

WPHCA

2025 Performance Excellence Award Nominee
Access Community Health Centers

ACHIEVING EXCELLENCE IN TEAM-BASED MODELS, PATIENT-CENTERED CARE, AND HYPERTENSION MANAGEMENT

In response to a high number of patients diagnosed with uncontrolled blood pressure, Access Community Health Centers (Access) created the Hypertension Control Program in February 2024. The goal of the program was to increase the percentage of hypertensive patients achieving blood pressure control rates of less than 140/90. Access received a grant to purchase blood pressure monitoring devices for hypertensive patients whose lack of insurance was a barrier to obtaining them on their own.

Using electronic medical records, primary care providers identified patients who would benefit from additional touchpoints to improve their uncontrolled hypertension. Providers referred participants to Population Health Clinical Specialists, and staff collaborated with each patient to develop a Blood Pressure Control plan. Then providers prescribed patients a blood pressure cuff and home self-monitored blood pressures (SMBP) alongside nutrition, behavioral health, and pharmacy services.

Access also used text messages to re-engage patients with no recorded blood pressure or elevated blood pressure with no follow-up visit scheduled. Population Health Clinical Specialists spent time with each patient to:

- Educate: inform patients about the importance of accurate home blood pressure monitoring, proper techniques, and the factors that can affect reading.
- Encourage: advise patients, especially those with high blood pressure or at risk, to monitor their blood pressure regularly at home.
- Empower: encourage patients to participate actively in their BP management by understanding their numbers and engaging in healthy lifestyle choices.

Since February 2024, 276 individual patients have enrolled in the Hypertension Control program, and three out of four patients achieved a recent blood pressure of less than 140/90.



Hypertension Control Program Team:

- Kevin Fehr, MD, Chief Medical Officer
- Julia Green, Director of Medical Clinical Services
- Juanita Robinson, Clinic Manager
- Kayla Lane, Clinic Manager
- Amy Perry, Support Staff Specialist
- Leslie Salas, Support Staff Specialist
- Donna Fruit, Population Health Specialist
- Tiffany Edmondm, Population Health Specialist
- Gabe Doyle, Community Advocate, Chief Health Initiatives Officer,
The Foundation for Black Women's Wellness

