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Smart Goal



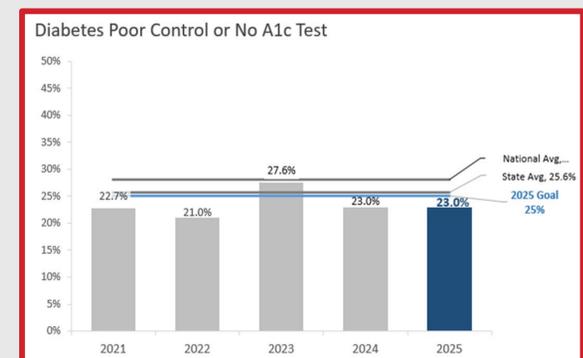
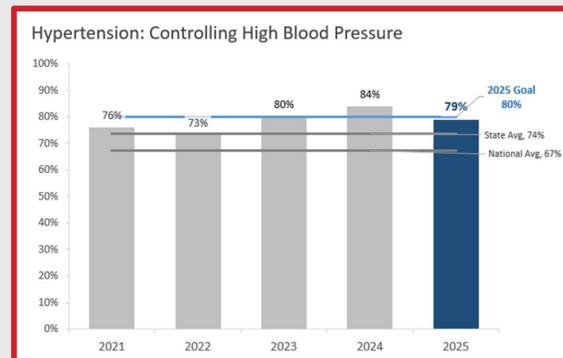
Increase engagement and improve outcomes for patients with chronic conditions (hypertension and diabetes) by using multiple telehealth methods—remote patient monitoring (RPM), video visits, text messaging, audio-only visits, and continuous glucose monitoring (CGM)—to provide accessible, timely, and patient-centered care.



Results

On average, **40%** of patients with diabetes or hypertension have had a telehealth touchpoint during the year (50% of patients with diabetes and 30% of patients with hypertension).

61 secure text messaging encounters and **472** audio only encounters for 175 patients (out of 445 pts) with diabetes and/or hypertension.



Drivers

1. Offer multiple telehealth options (video, text, RPM, CGM) to **meet patients where they are.**
2. Engage care teams in population health approaches to chronic disease.
3. Empower patients with tools for ongoing self-monitoring and communication.
4. Track visit data and analysis, along with health outcomes, to inform and adapt implementation process.

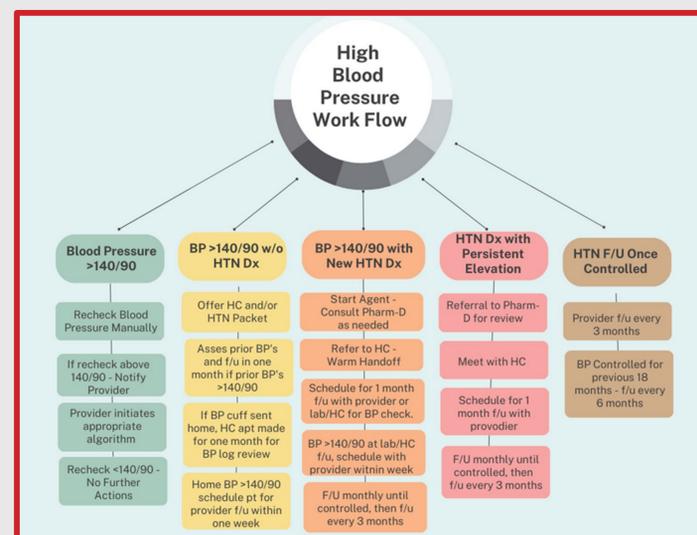
Conclusions

Telehealth can extend beyond video visits — by leveraging text messaging, RPM, audio, and CGM, Promise has improved engagement and outcomes for patients with hypertension and diabetes.

A flexible, multi-modal approach ensures that patients receive the right care, at the right time, in the way that works best for them.

Methods

- ✓ **Remote Patient Monitoring (RPM)** for hypertension and diabetes (blood pressure and CGM data).
- ✓ Secure texting, audio, and video visits for timely follow-ups to **avoid therapeutic inertia.**
- ✓ **Quality Metric tracking** for clinic wide hypertension and diabetes control outcomes



Lessons Learned

1. Ensure consistent patient access to technology and training.
2. Adjust workflows to integrate telehealth data from population health to PharmD and Provider teams.
3. Staff education on optimizing multiple telehealth tools.
4. Balancing in-person and telehealth visits to maintain quality and patient preference.

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