



Kansas • Missouri • South Carolina • Virginia

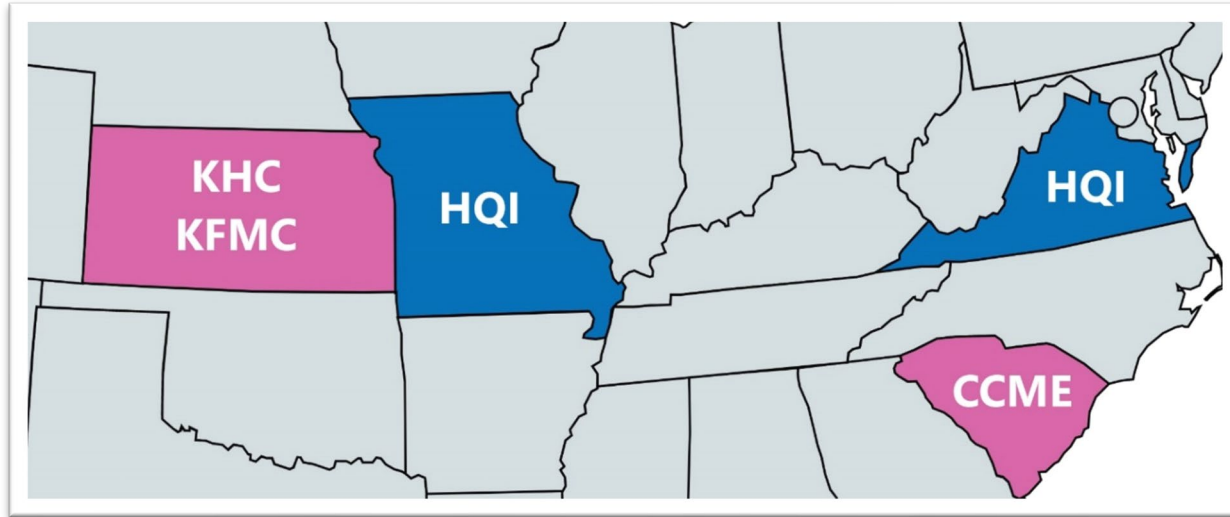


Health Quality Innovation Network

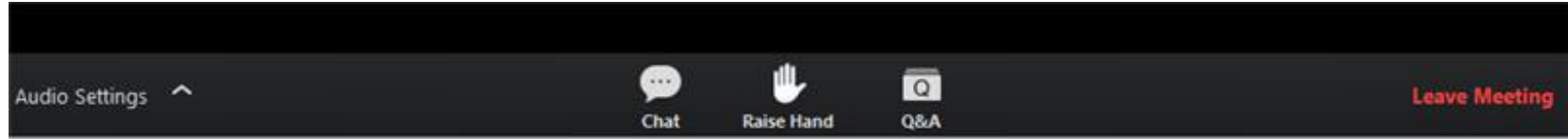
# Hypertension & CVD Disparities within Healthcare: Lessons From Barbados

November 2, 2022

# Health Quality Innovation Network



# Logistics – Zoom Meeting



To ask a question during the presentation, please use **Chat**.

**Raise your hand** if you want to verbally ask a question.

Links from today's session will be posted in **Chat**.

You may adjust your audio by clicking **Audio Settings**.

You have been automatically muted with video turned off.



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Health Quality Innovation Network

This HQIN **HEARTS in America** series is delivered by **HEARTS** subject matter experts. They are introducing the pillars of the [HEARTS Technical Package](#) while beginning the conversation about HEARTS in America.

If you would like to speak to a HEARTS Advisor, learn more about the initiative, and discuss possibilities for your organization, please connect with your HQIN Quality Improvement Advisor to begin the next steps.

# Accreditation Statement

Southern Medical Association is accredited by the Accreditation Council for Continuing Medical Education (ACCME) to provide continuing medical education for physicians.

## **American Medical Association Physician's Recognition Award (AMA)**

Southern Medical Association designates this Live activity for a maximum of *.75 AMA PRA Category 1 Credit™*. Physicians should claim only the credit commensurate with the extent of their participation in the activity.

## **Non-physician Attendees**

All non-physicians will receive a certificate of participation.



# Disclosures

## Disclosure Information

Southern Medical Association (SMA) requires instructors, planners, managers, and all other individuals who are in a position to control the content of this activity to disclose all conflicts of interest (COI) with ineligible entities within the last 24 months of the development of this activity. All identified COIs have been thoroughly vetted and mitigated prior to the activity. SMA is committed to providing its learners with high quality activities and related materials that promote improvements or quality in healthcare and not a specific proprietary business interest of a commercial interest.

## Invited Faculty:

Kenneth Connell MD PhD

No Financial Relationships Were Declared

# Kenneth Connell, MBBS DM, PhD, FACP, FACC



Dr. Kenneth Connell is a Consultant Internist/ Hypertension Specialist. He currently is the Deputy Dean of Internationalization and Recruitment of Medical Sciences at Cave Hill Campus of the University of the West Indies. He also chairs the Cave Hill Campus' Health & Wellness Committee. As a Consultant Physician at the Queen Elizabeth Hospital, Barbados, he manages both general internal medicine inpatient care and the Resistant Hypertension clinic.

He is the immediate past, and inaugural Governor of the American College of Physicians Caribbean Chapter. For his outstanding public service, he received the Principal's Award for Excellence in Public Service in 2019. He has been published in numerous peer review journals on hypertension and the PAHO - WHO HEARTS program, and is a guideline writer for the WHO 2021 Guideline for the Pharmacological Management of Hypertension in Adults.

His professional recognitions include:

- Fellowship of the American College of Physicians (ACP)
- Fellow of the Royal College of Physicians UK (FRCP)
- Fellowship of the American College of Cardiology (FACC)



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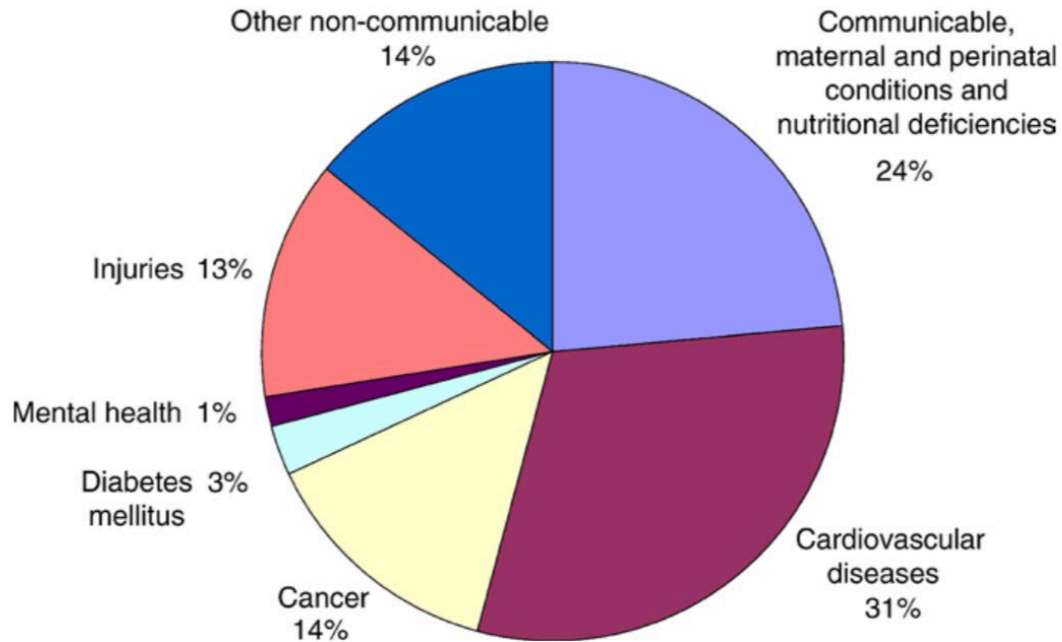
# Hypertension & CVD Disparities within Healthcare: Lessons From Barbados

**Dr. Kenneth Connell MD PhD FACP FACC**  
HEARTS Consultant/ WHO HTN Guideline Writer



# Learning Objectives

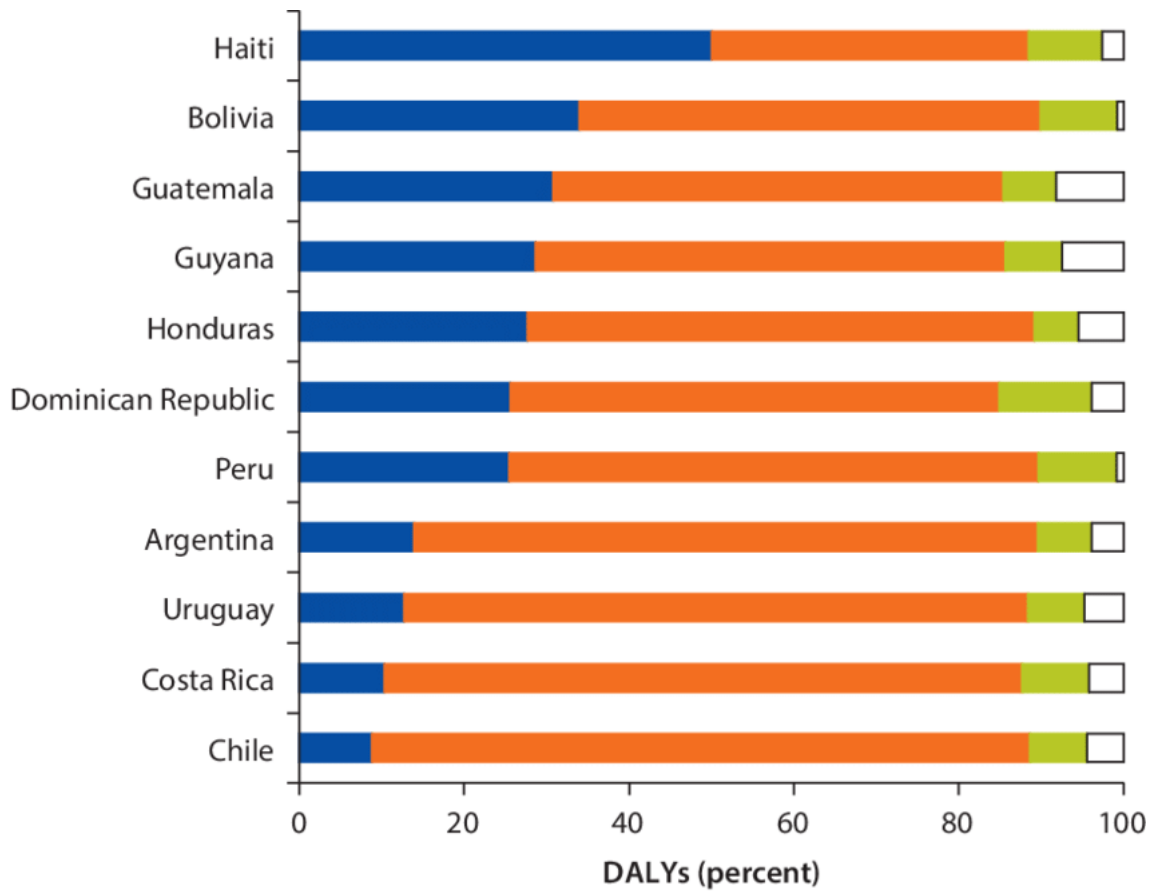
1. Review population health disparities that impact chronic conditions and the healthcare industry (ie hypertension, CVD, Diabetes, CKD)
2. Discuss opportunities for community and public health to support and improve disparities in healthcare delivery
3. Identify opportunities to reduce disparities while delivering direct care to patient populations



DOI: 10.1371/journal.pmed.0030344.g001

**Figure 1.** Distribution of Total Deaths (3,537,000) by Major Causes in LAC Countries in 2000, Estimated by the Global Burden of Disease Study

The Latin American and Caribbean countries included are Anguilla, Antigua and Bermuda, Argentina, Aruba, Bahamas, Barbados, Belize, Bolivia, Brazil, British Virgin Islands, Cayman Islands, Chile, Colombia, Costa Rica, Cuba, Dominica, Dominican Republic, Ecuador, El Salvador, French Guiana, Grenada, Guadalupe, Guatemala, Guyana, Haiti, Honduras, Jamaica, Martinique, Mexico, Montserrat, Netherlands Antilles, Nicaragua, Panama, Paraguay, Peru, Puerto Rico, Saint Kitts and Nevis, Saint Lucia, Saint Vincent and the Grenadines, Suriname, Trinidad and Tobago, Turks and Caicos Islands, Uruguay, US Virgin Islands, and Venezuela.



# Set of 9 voluntary global NCD targets for 2025

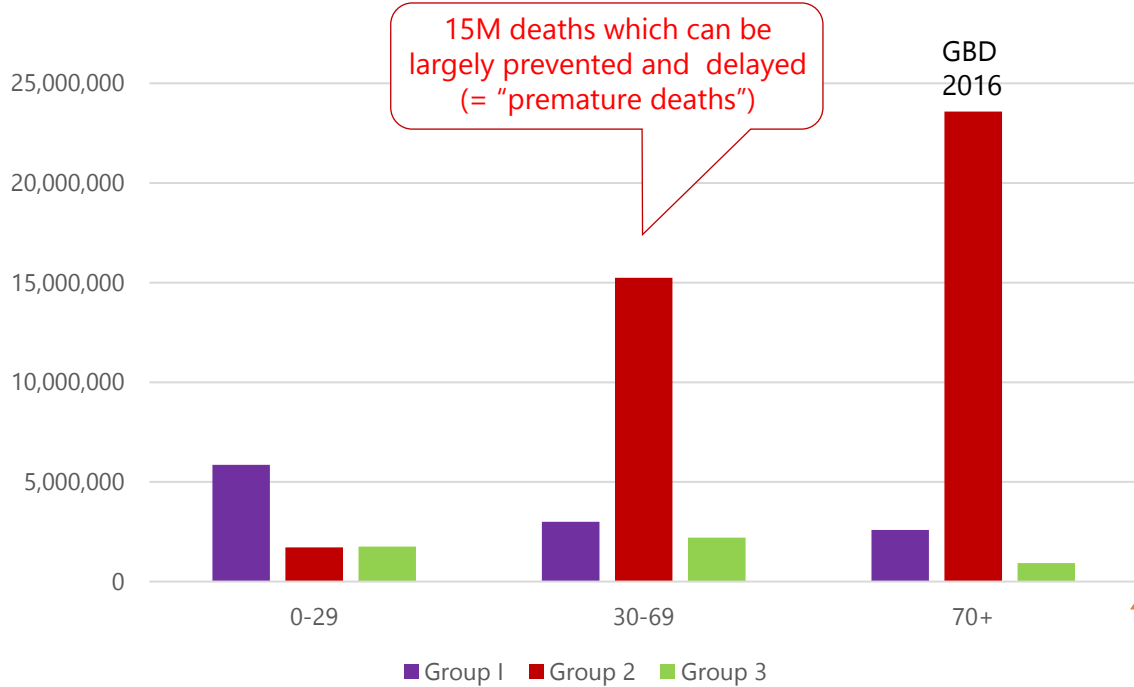


<sup>1</sup> By 2020. Target updated in 2022 ([https://apps.who.int/iris/bitstream/handle/document/1150/1150\\_7Add1-en.pdf](https://apps.who.int/iris/bitstream/handle/document/1150/1150_7Add1-en.pdf))

<sup>2</sup> By 2020. Target updated in 2018 ([https://apps.who.int/iris/bitstream/handle/document/1150/1150\\_7Add1-en.pdf](https://apps.who.int/iris/bitstream/handle/document/1150/1150_7Add1-en.pdf))

-  Mortality and morbidity
-  Risk factors for NCDs
-  National systems response

# NCDs: 15M hidden, misunderstood and underreported



41,000 deaths daily in the world in the age group 30 to 69 years!

Pandemic on a PaNCDeMIC



The momentum of progress in curbing the **NCD epidemic has dwindled** since 2010. The **COVID-19 pandemic has become an amplifier** for health systems to better respond to NCDs.

## WORLD HEALTH STATISTICS

# 2020

MONITORING  
HEALTH FOR THE  
SDGs

17 SUSTAINABLE  
DEVELOPMENT GOALS



- Despite the considerable progress made in 2000-2010 in the prevention and treatment of NCDs, **the momentum of change has dwindled since 2010**. The annual decline of the risk of dying from a major NCD between the ages of 30 and 70 is **slowing**.
- SDG target 3.4 on NCDs is **off track**.
- **Diabetes** is showing a 5% increase in premature mortality.
- **Pre-COVID:** Substantial reductions in NCD mortality require a strengthened health system to deliver NCD services that **improve diagnosis, treatment, rehabilitation and palliation**, including hypertension control, and policies that drastically reduce risk factors for NCDs.

#NextGenNCD  
NCD DEPARTMENT

BUILD  
BACK  
BETTER



## The 3 major gaps

### Diagnosed

An estimated **54%** of people with hypertension are **diagnosed**.

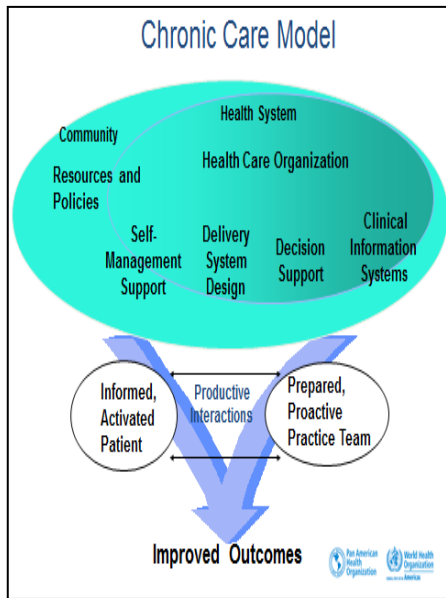
### Treated

**42%** of people with hypertension are **diagnosed and treated**

### Controlled

Only **21%** of people with hypertension that **are diagnosed and treated have it under control**

**Huge disparities in gender and income-level**



Identify a core set of medications

*Improve widespread availability of medication*

Improve care delivery and medication use



Improved Hypertension Control



**Healthy lifestyle**

Counsel on tobacco cessation, diet, harmful use of alcohol, physical activity and self-care



**Evidence-based treatment protocols**

Simple and standardized protocols



**Access to medicines and technologies**

Access to a core set of affordable medicine and basic technology



**Risk-based management**

Total cardiovascular risk assessment, treatment and referral



**Team-based care and task sharing**

Patient-centered care through a team approach and community participation

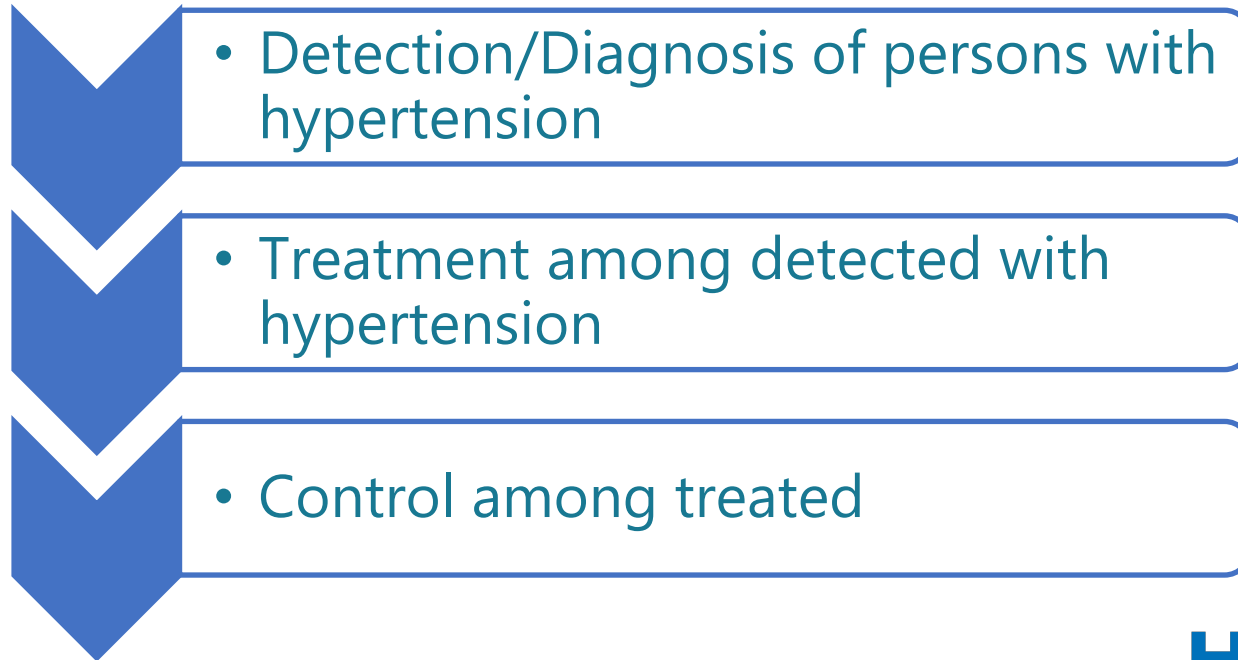


**Systems for monitoring**

Patient registries and program evaluation

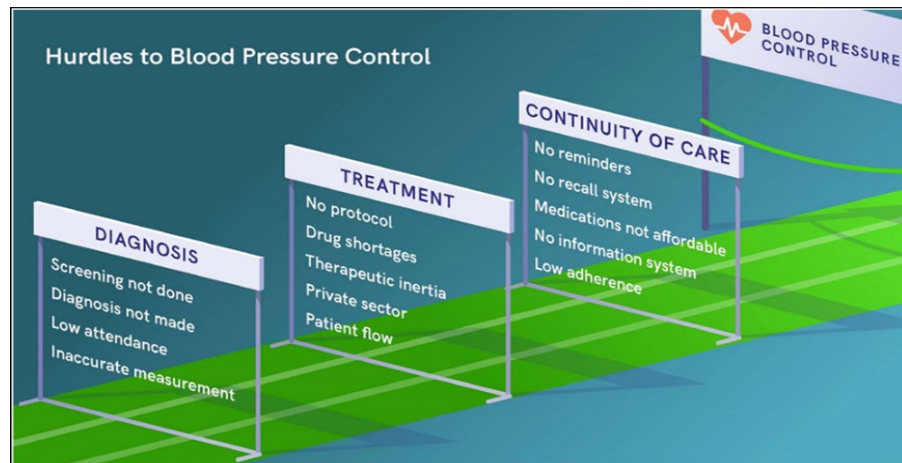


# Cascade of treatment to improve control hypertension promoted by HEARTS



Element	Description
Hypertension Registry	Validated and comprehensive
Clinic Level Performance Feedback	Facilitates operational and system level change, transparent & visible
Treatment Algorithm	Based on evidence-based guidelines, simple & implementable
Medical assistant visits for BP measurement	Appropriate use of staff skills and reduced barriers to patients
Single Pill Combination Therapy	Increased efficiency and increased adherence

# HEARTS Technical Package to overcome the hurdles



HEARTS

Technical package for cardiovascular disease management in primary health care



Healthy-lifestyle counselling

HEARTS

Technical package for cardiovascular disease management in primary health care



Evidence-based treatment protocols

HEARTS

Technical package for cardiovascular disease management in primary health care



Access to essential medicines and technology

HEARTS

Technical package for cardiovascular disease management in primary health care



Risk-based CVD management

HEARTS

Technical package for cardiovascular disease management in primary health care



Team-based care

HEARTS

Technical package for cardiovascular disease management in primary health care



Systems for monitoring



# Hypertension Clinical Pathway

HEARTS pillars and technical package

2021 WHO Hypertension Guidelines

Hypertension Drivers and Scorecards

Maturity and Performance Indexes

System for Monitoring and Evaluation

Regulatory Framework on BMDs

HEARTS App – CVD Risk Calculator

Access to medicines through the Strategic Fund

## A ACCURATE BLOOD PRESSURE MEASUREMENT

MEASURE BLOOD PRESSURE IN ALL ADULTS AND AT ALL VISITS

- 1 Don't have a conversation
- 2 Support arm at heart level
- 3 Put the cuff on bare arm
- 4 Use correct cuff size
- 5 Support feet
- 6 Keep legs uncrossed
- 7 Empty bladder first
- 8 Support back

Whenever available, use validated automatic devices for the arm.

## B CARDIOVASCULAR RISK

KNOW YOUR RISK OF CARDIOVASCULAR DISEASE AND HOW TO MODIFY IT

### CARDIOVASCULAR RISK CALCULATOR

Use the HEARTS App to assess your cardiovascular risk.

Scan code to access the cardiovascular risk calculator

This App does not replace clinical judgment.

## C TREATMENT PROTOCOL

START TREATMENT IMMEDIATELY AFTER CONFIRMING HYPERTENSION

Cardiovascular risk	All Hypertensives	HIGH-RISK Hypertensives	
		WITH established cardiovascular disease	WITHOUT established cardiovascular disease
Blood Pressure TARGET <140/90 mmHg	✓		
Systolic Blood Pressure TARGET <130 mmHg		✓	✓
ASPIRIN 100 mg/daily		✓	
High-dose statins: ATORVASTATIN 40 mg/daily		✓	
Moderate-dose statins: ATORVASTATIN 20 mg/daily			✓

1	1 Tablet of Telmisartan/Amlodipine 40/5 mg	1 MONTH
2	Patient above target after repeat measurement 1 Tablet of Telmisartan/Amlodipine 80/10 mg	1 MONTH
3	Patient above target after repeat measurement 1 Tablet of Telmisartan/Amlodipine 80/10 mg + ½ Tablet of Chlorthalidone 25 mg	1 MONTH
4	Patient above target after repeat measurement 1 Tablet of Telmisartan/Amlodipine 80/10mg + 1 Tablet of Chlorthalidone 25 mg	1 MONTH

Patient above target:  
Refer to the next level of care

Patients under control	Minimum 6-MONTH follow-up	Minimum 3-MONTH follow-up	Supply medicines for 3 MONTHS	Influenza	Vaccination Pneumococcus	COVID
	All Hypertensives	✓		✓	✓	✓
HIGH-RISK Hypertensives		✓	✓	✓	✓	✓

PAHO  
Pan American Health Organization

HEARTS

Country Name \_\_\_\_\_  
Entity name \_\_\_\_\_

ASSESS TREATMENT ADHERENCE AT EACH VISIT  
TAKE ALL MEDICATIONS AT THE SAME TIME EVERY DAY

This protocol is NOT INDICATED in WOMEN of CHILD-BEARING AGE

## MODULES OF THE HEARTS TECHNICAL PACKAGE

Module	What does it include?	Who are the target users?		
		National	Subnational	Primary care
<b>H</b> healthy-lifestyle counselling	Information on the four behavioural risk factors for CVD is provided. Brief interventions are described as an approach to providing counselling on risk factors and encouraging people to have healthy lifestyles.		✓	✓
<b>E</b> evidence-based protocols	A collection of protocols to standardize a clinical approach to the management of hypertension and diabetes.	✓	✓	✓
<b>A</b> ccess to essential medicines and technology	Information on CVD medicine and technology procurement, quantification, distribution, management and handling of supplies at facility level.	✓	✓	✓
<b>R</b> isk-based CVD management	Information on a total risk approach to the assessment and management of CVD, including country-specific risk charts.		✓	✓
<b>T</b> eam-based care	Guidance and examples on team-based care and task shifting related to the care of CVD. Some training materials are also provided.		✓	✓
<b>S</b> ystems for monitoring	Information on how to monitor and report on the prevention and management of CVD. Contains standardized indicators and data-collection tools.	✓	✓	✓

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# Hypertension Clinical Pathway

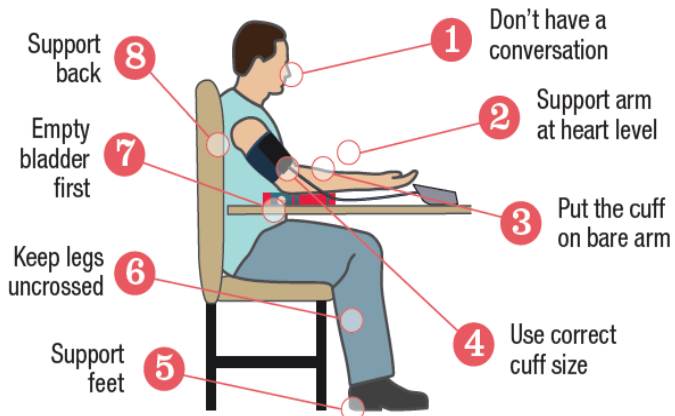
## A

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# C

## TREATMENT PROTOCOL

START TREATMENT IMMEDIATELY AFTER CONFIRMING HYPERTENSION

Blood Pressure  $\geq 140/90$  mmHg in all HYPERTENSIVES.

Systolic Blood Pressure  $\geq 130$  mmHg in HIGH-RISK HYPERTENSIVES  
(Established cardiovascular disease, Diabetes, Chronic Kidney Disease, Risk score  $\geq 10\%$ )

### Cardiovascular risk

	All Hypertensives	HIGH-RISK Hypertensives	
		WITH established cardiovascular disease	WITHOUT established cardiovascular disease
Blood Pressure TARGET $<140/90$ mmHg	✓		
Systolic Blood Pressure TARGET $<130$ mmHg		✓	✓
ASPIRIN 100 mg/daily		✓	
High-dose statins: ATORVASTATIN 40 mg/daily		✓	
Moderate-dose statins: ATORVASTATIN 20 mg/daily			✓



Patients under control	Minimum <b>6-MONTH</b> follow-up	Minimum <b>3-MONTH</b> follow-up	Supply medicines for <b>3 MONTHS</b>	Vaccination		
				Influenza	Pneumococcus	COVID
All Hypertensives	✓		✓			✓
<b>HIGH-RISK</b> Hypertensives		✓	✓	✓	✓	✓

Country name  
Entity name



**ASSESS TREATMENT ADHERENCE AT EACH VISIT**

**TAKE ALL MEDICATIONS AT THE SAME TIME EVERY DAY**

This protocol is **NOT INDICATED** in **WOMEN** of **CHILDBEARING AGE**

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# WHO Guideline for the Pharmacological Treatment of Hypertension in Adults and HEARTS: Closing thoughts

## Guideline for the pharmacological treatment of hypertension in adults

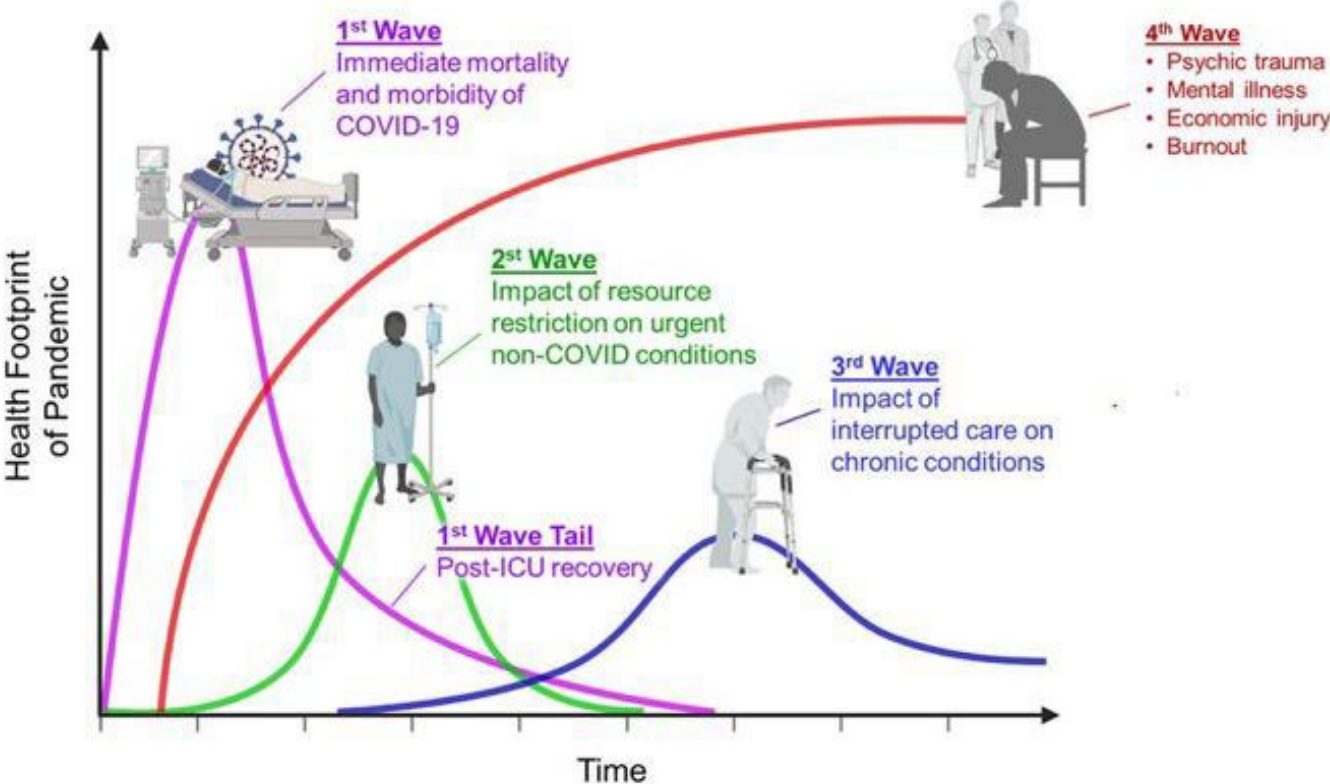


- Lower and lower blood pressure pharmacological blood pressure treatment thresholds and targets
- Increasing use of cardiovascular risk in blood pressure treatment decisions (thresholds and targets)
- Importance of the use of standardized, straightforward, and simple treatment algorithms/protocols
- Stronger consideration for the use of two medications (two-pills or better yet single-pill, fixed dose combination) in the initial treatment
- Importance of timely patient follow-up and implementing team-based care

# The Problem: A Burning Platform



# The DEADLY Waves



“Many people who need treatment for diseases like cancer, CVD and diabetes have not been receiving the health services and medicines they need since the COVID-19 pandemic began. **It’s vital that countries find innovative ways to ensure that essential services for NCDs continue, even as they fight COVID-19.**”



## Disruption of services for the prevention and treatment of NCDs



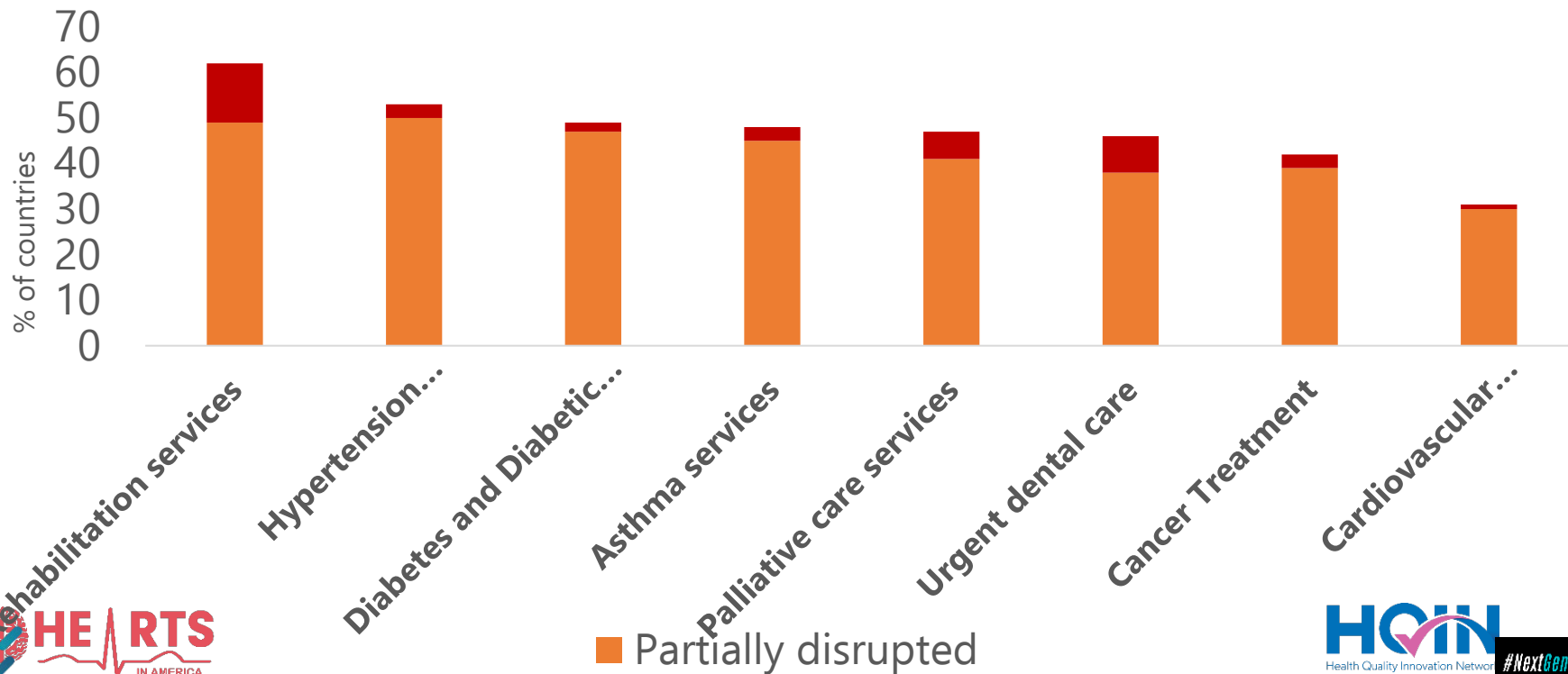
**What:** WHO conducted a **rapid assessment survey of service delivery for NCDs during the COVID-19 pandemic** among 194 Ministries of Health. Responses were received from 158 Ministries (81%).

**When:** Between 1 May 2020 and 25 May 2020.

**Why:** To get a snapshot of the situation, following deepening concerns that many people living with NCS are no longer receiving appropriate treatment or access to medicines during the COVID-19 pandemic.

**The findings are presented in the next slides.**

# 121 countries reported that NCD services are disrupted





# The more severe the transmission phase of the COVID-19 pandemic, the more NCD services are disrupted



## PHASE 2: SPORADIC CASES

39% of countries disrupted services for **hypertension management**  
33% of countries disrupted services to treat **diabetes** and complications  
39% of countries disrupted services to treat **cancer**  
22% of countries disrupted services to treat **cardiovascular emergencies**



## PHASE 3: CLUSTER TRANSMISSION

55% of countries disrupted services for **hypertension management**  
50% of countries disrupted services to treat **diabetes** and complications  
43% of countries disrupted services to treat **cancer**  
25% of countries disrupted services to treat **cardiovascular emergencies**



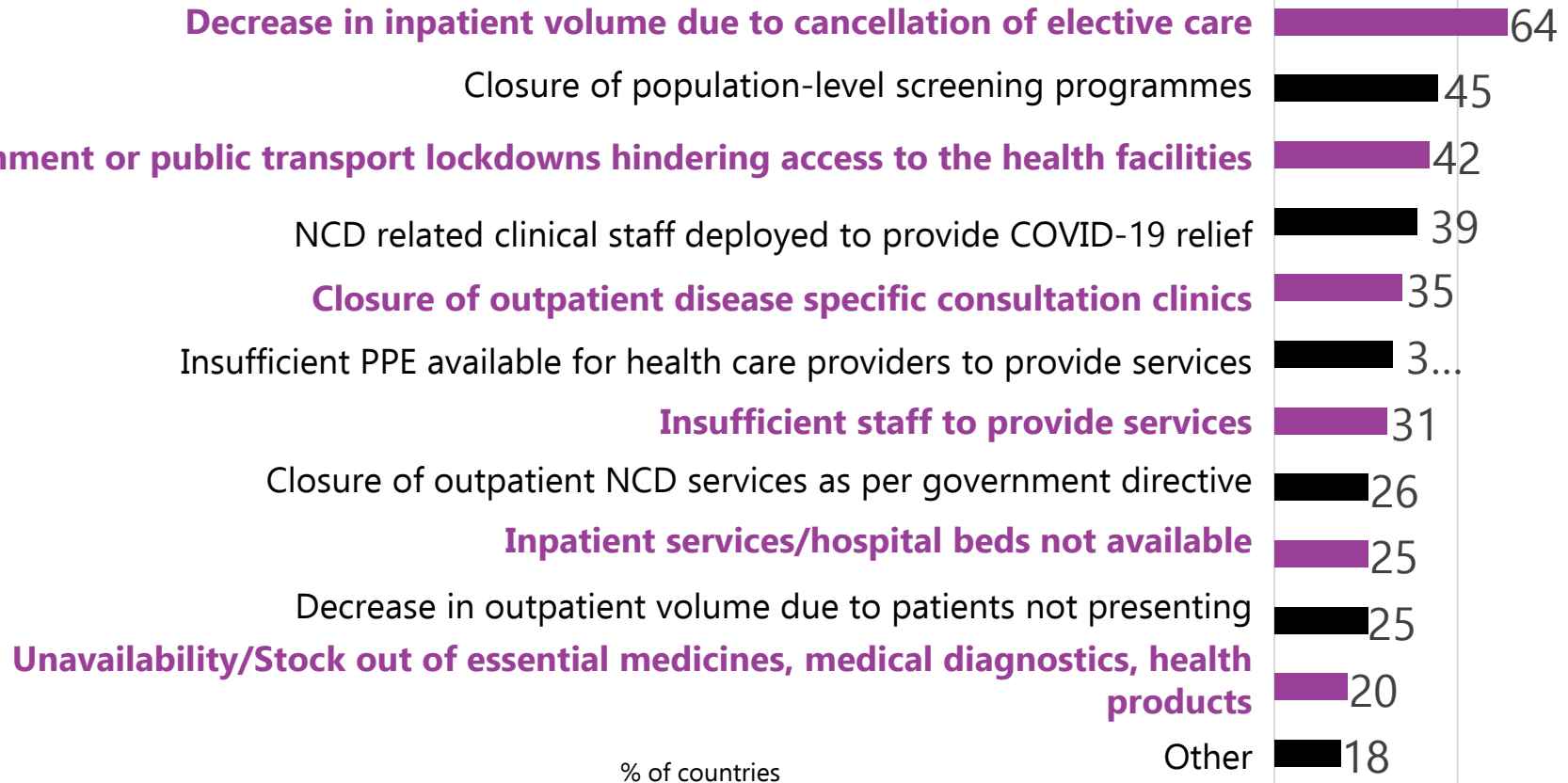
## PHASE 4: COMMUNITY TRANSMISSION

64% of countries disrupted services for **hypertension management**  
62% of countries disrupted services to treat **diabetes** and complications  
53% of countries disrupted services to treat **cancer**  
45% of countries disrupted services to treat **cardiovascular emergencies**

*Includes services that are fully disrupted, partially disrupted or have an unknown level of disruption*

# Main causes of NCD service disruption: 77% of countries reporting disruptions

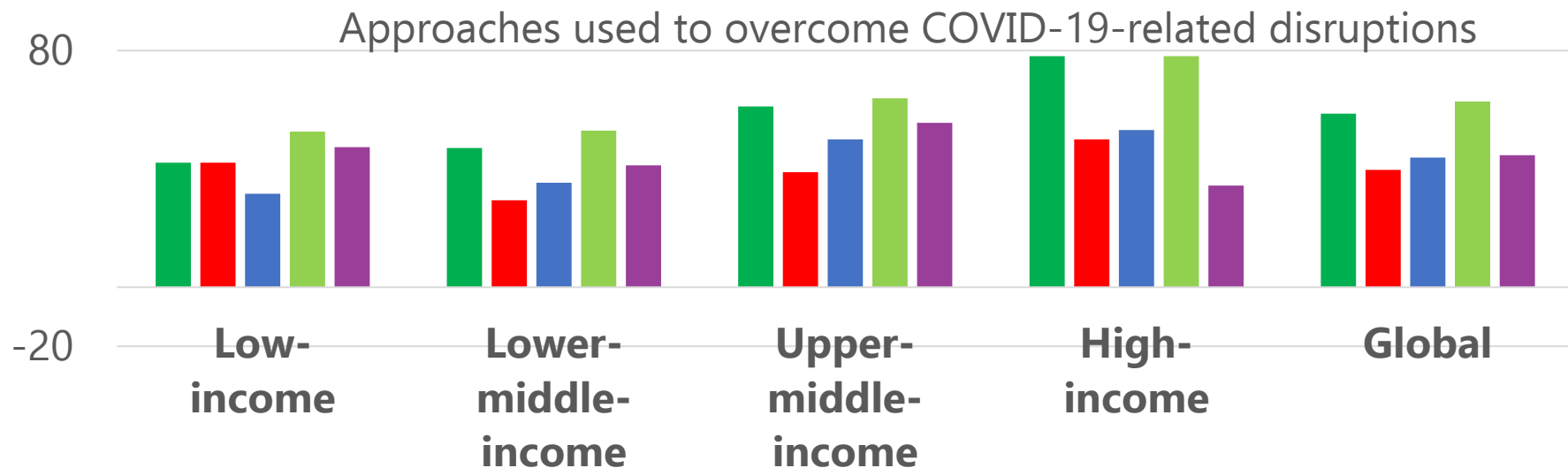
Out of 121 countries reporting disruptions



% of countries

# Telemedicine and triaging are the mitigation strategies most often used to overcome disruptions

Out of 121 countries reporting disruptions



- Telemedicine deployment to replace in-person consults
- Task shifting / role delegation
- Novel supply chain and/or dispensing approaches for NCD medicines

# Countries are asking for urgent guidance and support from WHO

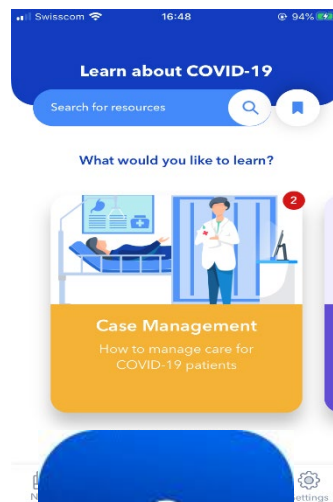


## • Guidance on how to provide continuity for NCD programs:

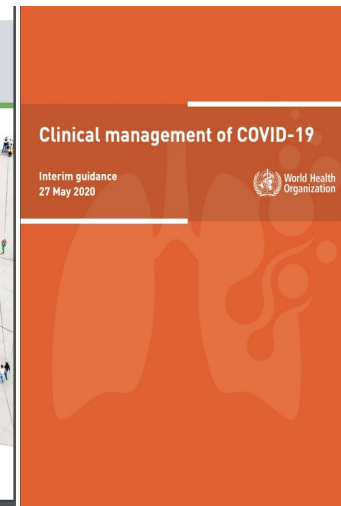
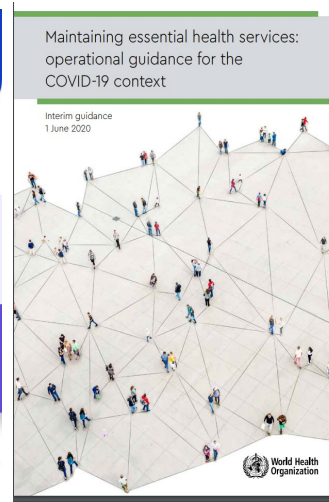
- How to include NCDs in public health emergencies protocols?
- How to develop national NCDs tool kits for use in emergencies?
- How to provide ambulatory essential NCD services during lockdown?
- How to provide medical care for NCDs through telemedicine and digital solutions?
- How to protect people living with NCDs? (e.g. clinical guidelines, drug interactions)

## Communication materials

## Better Data



WHO Academy app



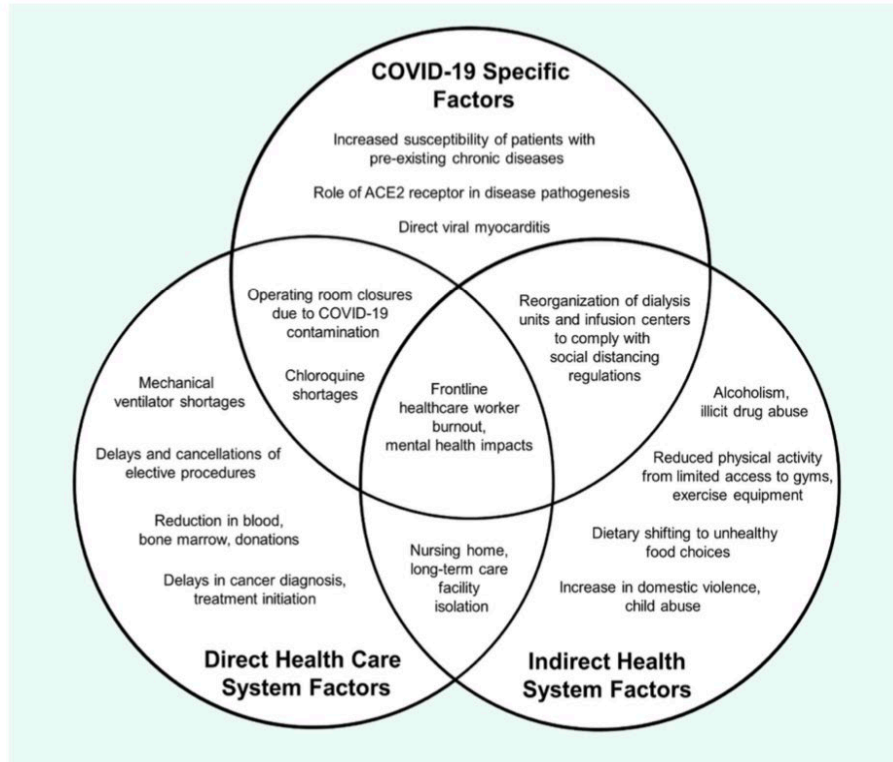


Fig. 1 Example impacts of COVID-19 on NCDs.

# PROTECTIVE MEASURES AGAINST COVID-19



## WASH YOUR HANDS

Frequently, Thoroughly,  
& with Soap and Water



## SOCIAL DISTANCING

Maintain at Least a 3 Feet\* Distance!  
Facetime Your Friends Instead



## MAINTAIN RESPIRATORY HYGIENE

Cover Your  
Sneezes with  
an Elbow or  
Tissues, and  
Dispose the  
Tissues After



## AVOID EYE, NOSE, & MOUTH TOUCH

Contaminated Hands  
Transfer Viruses to  
Parts of the Body



## IF SICK, STAY HOME

If Fever, Bad Cough,  
or Breathing Issues  
Arise, Seek a Medical  
Professional



## STAY EDUCATED, & FOLLOW HEALTH ADVICE

Keep Up with COVID-19 Updates!  
Follow Professional Health Advice  
Given By Employers, Healthcare  
Providers, & Local/National  
Public Health Authorities



\*Other public health  
authorities stipulate  
a minimum distance  
of 6 feet

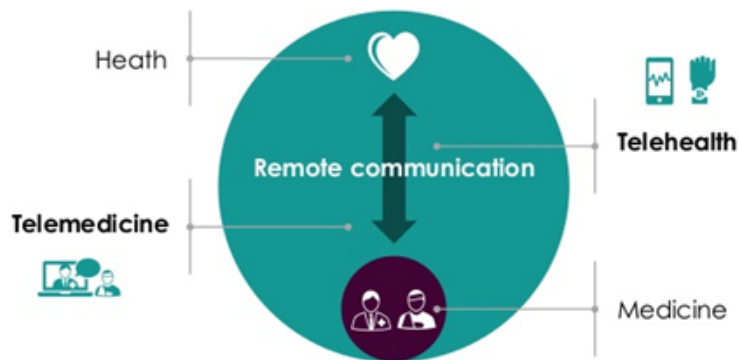
Visit [www.who.int](http://www.who.int) for More Info

Information  
Provided by the  
World Health  
Organization



- Telehealth - wholistic. Integrated use of communication devices - Clinical & Non-Clinical
- Telemedicine- practice of medicine to deliver care at a (physical) distance

## Telehealth vs Telemedicine



Visuals by infoDiagram.com

info Diagram



# M-Health & BP

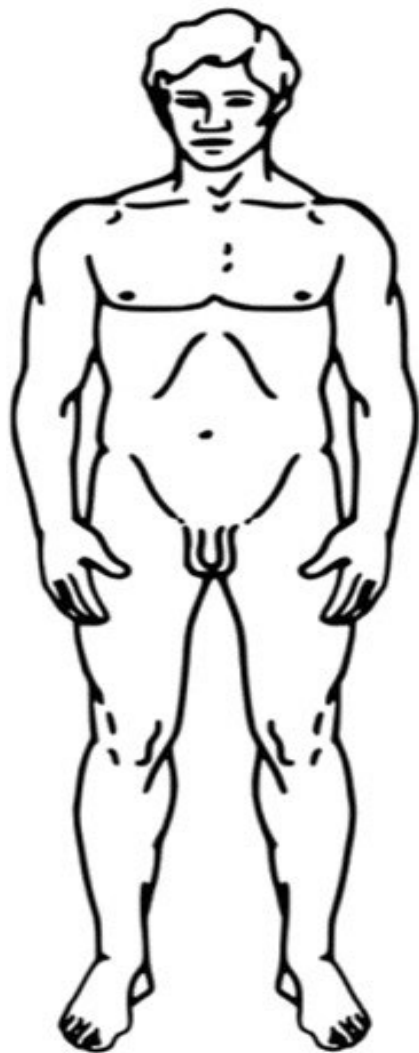


- 1) Determine the type of patient to see
- 2) Coaching & Training - patients & staff!
- 3) Provide support
- 4) “Front-end” the consultation
- 5) Set an agenda
- 6) Send them reminders!
- 7) Close the consultation



1. The right attitude
2. A Platform
3. Training - ask your neighborhood university
4. ITC Support
5. EMR versus paper
6. Dry run





Ocular devices



Blood pressure



Ultrasound



Vital signs



Weight control



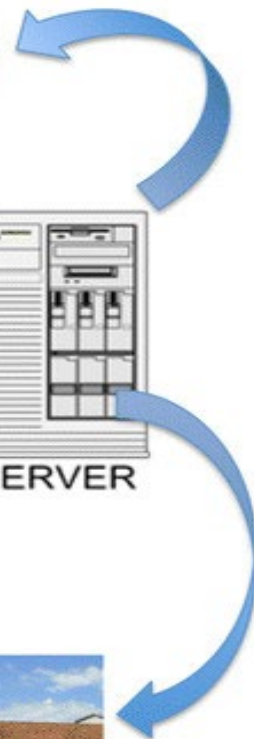
Wireless  
Access  
Point



SERVER



Rural Hospital





[Return to Patient List](#)



### Chris Coffey

ADDRESS  
0000 Zero Street  
No City, No State 00000

DOB  
1/15/1968

GENDER (AT BIRTH)  
Male

#### Medical Team

PRIMARY CARE PHYSICIAN  
Big Bird, MD

PCP OFFICE PHONE  
[P04] 000-0000

ASSIGNED NURSE  
Oscar the Grouch, RN

#### Device Details

SCALE  
Device ID: 00000000  
Serial No.: 00000000

BLOOD PRESSURE CUFF  
Device ID: 00000000  
Serial No.: 00000000

[Edit](#)

#### Status Alerts

5-DAY WEIGHT  
5/6/2019 - 5/10/2019  
256 - 261 lbs - 5 lbs [Clear Alert](#)

24-HR WEIGHT  
5/9/2019 - 5/10/2019  
256 - 261 lbs - 3 lbs [Clear Alert](#)

ALL Weight Heart Rate Blood Pressure



#### Daily Tracking

Weight	Date	Time
261 lbs <span style="color: red;">- 3 lbs</span>	5/10/2019	5:12 am
258 lbs <span style="color: red;">- 2 lbs</span>	5/9/2019	5:12 am
256 lbs <span style="color: red;">- 2 lbs</span>	5/8/2019	5:12 am
258 lbs <span style="color: red;">- 2 lbs</span>	5/7/2019	5:12 am
256 lbs	5/6/2019	5:12 am

#### 5-Day Body Weight

Average: 257 lbs  
Median: 251 lbs  
Peak: 272 lbs  
Low: 243 lbs

#### Patient Status

- 24-HR Weight: ●
- 5-Day Weight: ●
- Heart Rate: ●
- Blood Pressure: ●

All Patients -  
141 Items, Sorted by Patient Status

PATIENT NAME	PATIENT PHONE	WEIGHT	WEIGHT CHANGE	DATE	TIME	BLOOD PRESSURE	HEART RATE	STATUS
Jack Kramer	[000] 000-0000	224 lbs	<span style="color: red;">+ 2 lbs</span>	05/08/2019	5:12am	138/84 mmHg	05/08/2019 5:12am	▼
Zeke Richards	[000] 000-0000	133 lbs		05/08/2019	5:12am	142/92 mmHg	05/08/2019 5:12am	▼
Chris Coffey	[000] 000-0000	261 lbs	<span style="color: red;">+ 5 lbs</span>	05/08/2019	5:12am	133/86 mmHg	05/08/2019 5:12am	▼
Richard Wilson	[000] 000-0000	201 lbs		05/08/2019	5:12am	140/90 mmHg	05/08/2019 5:12am	▼
Roid Meyers	[000] 000-0000	248lbs		05/08/2019	5:12am	136/86 mmHg	05/08/2019 5:12am	▼
Winston Frye	[000] 000-0000	146 lbs		05/08/2019	5:12am	138/84 mmHg	05/08/2019 5:12am	▼
Quincy Reagan	[000] 000-0000	192 lbs		05/08/2019	5:12am	120/80 mmHg	05/08/2019 5:12am	▼
Dara Kim	[000] 000-0000	132 lbs		05/08/2019	5:12am	130/85 mmHg	05/08/2019 5:12am	▲

**Personal Information**

ADDRESS  
0000 Zero Street  
No City, No State 00000

HCCID[lowercase]  
H000000

**Medical Team**

PCP  
Big Bird, MD

PCP PHONE  
[000] 000-0000

ASSIGNED NURSE  
Oscar the Grouch, RN

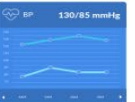
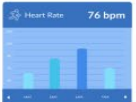
**Status**

24-HR Weight: ●

5-Day Weight: ●

Heart Rate: ●

Blood Pressure: ●



1. COVID19 represents a contemporaneous and unpredictable public health challenge
2. Public health mitigation measures only defense
3. This poses challenges for non-COVID cases
4. Delayed care will influence mortality related to NCDs - including hypertension + \_\_\_\_\_
5. Remote management is a possibility for management of blood pressures



6. Telemedicine allows for remote management of blood pressure but requires planning
7. Training and auditing are important in the process
8. Standardized treatment algorithms reduce inertia - doctor and patient
9. Mobile health may offer an innovative way to monitor blood pressure & other metrics



# Questions?



Dr. Kenneth Leon Connell MBBS, DM (Int. Med) PhD, FACP, FRCP, FACC  
Internist, Hypertension Specialist, NCD Health Advocate & Scholar Activist for Health Equal...



Join us for our next HEARTS in America session:  
November 16<sup>th</sup>, 2022

Hypertension Clinical Pathway: The Importance of  
Hypertension control in Primary Care

Andres Rosende, MD, MSc(c)  
PAHO/WHO Consultant



# CME Process

CME credit and certificate distribution are managed through SMA's **online process**. Within one week after the conclusion of the webinar, **please be on the lookout for an email from the Southern Medical Association ([customerservice@sma.org](mailto:customerservice@sma.org)) that will include your unique link to an online form** to complete the evaluation, attendance attestation, and claim credit. Please review the following process to receive your certificate awarding credit (for physicians), or a certificate of participation (for non-physician attendees).

- Southern Medical Association (SMA) **will create an online account for you** including your unique login, **using the email address you provided during registration** (your username/ID is your email address).
- Upon receipt of your post-meeting email, click the link provided, and please **make sure that your name and email address appear at the top of the form before completion**.
- **After you complete and submit your evaluation and attendance documentation, your certificate will be emailed to you as a .pdf attachment from [customerservice@sma.org](mailto:customerservice@sma.org) within 24 hours.**



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## Contact Us

**South Carolina - Vicky Kolar, [vkolar@thecarolinascenter.org](mailto:vkolar@thecarolinascenter.org)**

**Virginia – Carla Thomas, [cthomas@hqi.solutions](mailto:cthomas@hqi.solutions)**

**Missouri – Mary Ann Kimbel, [mkimbel@hqi.solutions](mailto:mkimbel@hqi.solutions)**

**Kansas – Mandy Johnson, [mjohnson@khconline.org](mailto:mjohnson@khconline.org)**



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