Healthy Discussions: The Licensed Practice Nurse Blood Pressure Clinic

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Purpose

- Need for a cultural transformation
- Patient rather than disease as the focus
- Lifestyle change impact
- Nurse collaborate with patients
- Responsive to patients' needs, preferences, and values
- Aligned with Veterans Administration strategic goals and objectives
- Improve Veteran wellness and amplify awareness of VA programs
- Support nurse knowledge, skill, and attitudes
Objectives

- Correlate LPN BP Clinic to VHA's Strategic Goals and Performance Objectives
- Define Healthy Discussion
- Identify available/promoted integrated patient resources
- Connect links identified in LPN BP clinic data analysis
- Discuss pre and post-study outcomes
Methods

- Chart review
- Electronic Database monitored daily with appointment data
- LPN BP Clinic ACCESS Database monitoring nurse/patient collaboration, pre-visit calls, and pre-vist/post-visit BP data
VHA Strategic Goals

Mission: To fulfill President Lincoln’s promise “To care for him who shall have borne the battle, and for his widow and his orphan” - By serving and honoring the men and women who are America’s Veterans

Goal 1: Empower Veterans to Improve Their Well-being
   Objective 1.1: Improve Veteran Wellness and Economic Security

Goal 2: Enhance and Develop Trusted Partnerships
   Objective 2.3: Amplify Awareness of Services and Benefits Available to Veterans through Improved Communications and Outreach

Goal 3: Manage and Improve VA Operations to Deliver Seamless and Integrated Support
   Objective 3.1: Make VA a Place People Want to Serve
## Step 1: Needs Assessment

<table>
<thead>
<tr>
<th>Intervention</th>
<th>Knowledge, Skill, and Attitude Change</th>
<th>Behavior Change</th>
<th>Ultimate Outcomes</th>
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<tbody>
<tr>
<td>LPN BP clinic</td>
<td>KSA for performance of patient-centered care by collaborating with patients to determine Healthy Choices and SMART goal-setting</td>
<td>LPN facilitating patients with identification of Healthy Choice and SMART goal</td>
<td>Performance of integrative approach (preventive, predictive, and personalized) to healthcare</td>
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<td>Nurse education on SMART goal-setting</td>
<td>Providing knowledge and skills to LPNs performing in LPN BP clinic</td>
<td>Quality of knowledge, skills and attitude in performance of patient SMART goal-setting</td>
<td>Organization, PACTs, and patients/potential patients strengthened</td>
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Tools: Healthy Discussion and SMART Goal

- **Specific**: concrete actions that will take place; what you will do

- **Measurable**: how much will be done, and how you will know when the goal has been achieved

- **Action-Oriented**: committing to take actions to achieve your goal(s)

- **Realistic**: practical, given available resources and time

- **Time-based**: within a specified time frame
# Integrated Resources

<table>
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<tr>
<th>Healthy Discussion Resource File</th>
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<tbody>
<tr>
<td>1. My Health Choice Tool</td>
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<td>3. Healthy You Group</td>
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<td>4. Healthy Kitchen Classes</td>
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<td>5.</td>
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<td>7. Moving Forward Group</td>
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<td>8. Be Involved In Your Health Care</td>
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<td>10. Eat Wisely</td>
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<td>11. Be Physically Active</td>
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Available Consults

- Pedometers
- Lifestyle Coaching by Behavioral Health psychologists
- MOVE
- Smoking Cessation
- Nutritionist
Process Steps

- Education Module on SMART Goal Teaching
  - LPN connection to VHA ICARE Values and Characteristics as ethical framework
- Healthy Discussion added to note template
  - LPN input with template note changes facilitating LPN ownership of their Patient Aligned Care Team (PACT) clinic visits
- Individual LPN interviews with Motivational Interviewing (MI) sessions post-visit
  - Enabled MI correlation with nurse/patient interaction
Process Steps

- Process coaching pre and post-visit
  - Recognition of exemplary LPN performance through performance awards
- Clinics underutilized
  - Clinic appointment set-up revised and streamlined to increase utilization
  - Promotion of LPN BP Clinic with Providers one to one and in staff meetings who are now regularly referring to LPN BP Clinic
- Pre-Visit calls important
  - Compliance with medications and restrictions on caffeine, smoking, and activity pre-visit
Outcomes

LPN BP Clinic

April 18, 2014 to January 21, 2015
Chart review (N=46)

Pre-KSA empowerment

Out of (N=46) patient encounters (N=5)
Healthy Discussions or 9%

February 25, 2015 to August 31, 2015
Chart review (N=241)

Added Healthy Discussion to note template
KSA empowerment through education and ongoing support

Out of (N=241) patient encounters (N=109) Healthy Choices/SMART Goals or 45%
Outcomes

64% of KEPT appointments had a pre-visit contact
Outcomes

Blood Pressure Improvement by Call Status

- Called and spoke with Veteran
- Left message
- No call/no message

- Improved both Systolic & Diastolic numbers: 42
  - Called and spoke: 9
  - Left message: 6
  - No call/no message: 4

- Improved Systolic numbers: 26
  - Called and spoke: 3
  - Left message: 7
  - No call/no message: 4

- Improved Diastolic numbers: 2
  - Called and spoke: 4
  - Left message: 2
  - No call/no message: 4
Outcomes

BP Clinic Compliance* by Pre-Call Status
*compliance with medications and pre-visit restrictions on caffeine, exercise, and tobacco
Outcomes

Improvement by Measure

- Only Systolic value improved: 16.2%
- Only Diastolic value improved: 6.1%
- Both Systolic & Diastolic values improved: 77.8%

n = 99
Outcomes

#Veterans with Elevated Blood Pressure Values

Comparing Outlier values to values taken after referral to B/P Clinic

- Systolic value > 139
  - Outlier, 97
  - Clinic Visit, 17

- Diastolic value > 84
  - Outlier, 45
  - Clinic Visit, 9
Outcomes

- 15% increase in LPN education post-test scores and 16% LPN skill confidence measured by Likert Survey
- LPNs rated skill as very important
- 64% of Veterans that received pre-visit call showed up for their LPN BP clinic visits
- 50% of cancelled patients had no pre-visit call suggesting call may be important for rescheduling cancelled appointments
- No Shows: While not predictive, the No Show data suggests that no Veteran or family interaction prior to the visit increases the likelihood of a No Show status for BP clinic
Outcomes

- Due to pre-visit call helping with patient compliance with medications and restrictions on caffeine, smoking, and activity, ensured BP reading was a true reflection of patients’ BP.
- Veterans demonstrating elevated blood pressure readings drop meaningfully after referral to the LPN BP clinic.
- Providers are now routinely referring patients to the LPN BP clinics instead of RNs which improves staff utilization.
- Both RN and LPN now working at their full scope of practice.
- Nurses voiced job performance satisfaction.
- 156% increase in LPN BP clinic visits comparing May to December from 2014 and 2015.
Planned Changes/Updates

- Exercise Program for Sedentary Patients forthcoming
  - In discussion/brainstorming phase!
  - Will correlate with other programs

- Standardized BP clinic portfolios/BP clinic booklet across sites
  - Achieved!

- Standardized Resource Files across sites
  - Working on it!
Continuous Quality Improvement

- Planning phase of simulated patient event
  - Motivational Interviewing Skills/Coaching
- Creating access by implementing Wednesday evening LPN BP clinic visits
- Healthy Discussion occurring in a Diabetic Management Registered Nurse Clinic
- Educate Providers to acknowledge patients’ Healthy Choice and SMART goals in their interactions
Acknowledgement and appreciation to the VAPHS LPNs whose practice exemplifies the VHA ICARE Values and Characteristics
References


Veterans Health Administration. (2013). Veterans Health Administration national nursing strategic plan 2013-2018. Veterans Health Administration
