

Million Hearts® Model Promising Practice Case Study

Participant Spotlight

Lānaʻi Community Health Center (LCHC)
Lānaʻi City, HI



Implemented telehealth, Self Monitored Blood Pressure (SMBP), and Self Monitored Blood Glucose (SMBG) in 2014.

This Million Hearts Model® participant organization has used a video calling platform to deliver virtual primary and specialty care, which has **improved their ability to reach their rural patient population.**

Through telehealth, LCHC has also improved access to specialized care. The telehealth team's contracting cardiologist and psychiatrist present with the primary care providing virtual visits. This enables vertical integration, allowing patients to **benefit from perspectives of both providers in the development of their individualized care plans.**

LCHC's SMBP and SMBG programs in addition to video teleconferencing visits, have led to **patient generated data** that is directly integrated into the organization's IT system and **reduced patient burden** to travel long distances for frequent in-person visits.

Using off-the-shelf Bluetooth-enabled monitoring devices, patients can upload data to the EHR/IT platform between visits, **enabling engagement with their care plan** and promoting cooperation and collaboration with their providers. This is particularly important for diabetes and hypertension control, which requires sustained and lasting behavior changes for improvement.

To implement these programs, LCHC identified change theory principles that worked for their organization's size, structure, and culture. While LCHC did not have a designated telehealth director, they were highly collaborative – they problem solved together when technology challenges occurred, and provided widespread training across the organization to support staff towards sustained change.

“We hope to eventually see the terminology disappear completely, for **telehealth to become so ubiquitous that is considered a standard practice.**”

~ Dr. Joseph Humphry, Lānaʻi Community Health Center



The aim of the Centers for Medicare & Medicaid Services (CMS) Innovation Center's Million Hearts® Cardiovascular Risk Reduction Model (Million Hearts® Model) is to prevent first time heart attack and stroke in high risk Medicare beneficiaries. The model aim was supported by primary model drivers. This case study spotlights one of our participant organizations' innovative implementation of the “Establishing a Team-Based Care” model driver.”

Promising Practice: Implementation of Telehealth & Virtual Health in Cardiovascular Care

Telehealth is the exchange of medical information from one site to another through electronic communication to improve a patient's health. Potential benefits of telehealth can include:

- Improved care for patients with cardiovascular disease (CVD)^{1,2}
- Reduction in health access disparities among vulnerable populations
- Increased quality, patient-centeredness, and satisfaction².



Million Hearts® Model Sustainable Tactics to Improve Addressing Barriers to Telehealth

Work across your organization to design a vision for how technology can improve communication in your patient population and access to specialized and team-based care

- **Identify the tools** that will complement your organization's knowledge of the patient and their community¹
- Identify ways to **integrate new data and technologies**, such as communication devices or IT systems - including analytic tools and EHRs, so systems can work together to support care delivery
- Use change theory to support the adoption of new practices and **remain adaptive** as challenges occur



Take Action: Million Hearts Practical Tools

The below resources were made available to intervention group participants in the Million Hearts Connect Library during the active phase of the model. The resource to include peer reviewed scientific research and tools can be found using the links below.



General Provider Telehealth and Telemedicine Toolkit:

This toolkit from CMS.gov includes information and resources for providers on telehealth, as well as guidance to care for patients virtually during the Public Health Emergency



Medicare Telemedicine Health Care Provider Fact Sheet:

An outline of telehealth services to implement in various practice environments:

- Virtual Check-ins
- Medicare Telehealth Visits
- E-Visits