



COMMUNITY
HEALTH CARE
ASSOCIATION
of New York State

CHCANYS NYS-HCCN presents

The Road to Interoperability: Connecting Data, Patients, and Policies

Day 3 - Patient Data
January 19, 2023

For more information, please email Anita Li at ali@CHCANYS.org



This resource is supported by the Health Resources and Services Administration (HRSA) of the U.S. Department of Health and Human Services (HHS) as part of an award to CHCANYS' New York State Health Center Controlled Network (NYS-HCCN) totaling \$3,666,000 with 0% financed with non-governmental sources. The contents are those of the author(s) and do not necessarily represent the official views of, nor an endorsement, by HRSA, HHS, or the U.S. Government. For more information, please visit [HRSA.gov](https://www.hrsa.gov).

Zoom Guidelines

- You have been muted upon entry. Please respect our presenters and stay on mute if you are not speaking.
- Please share your questions in the chat. CHCANYS staff will raise your questions to our speakers and follow up as needed if there are unanswered questions.
- The webinar is being recorded.
- Slides and recording links will be sent following the event.



Agenda

- Welcome
- Patient Data
 - Self Measured Blood Pressure (SMBP) Program
 - Patient Matching

Schedule of Events

Day 1 (1/17)

- National Perspective on Interoperability



Day 2 (1/18)

- State Perspective on Interoperability



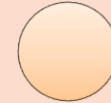
Day 3 (1/19)

- Patient Data
 - RPM
 - Patient Matching



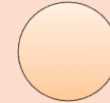
Day 4 (1/20)

- Health Equity & Interoperability
- Open Forum: SDOH



Day 5 (1/23)

- National Data Modernization Initiative
- Open Forum: RPM



Self Measured Blood Pressure (SMBP) Program



Damian Family Care Centers, Inc.
DamianHealth.org

Damian Family Care Centers

- ❖ Sadia Choudhury, MPA, PCMH CCE, Lean Six Sigma Green Belt | Chief Corporate Compliance & Quality Assurance Officer
- ❖ Bob O'Connor | Chief Information Officer
- ❖ Lysna Paul, MA, CHES | Hypertension Program Manager/Health Educator



Self Measured Blood Pressure (SMBP) Program Damian Family Care Centers



CHCANYS Interoperability Lunch & Learn Series

January 19, 2023



**Sadia Choudhury, MPA PCMH CCE
Lean Six Sigma Green Belt**

Chief Quality & Compliance Officer



Lysna Paul, MA CHES

**Hypertension Program Manager/Health
Educator**



Bob O'Connor

Chief Information Officer



Presentation Topics

- Who is Damian?
- HRSA Grant
- Partner Selection Process
- Patient Outreach & Enrollment
- SMBP Workflow
- Outcomes & Success Stories
- Future Plan & Sustainability
- Questions

Damian Mission Statement

- Improve the health status of our patients;
- Provide staff who are culturally sensitive and appropriately credentialed to diagnose and treat our patients;
- Provide care to the underserved populations;
- Provide safe quality primary and specialty services regardless of language, cultural barriers or ability to pay.

14 Health Center Locations with NYS PCMH along with Behavioral Health Distinction Recognition



Queens – Damian Family Health Center
Firehouse Family Health Center
Richmond Hill Health Center
Long Island City Health Center
Myrtle Avenue Family Health Center

Manhattan – 121st Street Family Health Center
Wards Island Family Health Center
53rd Street Health Center

Bronx – Third Avenue Family Health Center
Highbridge Health Center

Brooklyn – Ralph Avenue Health Center

Ulster County – Ellenville Health Center

Dutchess County – Rhinebeck Health Center

Suffolk County – Ronkonkoma Family Health Center





*We serve over 11,000 unique patients with over 105,000 visits yearly
(clinic and virtual)*

Scope of Services:

- Adult Medicine
- Pediatric Medicine
- OBGYN
- Dental
- Mental Health Services
- HIV Primary Care & Prevention Cardiology
- PrEP/PEP Services
- Cardiology
- Gastroenterology
- Hepatology
- Neurology
- Optometry
- Pain Management
- Physical Therapy
- Podiatry
- Medication Assisted Treatment (MAT) for substance use
- 340B Program
- Health Education and Nutrition

- ❖ In January 2021, under the ***National Hypertension Control Initiative for addressing disparities among racial and ethnic minority populations for Hypertension***, an initiative that is sponsored collectively by ***Health Resources and Services Administration (HRSA) and Office of Minority Health (OMH)***, ***Damian Family Care Centers received a 3-year grant.***
- ❖ The 3-year grant funding was for \$144,660
- ❖ Under this grant, DFCC would commit to do the following:
 - ❑ Increase provider and staff engagement in implementing evidence-based practices for hypertension.
 - ❑ Ensure access to and support use of Bluetooth or wireless-enabled SMBP devices for ***more than 50% of hypertensive patients.***
 - ❑ Use patient specific data to inform hypertension treatment plans
 - ❑ Increase the number of adult patients with controlled hypertension (UDS performance on “Controlling High Blood Pressure” measure).
 - ❑ Semi-annual reporting to HRSA on progress in implementing proposed activities outlined in grant application.

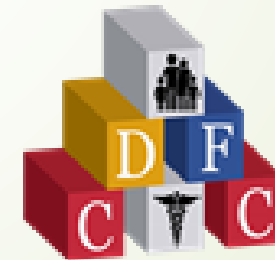



iHealth as Remote Patient Monitoring (RPM) Vendor

- BP Monitoring devices shipped directly to Damian (we can get up to 4 devices per patient which includes BP monitor, glucometer, weight scale, pulse ox)
- In person resource available for patients' technical onboarding during enrollment sessions
- Full access to iHealth Unified Care platform
- Alert generations in platform, immediate notification thru smartphone app to provider for very high BP and access to monthly billing reports
- If needed, iHealth care management support can be available too

The iHealth logo consists of the word "iHealth" in a bold, orange, sans-serif font. A small registered trademark symbol (®) is located at the top right of the letter "h".

iHealth®





We have started this program first at our biggest health center location, Third Avenue Family Health Center, and soon other sites will be added.

Patients who are enrolled in the SMBP program:

- receive a FREE Blood pressure monitoring device at the first session
- have continuous access to certified Health Educator/ Lifestyle Coach
- learn about healthy food choices and exercise methods
- discover new ways to manage and lower the risk of complications from high blood pressure receive free giveaways in various intervals like FREE food vouchers to buy fresh fruits and vegetables, FREE fitness and exercise tools, a FREE MetroCard for taking the first 16 continuous BP Measurements with the BP monitor.

Patients are recruited for the program in 5 ways:

- Outreach calls using targeted list of HTN patients; priority for uncontrolled patients first
- Ongoing stream of provider referral for patients who they deem to be appropriate for this program

- Warm handoff of patient on the day of medical appointment
- Free standing poster in waiting room
- Email blast to all eligible patients thru Patient Portal

Appointment on Monday, December 13, 2021 TEST, TEST - Jan 1, 1928(93 yo M) - ...

Encounters Find Logs Referrals Orders Bubblesheet

Facility FHC:Firehouse Health Cent Dept POS 11

Date 12/13/2021 Provider Willis, Sam

Claim Providers Resource Willis, Sam

Start Time 3:00 PM End Time 3:30 PM New Pt

Patient TEST, TEST eHX Status

DOB 01/01/1928 Tel 845-701-2036 E-mail ccaputi@damian.org

Visit Type Ann Visit (Annual Visit)

Visit Status PEN (Pending)

Reason SMBP eligible

Diagnosis

Open Cases Case Manager N

Billing Notes

General Notes

Co-pay / Claim changes for this visit only

Change co-pay for this visit

Non-billable visit

Charge Details eCliniForms Rx Eligibility Misc Info

OK Cancel

Subjective:

Chief Complaint(s):

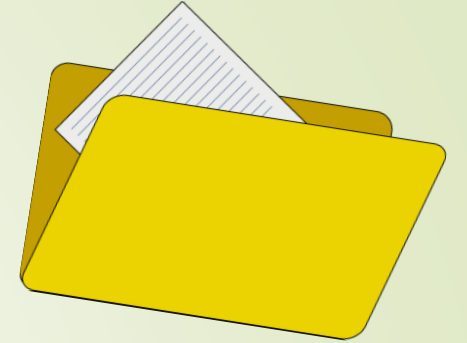
SMBP eligible.

HPI:

1. iHealth onsite resource checks the scheduled appointments the day before to identify SMBP eligible patients (HTN diagnosis, 18 and up, mostly uncontrolled, have smartphone)
2. "SMBP eligible" is noted in "reason" field of appointment screen, in addition to what already is there (if any)
3. It populates in "Chief Complaint" of the progress note, which is reminder for the PCP to do warm handoff of the patient to our on site HTN program manager/health educator



Patient SMBP program Enrollment Orientation



- ❖ Patients are scheduled in group sessions of maximum 7-8 for SMBP program enrollment
- ❖ iHealth Rep provides technical onboarding support in person during these enrollment sessions.
- ❖ Teach back/demonstration
- ❖ Patient receives Orientation package which includes following: (all available in English & Spanish):
 - SMBP Infographic
 - SMBP Brochure
 - Blood Pressure Log
 - SMBP Participant Action Plan
 - Patient BP Check Competency Validation Form
 - SMBP Authorization Agreement
 - Pill Card



Damian Family Care Centers
Self-Measured Blood Pressure Program
Patients' Agreement Form

By signing this form, I have thoroughly been explained and understand the following:

- I understand that Damian Family Care Centers, Inc. wishes me to engage in the Self-Measured Blood Pressure monitoring program. This means that Physicians at Damian Family Care Centers will be able to manage my treatment protocol using the telecommunication-ready device and equipment.
- I understand that the laws that protect privacy and confidentiality of medical information also apply to this remote monitoring and that no information obtained in the use of remote monitoring that identifies me will be disclosed to researchers or other entities without my consent.
- I understand that there is no cost to me for using the remote monitoring devices.
- I understand that systems, including telephone services and other equipment, can break down at times. Therefore, I will not hold my provider, individuals acting upon their behalf, or its vendor responsible for any services for any consequences that may arise from the delivery of such prescribe services or from system breakdown.
- I understand that I am to provide accurate answers to inquiries concerning my condition and correct answer.
- I understand that I may expect to anticipate benefits from the use of remote monitoring in my care, but no result can be guaranteed or assured.
- I understand that I have the right to withhold or withdraw my authorization to the use of remote monitoring in the course of my care at any time, without affecting my right to future care and treatment.

I hereby authorize Damian Family Care Centers to provide remote monitoring services to me. The details of such services have been discussed with me and my provider will direct such details and the frequency of these services. I state further that I have read the above authorization. Questions that I may have regarding the devices or use of the devices for my medical care have been answered to my satisfaction. I have had the alternatives of remote monitoring explained to me and I am fully familiar with the contents of this authorization. I understand the devices I will receive will be in good working condition and I agree to keep the device in such condition. I hereby agree to participate in a treatment care remote monitoring program under the terms described herein.

I authorize to contact my emergency contacts for unstable measurements during my monitoring period, in the event that I am unable to be reached by phone. I give permission to contact my Pharmacy, Medicaid Caseworker, Home Health Agency, and/or Aid if needed.

Signature of Patient _____ Date _____

(Alternatively, person authorized to sign for Patient)

 If authorized signature, relationship to patient _____



Damian Family Care Centers
Self-Measured Blood Pressure Program
Patient Competency Validation Form

_____ Patient understands and can state the purpose for utilizing remote monitoring devices in their home.

Patient understands basic requirements for the devices:

- _____ Keep out of the reach of children.
- _____ Do not let others use the devices.
- _____ Do not use cleaning products on the devices.
- _____ Do not place food or beverages on or near the devices.
- _____ Devices must be used on a stable surface.
- _____ Devices are not intended for emergency response use. Call 911 in an emergency situation.

Patient understands the basic procedures in using the devices:

- _____ Willing to respond honestly to assessment questions.
- _____ Reviews Patient Instruction Sheet.
- _____ Demonstrates ability to properly position and use (check applicable):

- _____ Blood pressure device and cuff
- _____ Scale
- _____ SpO2
- _____ Glucometer

I have agreed to receive a FREE blood pressure device from Damian Family Care Centers, Inc. to take home, with services directed by my physician and administered by _____ providers and clinical staff. I understand that I am responsible for keeping this device in good condition and report any malfunction with the device to my health care team.

Patient Name _____ Last 4 Digits of SS# _____

Patient Signature _____ Date _____

Witness _____ Date _____

DAMIAN FAMILY CARE CENTERS, INC.



A Federal Qualified Health Center

Self-Measured Blood Pressure (SMBP) Program



For any SMBP related question please contact

Lysna Paul
 SMBP Program manager
 Address: 89-56 162nd Street
 2nd Floor, Jamaica, NY 11432
 Email: lpaul@damian.org
 Tel: (347) 505-7000 EXT. 5616
 Monday - Friday, 9:00 am — 5:00pm

DAMIAN FAMILY CARE CENTERS, INC.



Un Centro de Salud Federal Calificado

Programa de Auto-medición de la Presión Arterial (SMBP)



Para cualquier pregunta relacionada con SMBP por favor comuníquese con

Lysna Paul
 Manijar de programas SMBP
 Dirección: 89-56 162nd Street
 2^a Planta, Jamaica, NY 11432
 Correo electrónico: lpaul@damian.org
 Tel: (347) 505-7000 EXT. 5616
 Lunes - Viernes, 9:00 am — 5:00pm

Damian Family Care Centers
Self-Measured Blood Pressure (SMBP)
Patients' personalized pill Card

Patient's name: _____ Date created: _____
 Patient's Address: _____ Phone number: _____
 Provider's name: _____ Phone number: _____
 Pharmacy name: _____ Phone number: _____
 Pharmacy Address: _____

All of the prescribed medications that you are currently taking are listed in the table below under the tab labeled "Name" with the correct dosage for each medication. In this table, you will also find information for why you are taking this medication under the tab label "Used For". You will find information about how and when to take each medication under the tab labeled "Instructions". If you have any questions/concerns about any of the medications that you are taking, please contact your health care provider using the number listed above.

Name	Dosage increase ↓ / decrease ↑	Used For	Instructions	Morning	Afternoon	Evening	Night

INSTRUCTIONS FOR AT HOME BLOOD PRESSURE MEASUREMENT
WWW.DAMIANHEALTH.ORG

Follow these steps for an accurate Blood Pressure reading

Step 1: Preparation

Avoid smoking, drinking caffeinated beverages, alcohol, or exercise 30 minutes before measuring your blood pressure.

Wait at least 30 minutes after eating a meal before measuring your blood pressure.

If you are on blood pressure medications, take your medications 1 hour before measuring your blood pressure.

Empty your bladder before measuring your blood pressure.

Find a quiet space where you can sit comfortably without distraction to measure your blood pressure.

Step 2: Accurate position for measurement

Sit with your back straight and supported (on a straight back dining chair instead of a sofa).

Sit with your feet flat on the floor and do not cross your legs.

Keep your arm supported on a flat surface (on top of a table).

Placed the cuff on bare arm, mid-arm, and the bottom of the cuff should be placed directly above the bend of the elbow.



Step 3: Get ready to measure

Remain still for 5-10 minutes while in position before taking your blood pressure readings.

Take at least two readings - 1-2 minutes apart.

Sit quietly and relax during measurements and avoid other activities (do not talk, watch TV, use the phone, or any other devices).

Make sure you record your blood pressure reading for each measurement.

Category of Blood Pressure in adults

BP Categories	Systolic BP mm Hg	And	Diastolic BP mm Hg
Normal	Less than 120	And	Less than 80
Elevated	120 - 129	And	Less than 80
hypertension			
Stage 1	130 - 139	Or	80 - 89
Stage 2	Greater than 140	Or	Greater than 90

Resources provided during SMBP Initial enrollment session

Damian Hypertension Self-Monitoring Blood Pressure Program Office Hours & After Hours Protocol



Damian Family Care Centers

Hypertension Self-Monitoring Blood Pressure (SMBP) Program Protocol

Office hours (9am-5pm) After hours (5pm-9am):

High BP:

Level 1:

SBP > or equal to 140 and /or DBP > or equal to 90:

Office hours & After hours:

- Show on alert tab in iHealth portal. No immediate notification to on call provider.
- Lysna will check portal periodically throughout the day, contact patients and schedule them to see PCP within next 2-3 weeks.
- Lysna will document in iHealth platform and in eCW as telephone encounter

Level 2:

SBP > or equal to 150-170 and/or DBP > or equal to 100-110

- Show on alert tab in iHealth portal. No immediate notification to on call provider.
- Lysna will check portal periodically throughout the day, contact patients and schedule them to see PCP within one week. Patient's treatment plan and medications would need to be reviewed during PCP visit
- Lysna will document in iHealth platform and in eCW as telephone encounter.

	Track Red: SBP > or equal to 170 and/or DBP > or equal to 110
Office Hours	<ul style="list-style-type: none"> • iHealth will send immediate notification/alert to primary care doctor and Lysna thru the App. • PCP or Lysna should call patient to see if patient is doing okay and advise them to come to office for blood pressure check • Patient should be advised to go to ER immediately if patient denies to come to office for BP check or if patient complains of any concerning clinical symptoms. • Lysna will follow up with patient and schedule PCP visit within 2-3 days. Patient's treatment plan and medications would need to be reviewed during PCP visit. • Lysna will document in iHealth platform and in eCW as telephone encounter

After Hours	<ul style="list-style-type: none"> • On call providers assigned for that given week will keep notifications on for the app for that week. Keep the "on call" mode/feature on during after-hours duty. • iHealth will send immediate notification to primary care doctor, doctor on call, and Lysna • On call provider will call and triage patient, and should advise to visit ER immediately if needed, • Lysna will follow up next day and schedule patient to come see PCP within 2-3 days. Patient's treatment plan and medications would need to be reviewed during PCP visit. • Lysna will document in iHealth platform and in eCW as telephone encounter
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Low BP:

	SBP < or equal to 100 and/or DBP < or equal to 60
Office Hours	<ul style="list-style-type: none"> • iHealth will send immediate notification/alert to primary care doctor and Lysna thru the App. • PCP or Lysna should call patient to see if patient is doing okay and advise them to come to office for blood pressure check if there are symptoms such as : dizziness on standing, fainting. • If there are no significant symptoms, patient should still be advised to come see PCP within 2-3 days. • Lysna will follow up with patient and schedule PCP visit within 2-3 days. Patient's treatment plan and medications would need to be reviewed during PCP visit. • Lysna will document in iHealth platform and in eCW as telephone encounter
After Hours	<ul style="list-style-type: none"> • On call providers assigned for that given week will keep notifications on for the app for that week. Keep the "on call" mode/feature on during after-hours duty. • iHealth will send immediate notification to primary care doctor, doctor on call, and Lysna • On call provider should call patient to see if patient is doing okay and advise them to come to office next morning for blood pressure check if there are symptoms such as : dizziness on standing, fainting. • If there are no significant symptoms, patient should still be advised to come see PCP within 2-3 days. • Lysna will follow up next day and schedule patient to come see PCP within 2-3 days. Patient's treatment plan and medications would need to be reviewed during PCP visit. • Lysna will document in iHealth platform and in eCW as telephone encounter

Limitations:

iHealth Triage in app or real time call can only happen for following:

- SBP > 180 or DBP > 120
- or if patient had 7 day average of SBP > 150 and DBP > 90
- or if patient had 30 day average of SBP > 140 and DBP > 90

With our customized thresholds, their real time triage in app or call won't happen from iHealth.

But we have Lysna or on call provider for that.

For now, **we don't want iHealth to do any triage or outreach call even when patients meet their original threshold criteria.** We do not want patients to be overwhelmed with multiple calls. We will follow the attached protocol for now.

Some screenshots with alerts, vitals, documentation of action taken in iHealth Unified Care platform

UnifiedCare | web.sharecare.ihealthnext.com/provideralert

41 NY/NYC - Damian Family Care Cen... | EST (OHS): 10:50 AM | Sadia Choudhury, MPA, PCMH CCE - Doctor | Offline

Patient Name	Alert	Alert Reason	Triggered On
[Redacted]	Very High BP		03:03 pm, 11/08/2021
[Redacted]	High BP		
[Redacted]	High BP		10:31 pm, 11/09/2021

UnifiedCare | web.sharecare.ihealthnext.com/provideralert/NjE4M2ZmZjhlNjE0ODUwMDEzZjJhYmU2

41 NY/NYC - Damian Family Care Cen... | EST (OHS): 10:59 AM | Sadia Choudhury, MPA, PCMH CCE - Doctor | Offline

Next Patient > | Alert Level Indicator

Very High BP

Triggered On: 03:03 pm, 11/08/2021

Alert Reason:
BP reading at 3:02 PM, 11/09/2021 = 158/103 mmHg 88bpm

Below are clinical alert(s) or compliance alert(s):
Note: Clinical alert or compliance alert are handled by CDE or Clinical Assistant!

1-Day New Patient Engagement

Triggered On: 07:09 am, 11/09/2021

Alert Reason:
Patient took A vital yesterday.

Add note here...

Resolve alert
 Write note only

Submit

UnifiedCare | web.sharecare.ihealthnext.com/provideralert/NjE4M2ZmZjhlNjE0ODUwMDEzZjJhYmU2

41 NY/NYC - Damian Family Care Cen... | EST (OHS): 10:59 AM | Sadia Choudhury, MPA, PCMH CCE - Doctor | Offline

Status: Enrolled
Declined Services: None
Provider: Lyina Paul, MA, CHES
Vitals:
Devices: N/A
Health Conditions: Major depressive disorder, recurrent, unspecified; Thyrotoxicosis, unspecified without thyrotoxic crisis or storm; Vitamin D deficiency, unspecified; HTN; Nicotine dependence, cigarettes, uncomplicated

Next Appointment: No Upcoming Appointment | Sticky Notes: 1

VITALS | CARE PLAN | PROVIDER NOTES | FOOD DIARY | LAB RESULTS | MEDICATION

Blood Pressure (mmHg) | 1 Month | 10/11/2021 - 11/10/2021 | Vitals Monitoring Schedule | Print Vitals Data | Chart view

Date	Overnight (24:00 - 4:00)	Morning (4:00 - 12:00)	Afternoon (12:00 - 18:00)	Evening (18:00 - 24:00)
11/10/2021				
11/09/2021				
11/08/2021			158/103 88 bpm	
11/07/2021				
11/06/2021				
11/05/2021				
11/04/2021				

Weight | 3 Months | 08/11/2021 - 11/10/2021

Blood Pressure Summary

Type	#	Avg (mmHg)	Range (mmHg)	Vitals in Normal Range
All	1	158/103	158-158/103-103	0%
Overnight	0	N/A	N/A	N/A
Morning	0	N/A	N/A	N/A
Afternoon	1, 100%	158/103	158-158/103-103	0%
Evening	0	N/A	N/A	N/A
Low	0	N/A	N/A	N/A
Normal	0	N/A	N/A	0%
Elevated	0	N/A	N/A	N/A
Stage 1 Hypertension	0	N/A	N/A	N/A
Stage 2 Hypertension	1, 100%	158/103	158-158/103-103	N/A
Critical High	0	N/A	N/A	N/A
Arrhythmia	0	N/A	N/A	N/A
Pulse Pressure	1, 100%	55	55-55	100%

Search ALL patients by First name, Last name / DOB / Med ID / Tel

Create Patient

Enrolled Patients (39) | Unenrolled Patients (29)

Enrollment Date	Name	Age	Gender	Provider	Enrolled Program	Vitals	RPM Days	Time	Billable
11/30/2021	[Redacted]	[Redacted]	[Redacted]	Ali Mohammed Islam, M.D.	--	BP	5 days	18 mins	--
11/19/2021	[Redacted]	[Redacted]	[Redacted]	Ali Mohammed Islam, M.D.	--	BP	11 days	429 mins	--
12/13/2021	[Redacted]	[Redacted]	[Redacted]	Ghazanfar Abdullah, M.D.	--	BP	1 day	6 mins	--
11/15/2021	[Redacted]	[Redacted]	[Redacted]	Ali Mohammed Islam, M.D.	--	BP	15 days	1 min	--
12/01/2021	[Redacted]	[Redacted]	[Redacted]	Ali Mohammed Islam, M.D.	--	BP	16 days	1 min	--
11/10/2021	[Redacted]	[Redacted]	[Redacted]	Ali Mohammed Islam, M.D.	RPM	BP	8 days	1 min	--
11/08/2021	[Redacted]	[Redacted]	[Redacted]	Ali Mohammed Islam, M.D.	--	BP	0 day	1 min	--
11/23/2021	[Redacted]	[Redacted]	[Redacted]	Ghazanfar Abdullah, M.D.	--	BP	1 day	1 min	--
11/16/2021	[Redacted]	[Redacted]	[Redacted]	Ali Mohammed Islam, M.D.	--	BP	5 days	7 mins	--
11/08/2021	[Redacted]	[Redacted]	[Redacted]	Ali Mohammed Islam, M.D.	--	BP	11 days	31 mins	--

We also reach out to patients that are not so active with the program. "RPM days" column, in dashboard help us track that

Process & Outcome Metrics & Tracking



Enrollment to Date

- ❑ **From Nov 8, 2021 till date, 341 patients** got enrolled into Damian SMBP program (304 currently stayed enrolled)
- ❑ We track enrollment by source so we can allocate resources appropriately:

Method of outreach	enrollment #
Phone Outreach	135
Referral	39
Warm Hands off	145
Poster	19
Text Outreach	1
Email Outreach	1
Word Of Mouth	1
Pts enrolled	341
Pts Discharge	37
Pts currently Enrolled	304

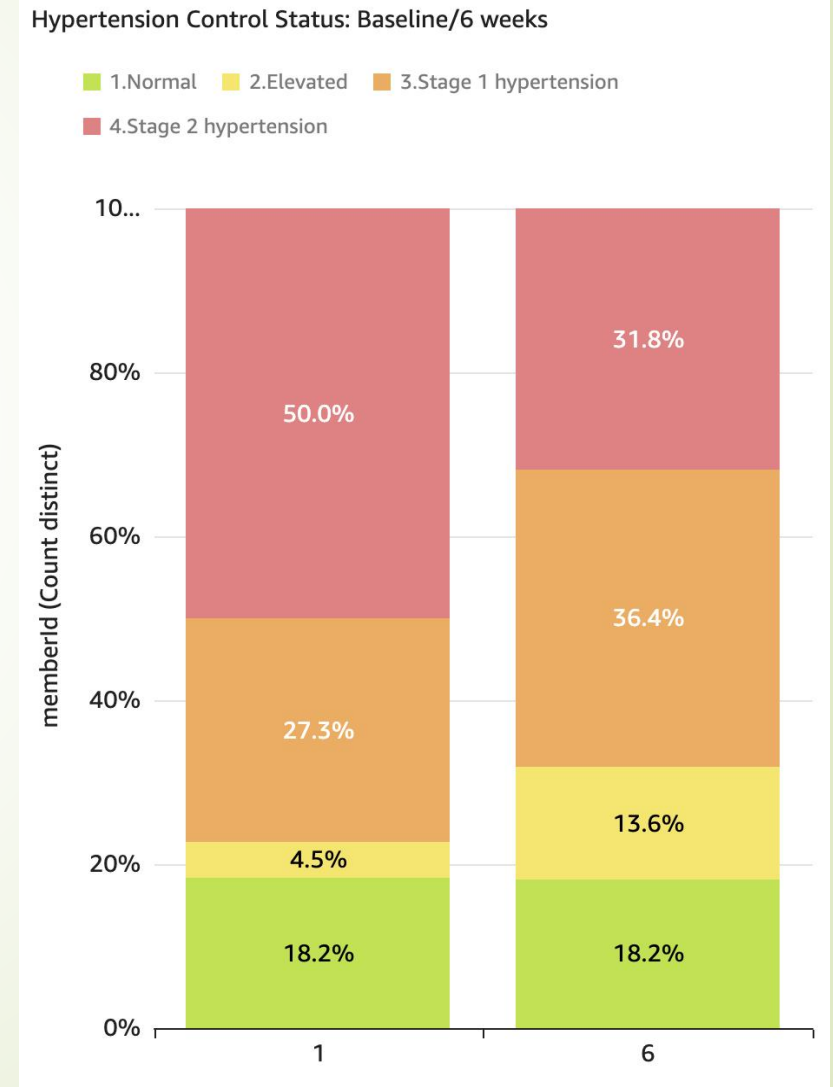
Damian Family Care Centers will also be featured nationally on American Heart Association's next 2023 quarterly newsletter



SUCCESS STORY

- ❑ We selected 22 patients for outcomes study who have been consistent with BP readings for steady 6 weeks.
- ❑ The number of patients whose blood pressure fell into HTN Stage 2 significantly decreased from 50.0% to 31.8 % within just 6 weeks of being in the program.

n=22

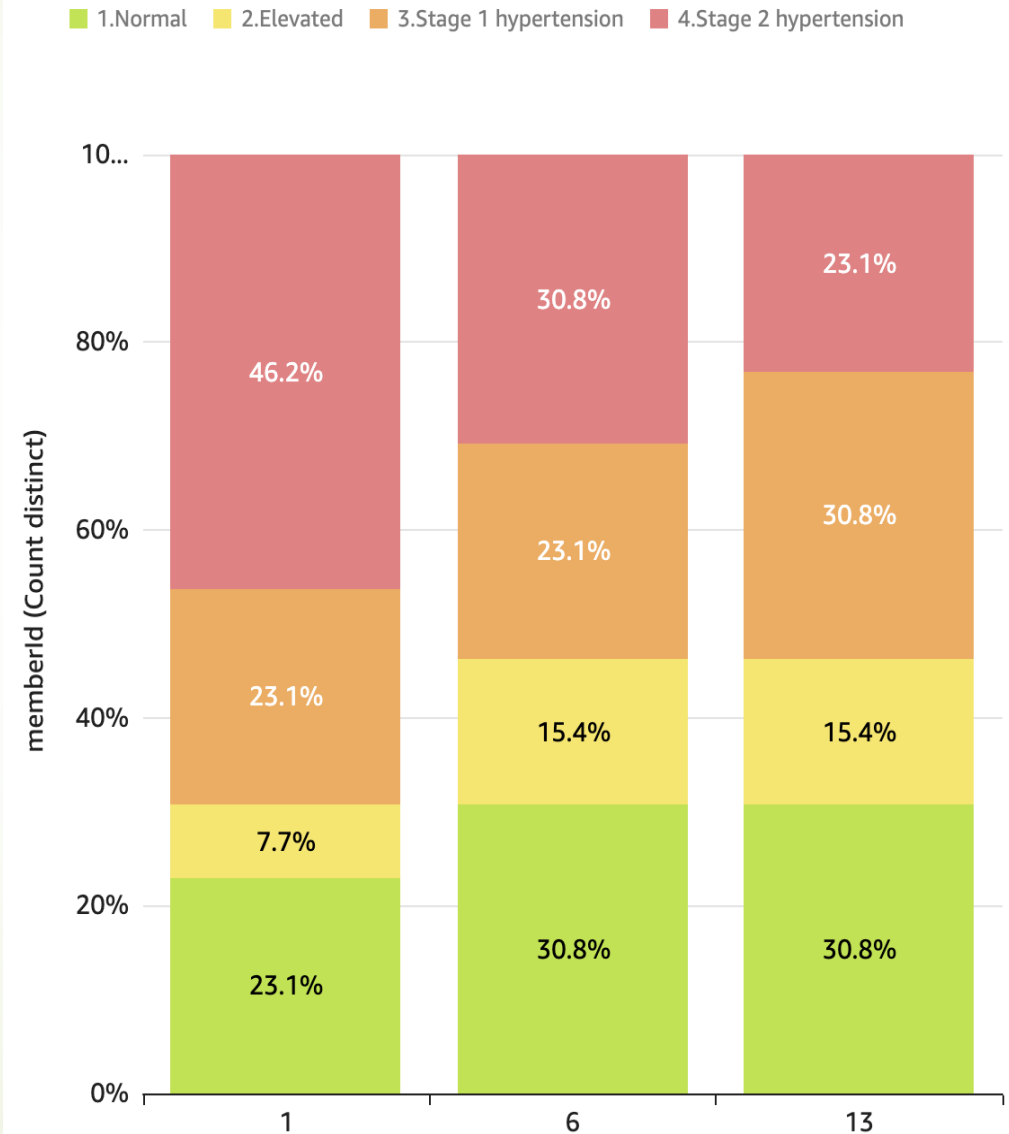


SUCCESS STORY, cont'd

n=13

- ❑ We conducted another study on 13 patients who stayed steady with program for 6 months.
- ❑ The number of patients whose blood pressure fell into HTN Stage 2 significantly decreased from baseline 46.2% to 30.8 % in 6 weeks and then to 23.1 % within 6 months of being into the program.
- ❑ At the same time, the number of patients whose blood pressure fell in controlled range increased from baseline 23.1% to 30.8% in just 6 weeks and stayed constant for 6 months.

Hypertension Control Status: Baseline/6 weeks/3 month



Patient Testimonial

Patients also have great things to say about Damian and its SMBP program. Below is one of the patient testimonials:

“Before I got enrolled in the Self-Measured blood pressure program, I had a regular blood pressure machine. When I measured my blood pressure with this machine, I did not know if my blood pressure was too high or too low. It was very confusing. In the Damian program, I learned when my blood pressure is low, too low, elevated, high or normal. The best part is if it is too low or too high, I receive a phone call. Having the machine give me peace of mind because it lets me know what my blood pressure is on a daily basis. I do not have to wait until I go to the doctor to see how my blood pressure is. I am glad to be part of this blood pressure program. This program needs to be offered to everyone who have high blood pressure because it excellent.”

- MJ, 59 year old female.



FUTURE PLAN & SUSTAINABILITY

- ❑ Expand program to Damian's other community health centers based on all the best practices and lessons learned
- ❑ Look for other funding sources to continue the program post HRSA grant
- ❑ Possibly adopt alternative payment model with RPM vendor. Value Based/ clinical outcomes based payment
- ❑ Explore eCW RPM more and consider purchasing BP devices separately



**For questions, feel free
to reach out to:**

Sadia Choudhury (she/her), MPA, PCMH CCE
Lean Six Sigma Green Belt
***Chief Corporate Compliance & Quality Assurance
Officer***

Damian Family Care Centers Inc.

89-56, 162nd Street, 3rd Fl, Jamaica, NY 11432

Phone: (718) 657-1100 Ext. 5613

Work Cell: 929-259-0601

Email: schoudhury@damian.org

www.damian.org

Patient Matching

Matt Becker

Vice President of Interoperability

Kno2



Patient Matching

Matt Becker, VP of Interoperability



Kno2

Agenda

Why
now?

Ground
Rules

Patient
Matching
in Practice

Improving
Patient
Matching

Health
Equity

Next
Steps

Why now?

National Frameworks (Carequality, TEFCA, Direct)

Rise of query/response, decrease in portal usage

Patients access to their own records

Information blocking enforcement

Ground Rules

Entity that holds the record decides the matching algorithm

“Never” events:

- Match on the incorrect patient
- Share the wrong information for a patient match

Don't penalize for incorrect demographics

“Reverse check” all matches

Have a common identifier? Sanity check

Patient Matching Algorithms

Each source of data
can have a different
algorithm

“Minimum”
demographics:

- Name, date of birth, gender,
address, zip code

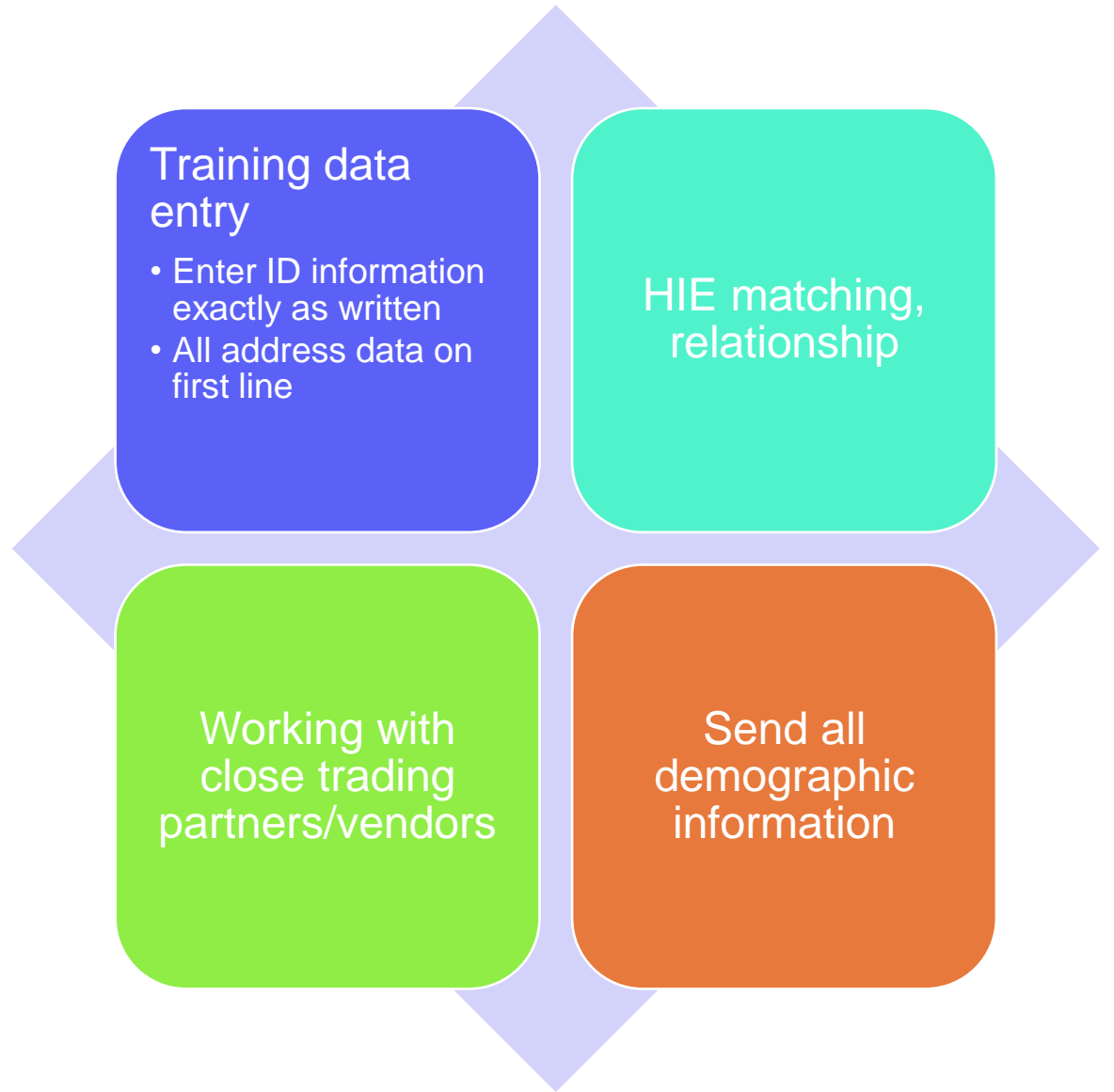
Some algorithms
available publicly

Example algorithm

- [Table - PMC \(nih.gov\)](#)

Demographic Match	Weight
Exact name (with or without middle initial)	10
Last name sounds like	5
Exact sex	1
Exact birth date	8
Birth date one digit difference	6
Birth date month and day or year	1
Exact phone	2
Exact e-mail address	2
Exact address	2
Similar address	1
Exact city	0.5
Exact zip	0.5

Improving Patient Matching as a requestor



Health Equity – Homeless Population



ADDRESS A KEY PART OF
NEARLY ALL MATCHING
ALGORITHMS



WORKING WITH HIES/CLOSE
TRADING PARTNERS

Health Equity – Gender-Affirming Care

Send multiple demographics

Gather as many demographics as possible

Weighting gender

Health Equity – National Patient Identifier

National patient identifier currently blocked by US law

Could help patient matching tremendously

Still need to sanity-check matches

Resources

- Sequoia Project: [Patient Matching - The Sequoia Project](#)
- NIH study: [Accuracy of an Electronic Health Record Patient Linkage Module Evaluated between Neighboring Academic Health Care Centers - PMC \(nih.gov\)](#)





Continue the Conversation

Day 4 of this virtual event is taking place tomorrow **Friday, January 20th** **from 1:00 – 2:00 pm**

We hope to see you then!

Thank you for joining us today. Please share your feedback using the survey link in the chat, the QR code below, or the link in the follow up email!

