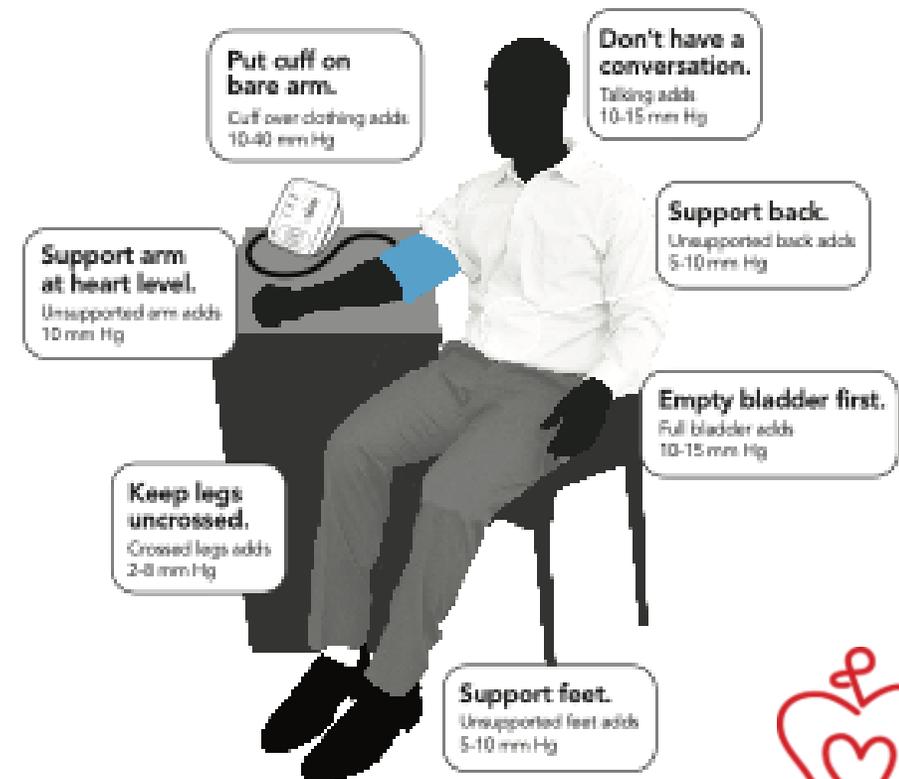


# What Is Self-Measured Blood Pressure (SMBP)?

- Replicates office BP in the home
- For initial diagnosis, ideally, measure twice in morning and twice before bed for 7 days, (**even 3 days should be enough**)
- For self-monitoring while being treated for hypertension, less clear recommendations on frequency of checking home BP
- Note: kiosks may overestimate BP

## 7 Simple tips

to get an accurate blood pressure reading



# Why measure BP at home?

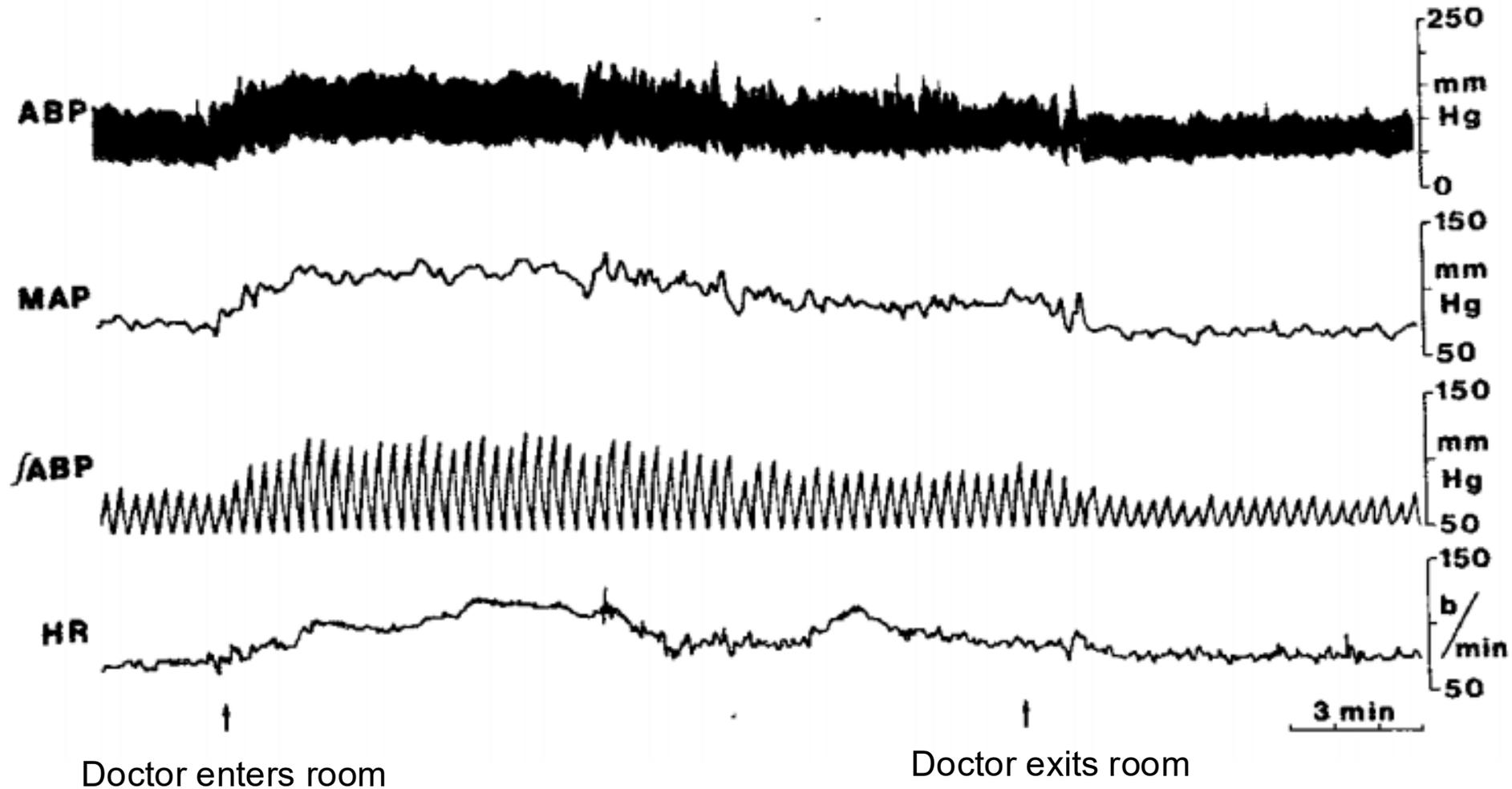
Inaccurate office methods

Limited number of office BP readings

Office BP may not reflect 'true' BP

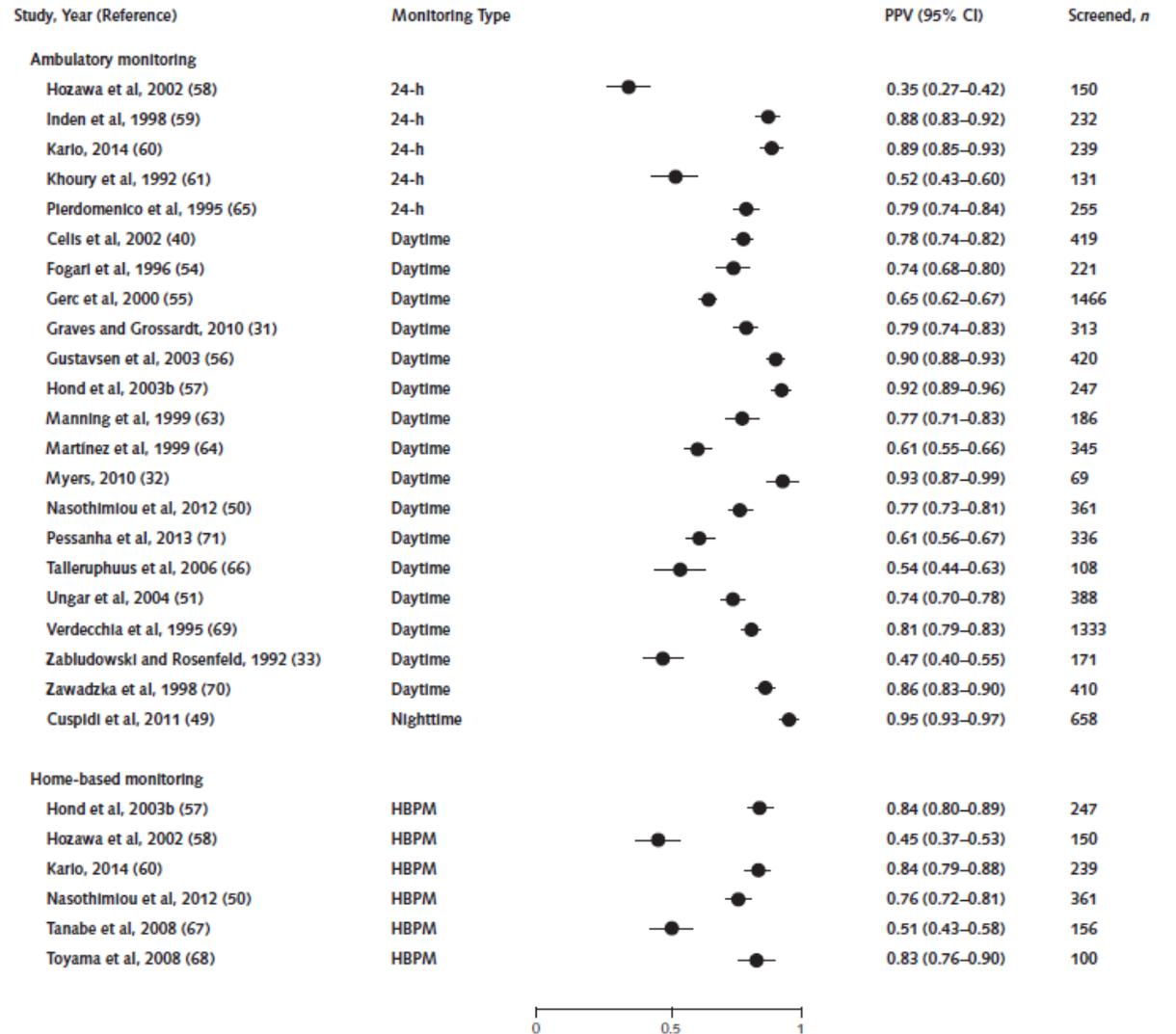


# White-coat hypertension



# White-coat hypertension is common

**~1 in 5 patients with newly elevated office BP have white coat hypertension, higher in routine care without research grade BP measurement (range 5% - 65%)**



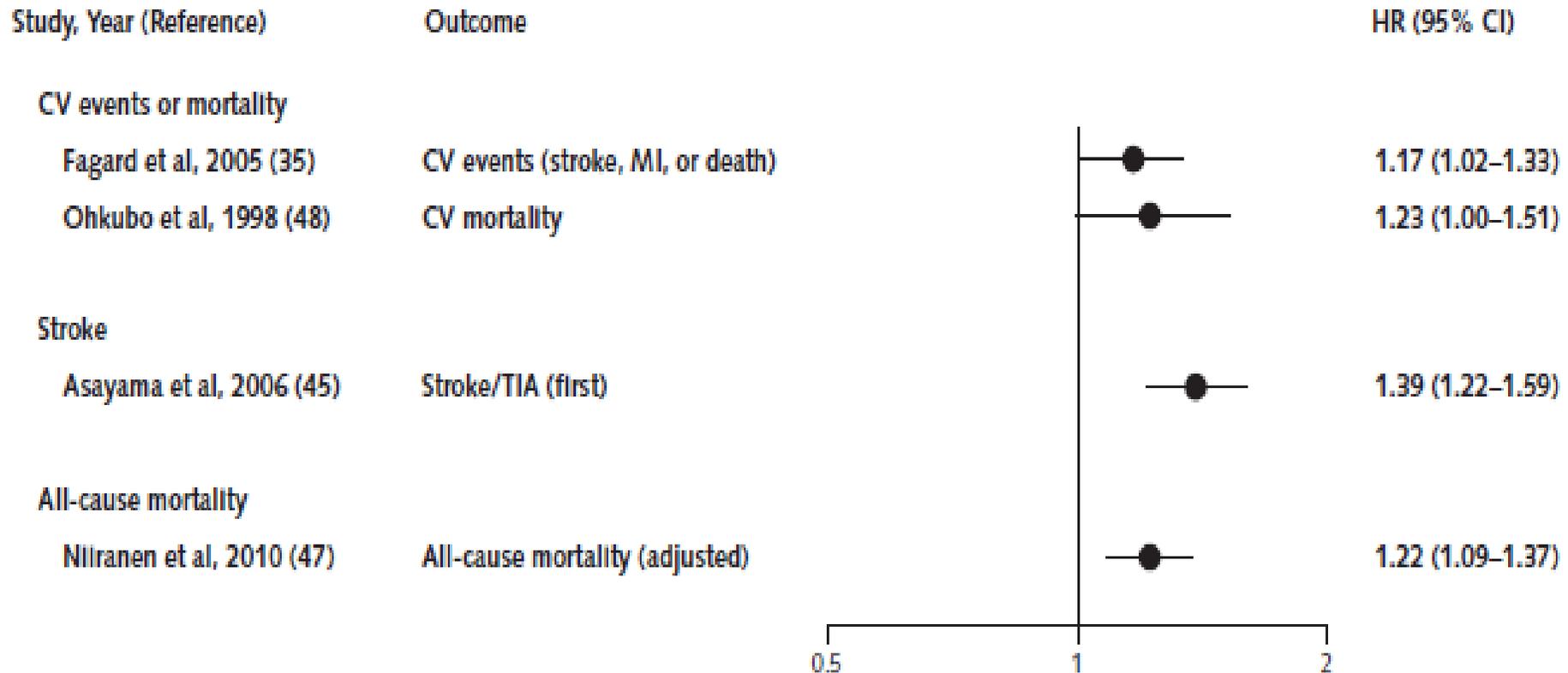
Results of included studies for key question 3b. ABPM = ambulatory blood pressure monitoring; HBPM = home blood pressure monitoring; OBPM = office blood pressure measurement; PPV = positive predictive value.

# Masked hypertension is common too!

- BP lower in the doctor's office than out of the office
- Occurs in ~12% of adults with non-elevated office BP
- Double the risk of CVD events compared to normotension



# Home BP predicts CVD risk better than office BP

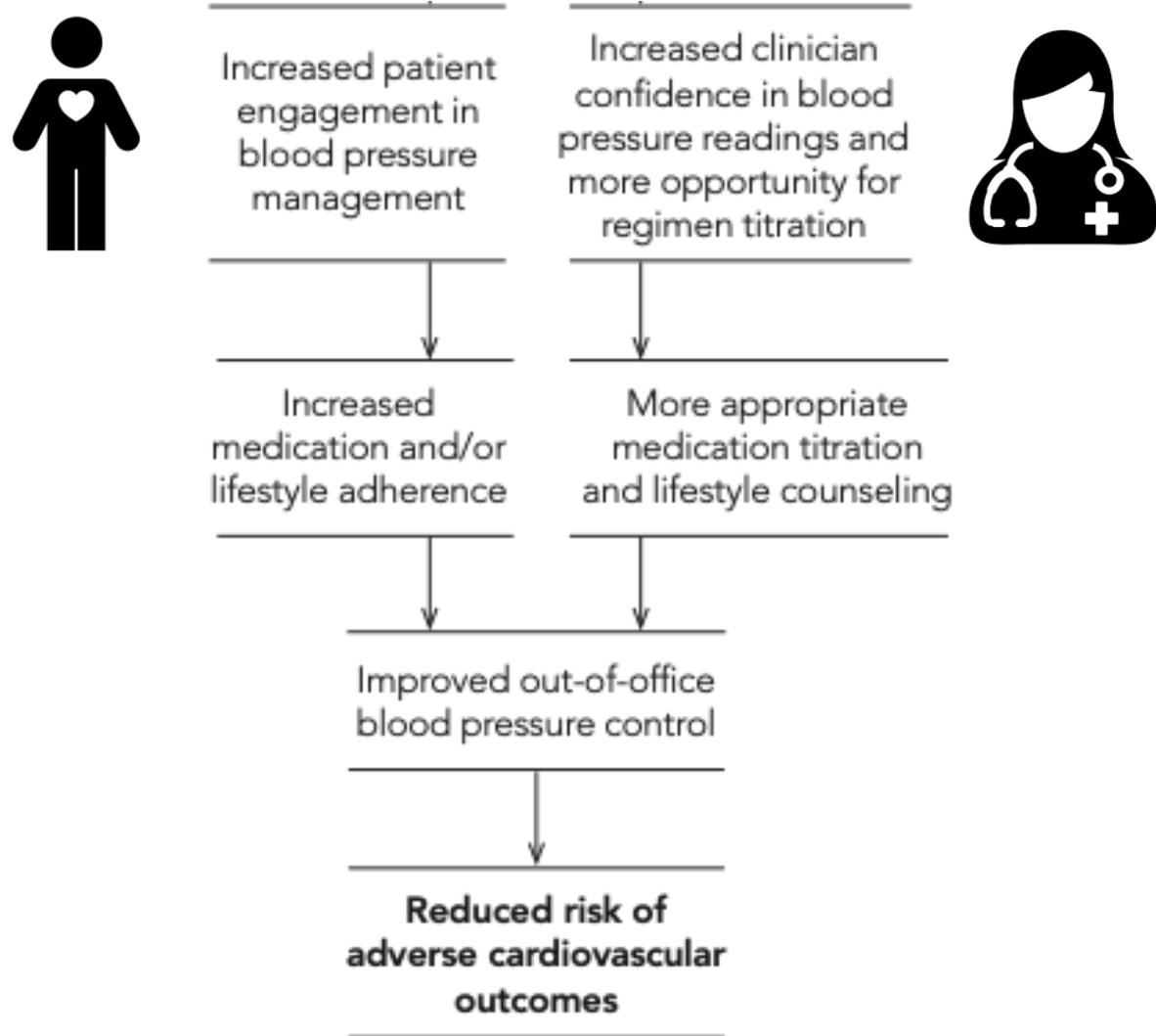


# USPSTF hypertension screening recommendations 2015, 2021

Population	Recommendation	Grade (What's This?)
Adults aged 18 years or older	The USPSTF recommends screening for high blood pressure in adults aged 18 years or older. <u>The USPSTF recommends obtaining measurements outside of the clinical setting for diagnostic confirmation before starting treatment (see the Clinical Considerations section).</u>	<b>A</b>



# How SMBP improves hypertension outcomes



# What is the Evidence for SMBP?

Increasing intensity of support

## Self-monitoring with web/phone feedback

Study	n	Con	Int	MD (95% CI)	CI
TeleBPMet	179	57	122	-1.88 (-5.86, 2.09)	4.67
Kerry et al.,	334	167	167	0.04 (-3.86, 3.93)	4.73
eBP - Con vs. Int 1	493	247	246	-2.88 (-5.51, -0.24)	5.61
Wakefield - Con vs. Int 1	183	102	81	-2.16 (-6.70, 2.39)	4.28
<b>Subtotal</b>	<b>1189</b>	<b>573</b>	<b>616</b>	<b>-1.98 (-3.74, -0.21)</b>	<b>19.29</b>

(I-squared = 0.0%, p = 0.687)

## Self-monitoring with web/phone feedback & education

Study	n	Con	Int	MD (95% CI)	CI
TASMINH2	480	246	234	-5.42 (-8.40, -2.44)	5.38
TASMINH-SR	450	230	220	-9.02 (-12.18, -5.85)	5.25
CAATCH	691	366	325	-0.71 (-3.88, 2.46)	5.24
Leiva et al.,	214	103	111	-2.42 (-6.61, 1.78)	4.52
HINTS - Con vs. Int 1	264	137	127	-2.27 (-6.60, 2.05)	4.43
Wakefield - Con vs. Int 2	180	102	78	-6.36 (-10.97, -1.75)	4.23
<b>Subtotal</b>	<b>2279</b>	<b>1184</b>	<b>1095</b>	<b>-4.42 (-7.11, -1.73)</b>	<b>29.05</b>

(I-squared = 69.3%, p = 0.006)

## Self-monitoring with counselling/telecounselling

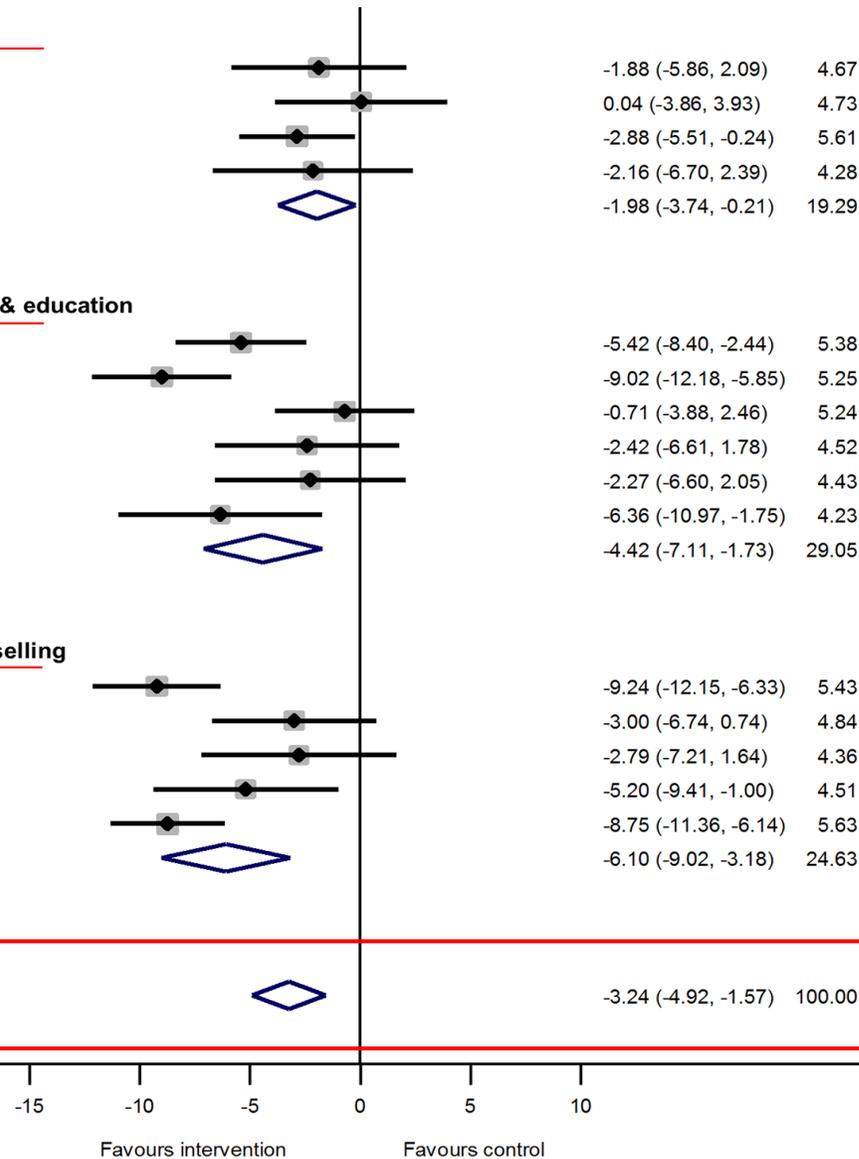
Study	n	Con	Int	MD (95% CI)	CI
Hyperlink	388	191	197	-9.24 (-12.15, -6.33)	5.43
TCYB - Con vs. Int 2	238	122	116	-3.00 (-6.74, 0.74)	4.84
HINTS - Con vs. Int 2	269	137	132	-2.79 (-7.21, 1.64)	4.36
HINTS - Con vs. Int 3	264	137	127	-5.20 (-9.41, -1.00)	4.51
eBP - Con vs. Int 2	484	247	237	-8.75 (-11.36, -6.14)	5.63
<b>Subtotal</b>	<b>1506</b>	<b>697</b>	<b>809</b>	<b>-6.10 (-9.02, -3.18)</b>	<b>24.63</b>

(I-squared = 68.2%, p = 0.014)

Heterogeneity between groups: P<0.001

Overall	n	Con	Int	MD (95% CI)	CI
<b>Overall</b>	<b>6300</b>	<b>2807</b>	<b>3493</b>	<b>-3.24 (-4.92, -1.57)</b>	<b>100.00</b>

(I-squared = 76.2%, P<0.001)



# Translating SMBP into Practice

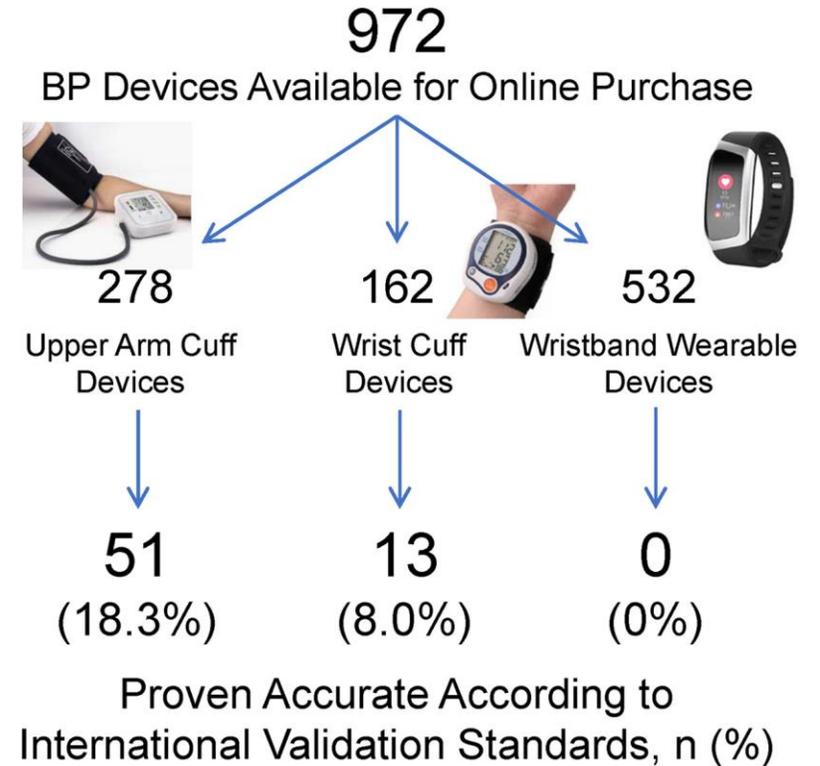
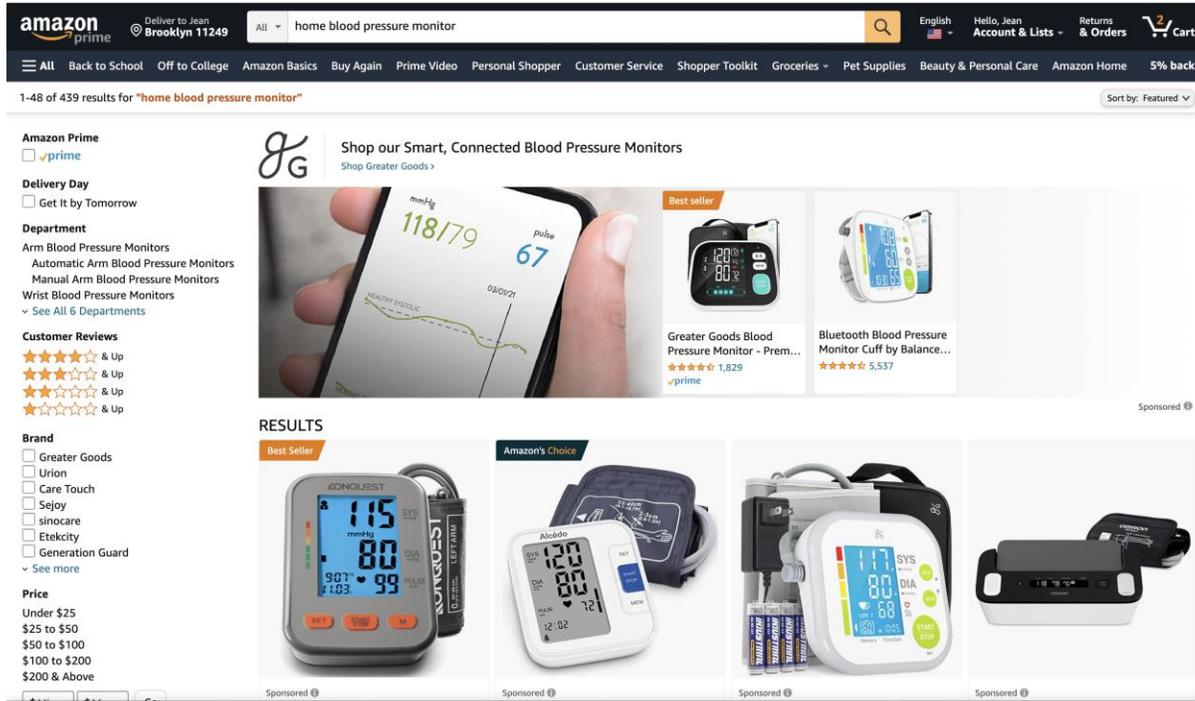


# Common clinician challenges with SMBP

- Write a prescription but patient never gets home BP device
- Patient has a BP device but doesn't bring the BP readings
- Patient brings the readings, but the home BP readings don't match office BP readings
  - Is device accurate?
  - Does BP cuff fit correctly?
  - Is patient following correct measurement protocol?



# Majority of home BP devices are not validated



Unvalidated devices are typically less expensive than validated ones

Unvalidated devices are less likely to be accurate



# Size (of BP cuffs) matters!

**Table 2. Mean Difference in BP When a Regular BP Cuff Was Used Regardless of Appropriate BP Cuff Size**

Cuff size	Mean (SD), mm Hg <sup>a</sup>		BP cuff size used relative to appropriate BP cuff size	BP difference (95% CI), mm Hg	P value for difference
	BP with appropriate BP cuff	BP with regular BP cuff			
<b>Systolic BP</b>					
Small (n = 35)	119.6 (23.5)	116.0 (23.4)	1 Size too large	-3.6 (-5.6 to -1.7)	<.001
Regular (n = 54)	120.9 (21.4)	120.9 (21.4)	Correct cuff size	0 [Reference]	NA
Large (n = 65)	122.7 (14.7)	127.5 (14.9)	1 Size too small	4.8 (3.0 to 6.6)	<.001
Extra large (n = 40)	124.5 (21.8)	144.0 (22.4)	2 Sizes too small	19.5 (16.1 to 22.9)	<.001
<b>Diastolic BP</b>					
Small (n = 35)	71.5 (10.4)	70.2 (10.5)	1 Size too large	-1.3 (-2.4 to -0.2)	.02
Regular (n = 54)	72.8 (11.5)	72.8 (11.5)	Correct cuff size	0 [Reference]	NA
Large (n = 65)	75.7 (7.0)	77.6 (7.7)	1 Size too small	1.8 (1.1 to 2.6)	<.001
Extra large (n = 40)	79.3 (12.2)	86.7 (14.2)	2 Sizes too small	7.4 (5.7 to 9.1)	<.001

Abbreviations: BP, blood pressure; NA, not applicable.

<sup>a</sup> BPs were based on the average of triplicate BP readings.

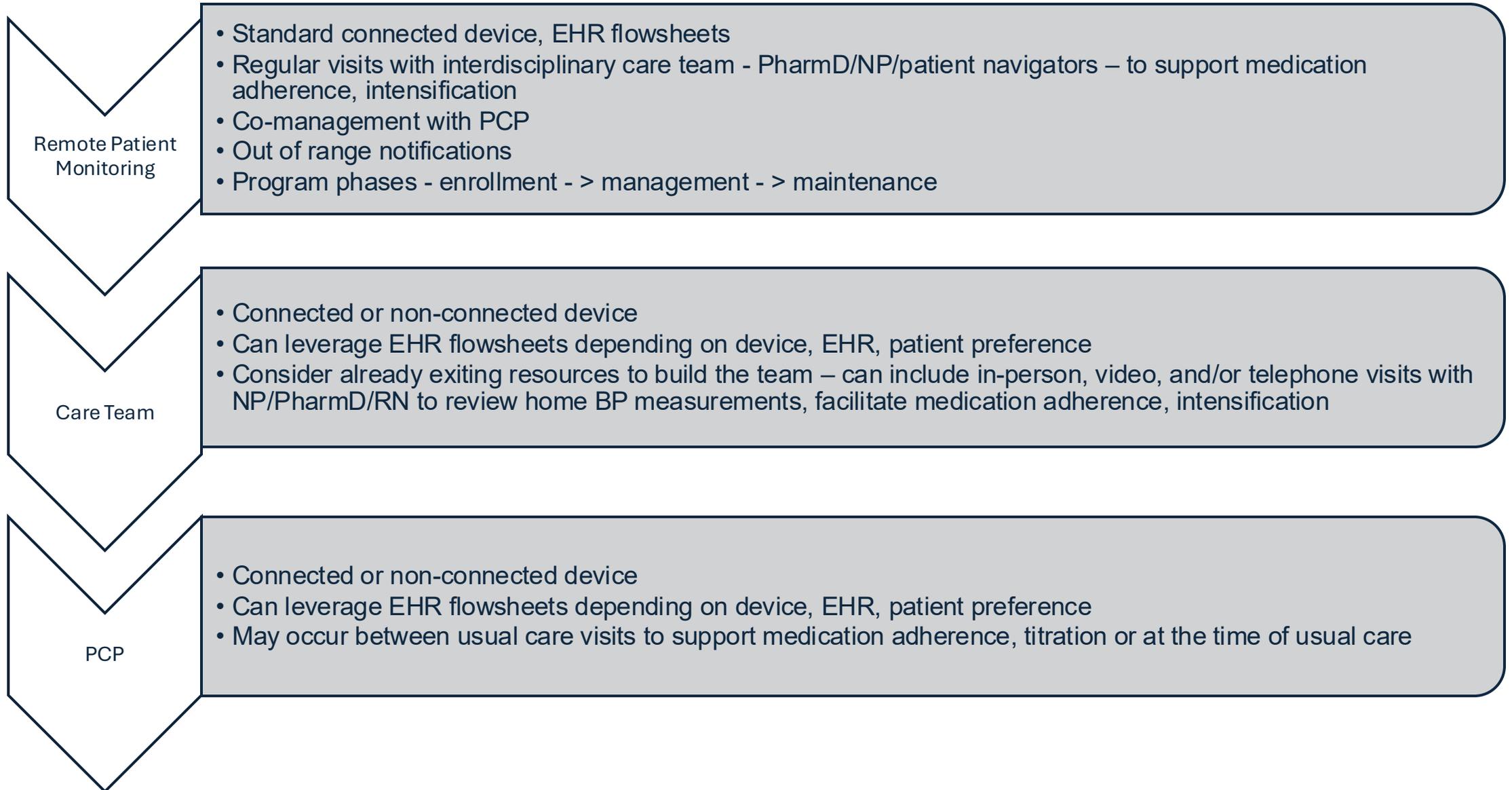


# Team Member Roles within SMBP Program

Role	Responsibilities
Navigator	<ul style="list-style-type: none"><li>• Onboarding and reminders to track home BP</li><li>• Trouble shoot device questions</li></ul>
Nurse (RN)	<ul style="list-style-type: none"><li>• Teach patients how to correctly measure BP at home</li><li>• Lifestyle counseling and patient activation</li></ul>
Clinical Pharmacist	<ul style="list-style-type: none"><li>• Medication reconciliation and adherence counseling</li><li>• Triage extreme readings</li><li>• Titrate BP medications according to algorithm</li></ul>
Population Health Manager	<ul style="list-style-type: none"><li>• Outreach to patients with uncontrolled office BP</li></ul>
Community Health Worker	<ul style="list-style-type: none"><li>• Link patients to resources that address health related social needs</li></ul>



# What could this look like in practice?



# Data Inflow Strategies

Strategy	Pro	Cons
<b>Patient brings log</b>	Less between visit work	Patient may forget, need to average value during limited appointment time
<b>Patient submits to HER Or web based software</b>	Less work between visits, EHR may calculate average	Need to clarify follow up plan (between visit, just for review at next visit)
<b>Team outreaches patient</b>	Possible additional patient engagement, opportunity for education and titration (if MD, PharmD, NP, PA)	Time consuming for team, need dedicated time to conduct May have to calculate average in real time if patient device does not
<b>Connected device  (Remote Patient Monitoring/RPM)  “Genius Bar”</b>	Direct transmission/average to EHR	Need response/review protocol in place Expensive and sometimes reimbursement is complication



# How to ensure your patients are getting accurate home BP readings

- Be familiar 1 or 2 low-cost home BP brands
- Consider lending validated devices to patients (or, better, give them away for free)
- Understand insurance policies (only Medicaid covers devices)
- Partner with your vendor
- Provide instructional materials
- Ask patient to bring device for teaching by nurse or other team member
- Check to see if device is on **ValidateBP.org**
- Compare home BP readings with those from a validated office device



[www.homeBPsupport.org](http://www.homeBPsupport.org)

## Home blood pressure monitoring is a better way to manage your patient's hypertension

Which program is right for your patient?



- Patients use their own home BP device
- Patients use MyChart/Connect to track home BP readings and view educational modules

Learn more



- Patients are loaned a valid home BP device and tablet for 6 months
- Navigators help patients with onboarding and support
- Billable with copays

Learn more



Home BP readings integrated into Epic for you!

# Columbia-Cornell-NYP SMBP Program

- Validated home BP devices are delivered to patients' homes free of charge or patients use their own device
- Patients are taught how to measure correctly
- Devices **wirelessly transmit BP data into Epic** or **patients self-enter readings through patient portal (MyChart)**
- Clinicians receive weekly in-basket message with list of prior week of readings and link to trends/average home BP for better clinical decision making
- Navigators and/or clinical pharmacists assist with patient enrollment, onboarding, reminders, and management



# Weekly In Basket message with list of BP readings

HOSTED POC ENVIRONME PHYSICIAN SURGERY OpTime

## In Basket

Home Refresh New Message New Patient Message My Pools Search Attach Out of Contact Preferences Manage QuickActions

My Messages

- Canceled Ord 8/8
- Chart Completion 194/196
- Letter Queue 1/1
- My Open Charts 17/17
- My Unsigned Orders 4/6
- Overdue Results 48/48
- Page 7/13
- ↑ Patient Clinical Update 2/6**
- Procedure Prep 0/1
- Results 0/2

Attached & Covering Users 0/0

Follow-up

Search

Sent Messages

Completed Work

Done Reply Reply All Forward Follow-up Chart Msg to Pt Telephone Call Add Vaccinations Discard Vaccinations Reconcile Pt Flowsheet Reply to Patient Mark Screening Complete Follow-up Needed New QuickAction

### Patient Clinical Update 2 new, 6 total

Status	Msg Date	Patient	Subject
Read	09/13/2023 01:23...	Test, Eric	New results from patient entered fl...
↑ New	08/04/2023 02:01...	Hypertension, Henry	Abnormal results from patient e...
↑ New	08/04/2023 02:01...	Hypertension, Henry	Abnormal results from patient e...
Read	08/04/2023 02:01...	Hypertension, Henry	New results from patient entered fl...
Read	06/21/2023 03:51...	Hypertension, Hypatia	New results from patient entered fl...
Read	06/13/2023 12:34...	Hypertension, Harry	New results from patient entered fl...

Message Patient Info Meds/Problems Vitals/Labs My Last Note Help

Eric Test  
Male, 40 year old, 4/26/1983  
MRN: 4000062785  
Phone: 608-852-4256 (M)  
PCP: None  
Primary Cvg: None

### Patient-Entered Data

Eric's recent Hypertension Monitoring readings (past 60 days):

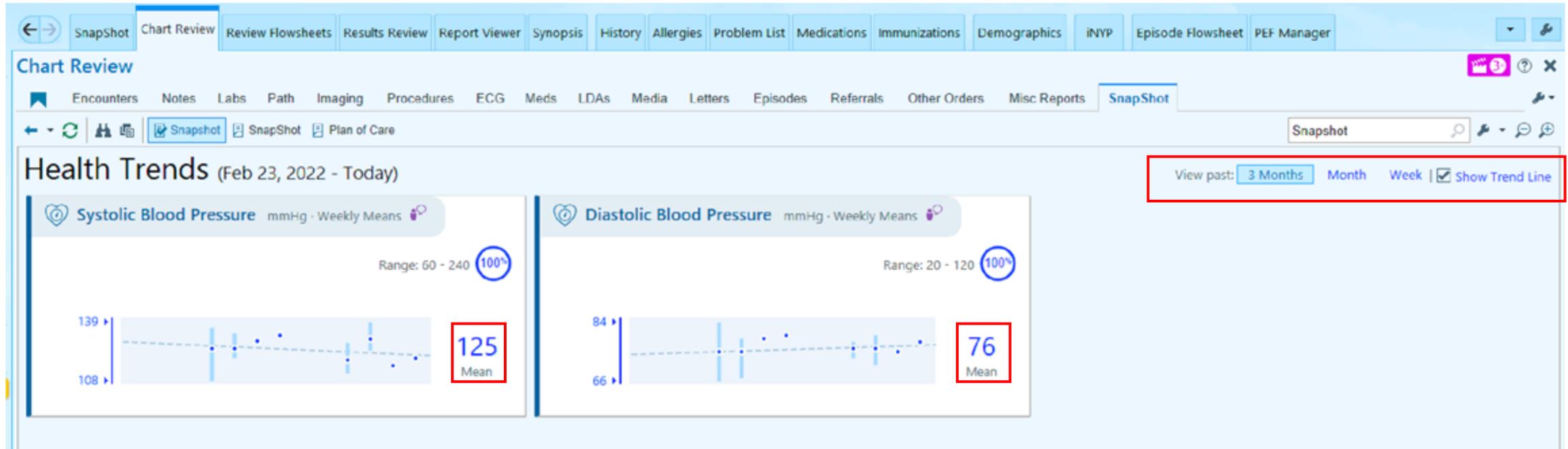
Time Taken	Time Submitted	Systolic Blood Pressure (mmHg)	Diastolic Blood Pressure (mmHg)	Heart Rate (bpm)	Weight (lbs)
9/13/2023 1:27 PM	9/13/2023 1:28 PM	125	85		
9/13/2023 1:23 PM	9/13/2023 1:23 PM	120	80		

[View all of Eric's readings.](#)

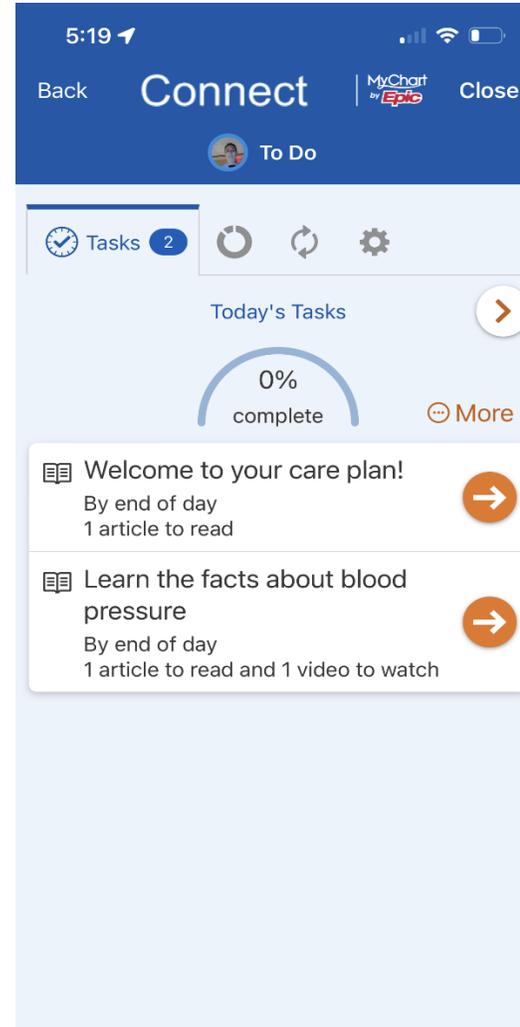
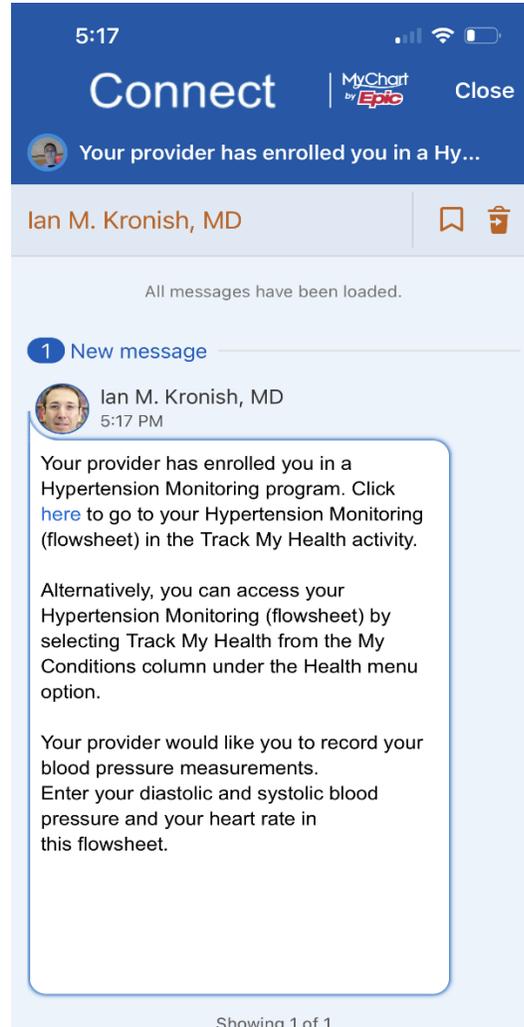
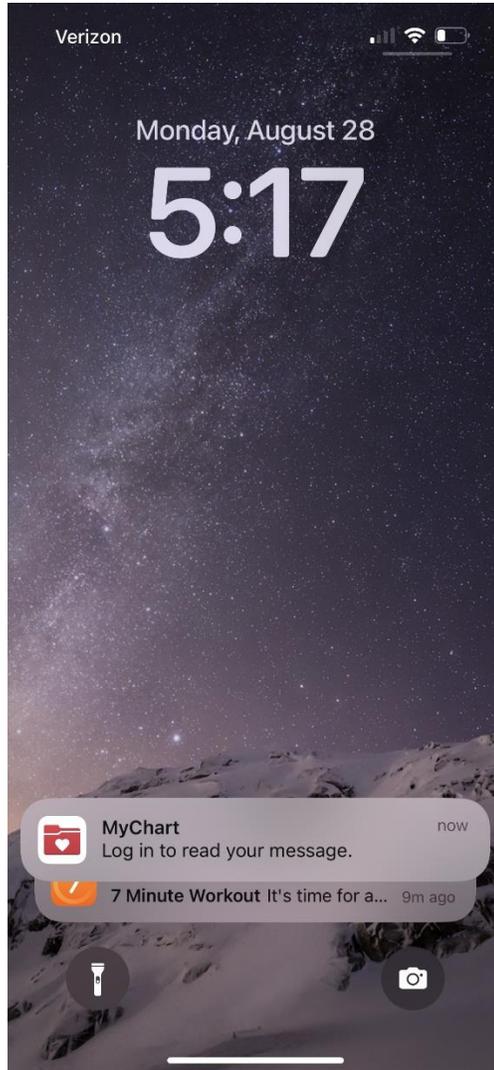
[Manage these messages](#)



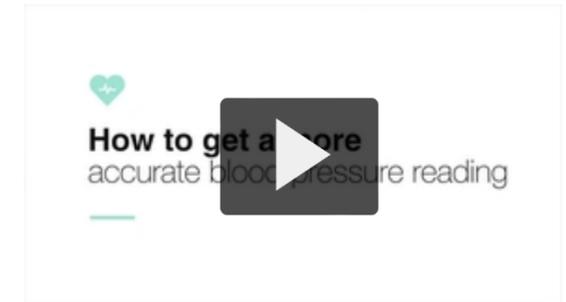
# Trends and average BP for clinicians!



# MyCare patient experience



## How to get a more accurate blood pressure reading



**Step 1: Make a pit stop.** Use the toilet before (and no food or caffeine 3 hours ahead).

**Step 2: Take a rest.** Sit quietly for 5 minutes before your reading starts.

**Step 3: Check both arms.** A major



# Patients track home BP readings



Menu

Search the menu Cancel

**My Record**

- Preventive Care >
- Questionnaires >
- Upcoming Tests and Procedures >
- Medical and Family History >
- Health Reports >
- Track My Health >**
- Trends Dashboard >
- Growth Charts >
- Document Center >
- Request Medical Records >
- View Radiology Images >

5:23

Connect MyChart by Epic

Track My Health

Active

**Hypertension Monitoring**

Blood Pressure, Heart Rate (beats per minute), Weight

Completed

**Hypertension Monitoring**

Blood Pressure, Heart Rate (beats per minute), Weight

3:17

Cancel Connect MyChart by Epic Save

Add Readings

Your provider would like you to record your blood pressure measurements. Enter your diastolic and systolic blood pressure and your heart rate in this flowsheet.

Date Aug 15, 2023 at 3:17 PM

**Blood Pressure** mmHg -- / --

**Heart Rate (beats per minute)** bpm --

**Weight** lbs --

5:23

Connect MyChart by Epic

Hypertension Monitoring

Day Week Month Year

August 22 - August 28

**Blood Pressure** 105 / 72 mmHg

Heart Rate (beats per minute) 58 bpm

# Effectiveness of MyCare/RPM Hypertension

- Over 1,000 patients referred since Nov 2023 across 20+ practices
- Patients say “MyCare is easy to use”, feel “cared for” by their clinicians
- When navigators are available to help with on-boarding, >75%
- 30-40% of patients have controlled BP (i.e., white-coat) in 1<sup>st</sup> week\*
- 75% have controlled BP after 12 weeks
- Sustained referrals by clinicians in 2<sup>nd</sup> year of program
  - ongoing outreach and education to PCPs and medical directors
  - design program to be attractive to PCPs so they refer a 2<sup>nd</sup> time
  - ongoing proactive patient recruitment when resources permit
- Long-term outcomes to come

*\*Home BP readings count toward HEDIS BP Control metric*

# 2020 RPM Medicare CPT reimbursement codes

Need 16 days of wireless BP readings in 30 days	Need 20 min/month	Need extra 20 min/mo
 <b>Set up fee</b>	 <b>Technology fee</b>	 <b>Physician fee</b>
<ul style="list-style-type: none"> <li>Initial set up and patient education on equipment.</li> <li>Remote monitoring of biometrics (e.g., weight, BP, pulse oximetry, respiratory flow rate)</li> </ul>	<ul style="list-style-type: none"> <li>Daily recordings or programmed alerts, each 30 days</li> <li>Remote monitoring of biometrics (e.g., weight, BP, pulse oximetry, respiratory flow rate)</li> </ul>	<ul style="list-style-type: none"> <li>20 min. per month of nurse/staff/physician time requiring interactive communication with patient/caregiver</li> <li>RPM treatment management services</li> </ul>
<p style="text-align: center;">99453 \$18.77</p>	<p style="text-align: center;">99454 \$62.44/month</p>	<p style="text-align: center;">99457* \$52/month</p>
		 <b>Physician fee</b>
		<ul style="list-style-type: none"> <li>20 additional min. per month of nurse/staff/physician time requiring interactive communication with patient/caregiver</li> </ul>
		<p style="text-align: center;">99458* \$52/month</p>

\*Physician practice with 300 Medicare patients X \$54/month = \$16,200/month or \$194,400/year

Source: <https://www.cms.gov/files/document/covid-final-ifc.pdf>

# Challenges with RPM billing

## Physician fee

- Cannot bill physician fee on same day as office visit
- Compliance with time-based requirements
- Need for obtaining patient consent
- Need for synchronous communication

## Technical fee

- Knowing when eligible to bill



# 2020 SMBP Medicare CPT reimbursement codes

## Set Up

Patient education, training, and device accuracy check

Can be submitted once per device

99473  
**\$11 once**

## Monthly Fee

Requires **12 BP** readings/month

Readings can be entered by patients or manually recorded

Treatment plan must be influenced by home BP readings

99474  
**\$15/mo**



# Is RPM billing enough? Probably not

- Health system investment
  - Level of investment can vary
  - Requires buy-in from executive and clinical leadership
  - Vendors are unstable partners and often expensive
  - More likely/favorable in a value-based care environment - > incentivizes improved health outcomes, decreased utilization
- Grants and Philanthropy
  - Can be an initial strategy to demonstrate value and ROI to advocate for pilot program, or long-term plan
  - Level of investment can vary: loaner program <-> full-scale RPM program
  - Can ensure validated devices with built-in connectivity



# Leverage existing partnerships

- Become familiar with health plans that work with your clinic/health system
- Map out RPM/SMBP benefits for plans with significant attribution\*  
(\*United Healthcare just announced they were no longer covering RPM)
- Partner with your clinic/health system contracting team to find a payer willing to support a pilot
- Advocate for expanded coverage
- Ease burdensome requirements, such as faxed Rx + letter of medical necessity + prior authorization for home BP devices – payers often do not realize what their requirements mean for clinical workflows



# Take home lessons implementing SMBP

- **Design to minimize unscheduled care and interruptions**
  - Set high thresholds for alerts (e.g., >210/130!)
  - Encourage PCPs to schedule visits soon (~1 mo) after ordering
  - Advertise that programs **save time, make SMBP easier!**
- Integrate into workflow (especially the EHR) as much as possible
- Include multiple stakeholders on design team
- Select roles based on skill sets
- Build in flexibility
- Understand institutional priorities and desired metrics
- Be cautious about contracting with vendors
- Design with sustainability in mind





# Lessons Learned: Self-Monitored Blood Pressure

Denise Baker BSN, RN, CCM  
Director of Quality Improvement  
Syracuse Community Health



# Syracuse Community Health

## **1. We need a consistent process for SMBP.**

When the workflow isn't followed the same way by everyone, the process breaks down — and patients don't get the support they need.

## **2. The Loaner Program must be clearly explained.**

Once we reinforced expectations around returning cuffs and bringing logs, we immediately saw improvement in return rates.

## **3. Nursing involvement makes a meaningful difference.**

When nurses consistently teach SMBP, patients understand what to do at home and feel more confident with the process.

## **4. Reminder calls truly matter.**

Care Coordination outreach helped patients remember to bring cuffs, readings, and paperwork — which reduced missed opportunities during the visit.

## **5. Restarting the workflow helped reset expectations.**

Re-educating staff and relaunching the SMBP process in October–November brought everyone back into alignment and set us up for stronger results going into 2026.



# Summary

- **Team-based Care and Self-Monitored Blood Pressure** are both evidence-based and strongly recommended by 2025 US Hypertension Guidelines (both “A” rated)
- **SMBP** gathers substantially more BP measurements, empowers patients, and identifies patients with white-coat and masked hypertension
- TBD and SMBP both require **team-work** among health care providers, **system and work-flow re-design** and **electronic health record system modifications to be fully operational**
- **Reimbursement and regulatory environment** around TBC and SMBP is improving, but has a ways to go to be fully self-sustaining. Advocacy at national and state levels is a key to getting there!



# References for Further Reading

## 2025 ACC/AHA Hypertension Guidelines

- [Jones D et al., Circulation 2025](#)

## Team-based Care

### • Evidence:

- Effectiveness and Cost-Effectiveness of Team-Based Care for Hypertension: A Meta-Analysis and Simulation Study. *Hypertension*; 2023
- Drake, C., Lewinski, A.A., Rader, A. *et al.* Addressing Hypertension Outcomes Using Telehealth and Population Health Managers: Adaptations and Implementation Considerations. *Curr Hypertens Rep* **24**, 267–284 (2022).

## Self-Monitored Blood Pressure

### • Evidence

- McGrath D, Meador M, Wall HK, Padwal RS. Self-Measured Blood Pressure Telemonitoring Programs: A Pragmatic How-to Guide. *Am J Hypertens*. 2023 Jul 14;36(8):417-427.
- Liyanage-Don N, Fung D, Phillips E, Kronish IM. Implementing Home Blood Pressure Monitoring into Clinical Practice. *Curr Hypertens Rep*. 2019 Feb 12;21(2):14.

### • Implementation resources

- <https://millionhearts.hhs.gov/tools-protocols/tools/smbp.html>
- Video showing how SMBP is being used at community health centers:  
<https://www.youtube.com/watch?v=XGO-l59UMDg>



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# Thank you!

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