

Internal Medicine provider, Dr. Rachel Roberts of Collaborative Primary Care (CPC) in Los Gatos takes her quality metrics seriously. Since UHA's top priority in FY19 is quality, Dr. Roberts shares her best practices of utilizing [Team-Based Care](#) to significantly improve on her hypertension control. Currently the metrics show that her denominator is 76 patients, and from baseline, her improvement has increased a staggering 19% in just four months!

When asked how she made such vast improvements, Dr. Roberts replied:

“Essential oil, hypnosis, overpriced vitamins....Just kidding. I started talking to Stanley Ng about this in May, as he was starting a hypertension pilot at his clinic. We now follow a protocol! We repeat the blood pressure if it is high, and if it's still high, we bring the patient back for another visit within the next month. I also teach patients how to go to their “happy place” when having their blood pressure checked. Stanley and I found that merely being more aware of the patient's blood pressure and making it a priority makes a big difference; who knew? [Medical Assistants](#) Madeline Perez and Nicole Nguyen of CPC watched the [video](#) that Stanley made and told me they learned a lot. The other thing that helps, and I know this sounds silly, is to have the medical assistant write the blood pressure on a piece of paper. I have to look at it that way. My medical assistant also added a column in her schedule that shows the blood pressure. When we run the list in our dyad huddle, we know at the beginning of the day who might need special attention. The key to success has not just been partnering with my medical assistant by also my colleagues. This is a team sport. Stanley provided the tools; I just implemented them.”

As Dr. Roberts mentioned, one of these colleagues who is eliciting best practices and developing tools for improvement is Dr. Stanley Ng, Internal Medicine doctor at ValleyCare Physicians Associates (VCPA) in Livermore. Dr. Ng, along with Dr. Bill William Broad, Family Medicine doctor at Family Medicine Samaritan Family Los Gatos (FMSLG), and Dr. Vijay Mirmira of Alameda Family Physicians, are uncovering success stories across the country and implementing them in their clinics. Their work is helping to create and fine-tune protocols around quality improvements efforts.

Dr. Ng, who has been with UHA for four years, has created a [video](#) on hypertension control which has contributed to improvements in hypertension measurements tremendously at CPC, VCPA in Livermore, and FMSLG. In addition, a recent CELT project that Drs Ng, Broad, and Mirmira were members of, focused solely on improving blood pressure control in our UHA patients.

These efforts are a true example of the commitment our UHA providers have in improving the quality and safety we deliver to our patients and our staff. Please join us in recognizing Dr. Roberts, Dr. Ng, Dr. Broad, and Dr. Mirmira for their contributions in creating a world class patient experience.

Please note the hypertension video may take a few minutes to download to your computer



CELT Team Members from left to right: Dr. Vijay Mirmira, Erika Vijh, Dr. William Broad, Dr. Bryan Bohman, Sherrice Adelson, Dr. Stanley Ng, Debie Horton, Shannon Lockrem, Eric Pace, Dr. Michael Kim