

Quality Improvement Storyboard: Mountain Valleys Health Centers - Tulelake

Controlling High Blood Pressure Plan-Do-Study-Act

PLAN

By December 30, 2025, Tulelake aims to improve the percentage of patients with controlled high blood pressure (<140/90 mmHg) from 54% to 72%.



Measures

Outcome Measure

- Percentage of patients with blood pressure under good control (<140/90 mmHg)

Process Measure

- Percentage of rechecks performed when initial BP \geq 140/90
- Percentage of staff following the “10-minute recheck” process

Prediction

Mountain Valleys Health Centers predict that improving blood pressure control will require ongoing staff and patient education, consistent provider engagement, and standardized workflows for rechecking and documenting high readings.

DO

Changes Being Tested

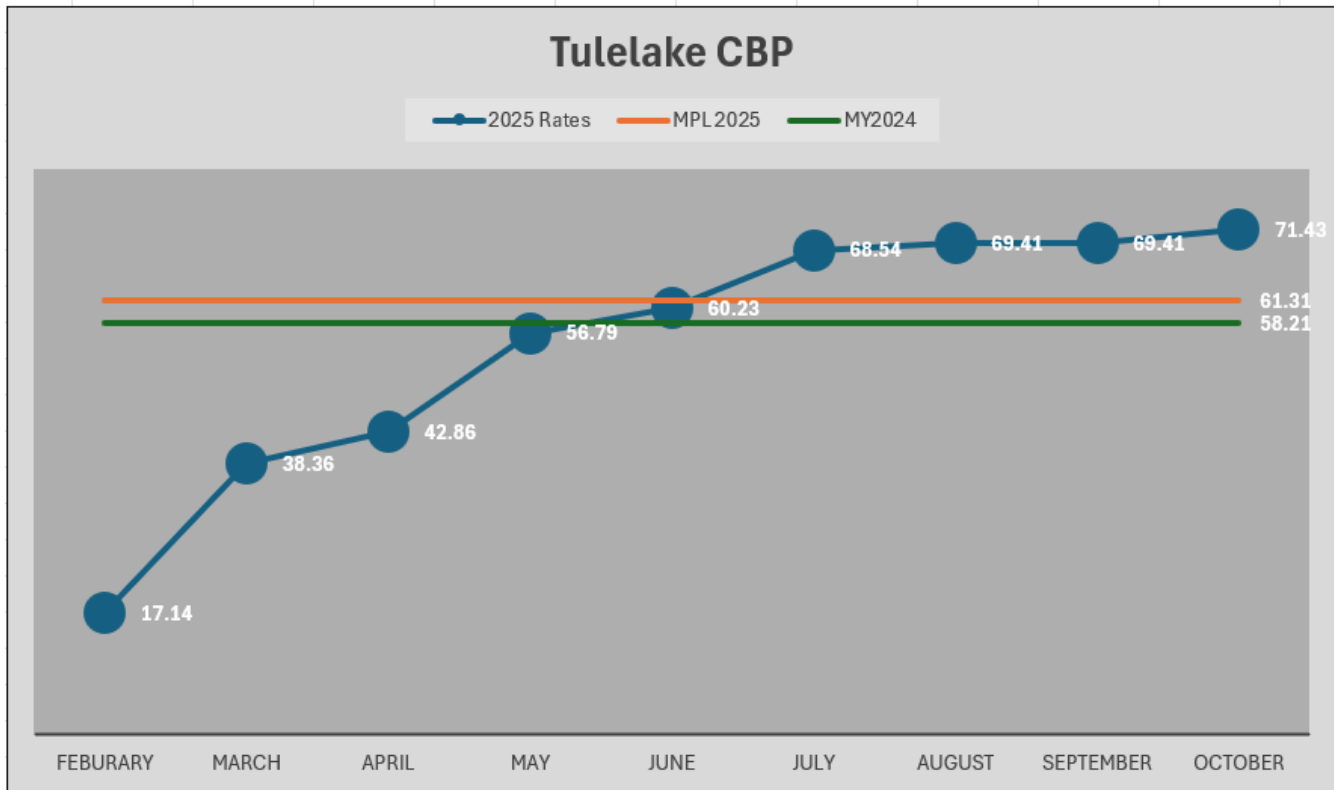
- Staff Timers: Set a timer for 10 minutes to recheck BP when \geq 140/90.
- Provider Notification: Inform the provider immediately of elevated readings (\geq 140/90).
- Visual Cues: Use door hangers to alert the provider when a recheck is needed.

STUDY

Between February and April, Tulelake showed a **>20% improvement** in BP control rates — increasing from 17.14% to **42.86%**.

Improvement continued through September, reaching **72.09%**.
(Refer to chart on next page: Tulelake CBP Feb – Sep MY2025)

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ACT

Future Plans

- Continue to reinforce the recheck workflow during staff huddles and trainings.
- Monitor monthly data to ensure sustained improvement.
- Explore patient self-monitoring education and follow-up processes for consistent control.
- Maintain visibility of results through posted dashboards and team recognition.

What We Learned

We conducted extensive staff training around proper blood pressure measurement techniques. Through this process, we identified a few issues that required corrective action — specifically regarding proper posture during readings and ensuring the use of the correct cuff size.

We also learned that when a cuff size was broken or unavailable, staff were defaulting to whichever cuff was on hand. To address this, our administrative team reached out to all locations to confirm that a full range of blood pressure cuff sizes are available.

In addition, providers were reminded to have staff perform a second blood pressure reading, even if the initial reading appeared acceptable, to ensure accuracy and consistency.