

WPHCA

2025 Performance Excellence Award Nominee

Lake Superior Community Health Center

## IMPROVING HYPERTENSION MANAGEMENT WITH TECHNOLOGY & PATIENT ENGAGEMENT

Lake Superior Community Health Center (LSCHC) developed a sustainable self-monitoring program for patients with uncontrolled hypertension to improve health outcomes and increase patient engagement in their care. LSCHC identified uncontrolled hypertension as a priority after noting increased diagnoses and disparities in the community.

LSCHC received start-up funding to support project implementation from 2021 to 2023. The Community Health Center organized a team called The Changing Hearts, which consisted of the population health specialist, registered nurses, medical assistants, and providers. Changing Hearts researched and selected appropriate, cost-effective technology solutions, taking into consideration patient access to email and cell phones. A key factor in the success of this project was utilizing Sphygmo, a cloud based remote monitoring system with a companion app that works seamlessly across different devices. This allowed patients, providers, and team members to communicate through real-time data sharing.

After identifying the necessary technology, Changing Hearts created clinical protocols and workflows, and selected a target patient population for enrollment in their remote patient monitoring program. At the height of the program, Changing Hearts enrolled 150 patients into the program. From 2020 to 2024, LSCHC improved the rate of controlled diabetes from 50.92% to 76.69% for patients aged 18-85.

Since inception, the program has been offered to over 600 patients with uncontrolled hypertension. Although grant funding has ended, the program is still available to patients. The Changing Hearts Self-Monitoring Blood Pressure Program increased patient engagement in their care, improved self-management of hypertension, and enhanced communication between patients and their health care provider.



### Changing Hearts Team:

- Peyton Leikvoll, Population Health Specialist
- Penny Waldum, Registered Nurse
- Holly Woodhull, Registered Nurse
- Shawna Fisk, Registered Nurse
- Vicki Friend, Registered Nurse
- Abigail Kangas, Certified Medical Assitant
- Amy Kokotovich, Certified Medical Assitant
- Brenda Robinson, Certified Medical Assitant
- Lisa Hunt, Certified Medical Assitant
- Michelle Bartlett, Certified Medical Assitant
- Stacy Johnson, Certified Medical Assitant
- Kaylee Grubb, Medical Assitant
- Elizabeth Apfel, Certified Medical Assitant
- Emily Anderson, MD
- Jacob Oestreich, MD
- Brittany Hamm, DNP
- Adam Wennersten, Physician Assistant-Certified
- Zoe Kunze, Physician Assistant-Certified
- Shayla Tscharkert, Physician Assistant-Certified