

GLPTN Spotlight: Advanced Primary Health Care
Quality Improvement Hypertension Initiative



Pictured from left to right are Advanced Primary Health Care's Dr. Majad Ali, MD, and Noreen Pierandozzi, NP.

Advanced Primary Health Care is a primary care practice located in Aurora, IL. Through the Transforming Clinical Practice Initiative (TCPI) and Great Lakes Practice Transformation Network ([GLPTN](#)), Advanced Primary Care has shown continuous improvement in practice-identified metrics over the last two years. This practice has a patient base that is 60% Medicaid recipients and 80% Spanish speaking. It is dedicated to serving their Medicaid population even though the practice receives less reimbursement for serving these patients who are often most in need of health care.

Kerri Lanum, Quality Improvement Advisor, had the opportunity to work with Advanced Primary Health Care and directly experience the positive results emerging from the TCPI initiative. Helping practices reach their goals and being able to see firsthand the difference these efforts make in patient lives is very rewarding. In collaboration with Kerri, Michele Rutishauser, Practice Manager, has worked hard to show improvement in clinical quality metrics and put new policies in place to revamp workflows, efficiency, and patient care. For example, the practice has successfully enrolled over half of their patients into the patient portal, which provides increased access to health information, education, and providers despite language barriers, limited resources, and EHR vendor issues.

Another important focus is on improving hypertension clinical quality measures because Advance Primary Care has a high percentage of patients with the condition. They have employed multiple strategies to address hypertension including, but not limited to, retraining staff in blood pressure measurement, educating providers on measure standards and patient engagement strategies, patient outreach through the patient portal, and data review through the EHR.

This is Alejandra; she is a patient at Advanced Primary Health Care who first came to Dr. Ali through a friend's referral when she was looking for a new primary care physician. Alejandra came into the clinic with a diagnosis of hypertension that had been uncontrolled for months. Dr. Ali worked closely with Alejandra and was able to find a new medication that worked for her. He also stressed the importance of medication adherence and was able to communicate to her in her language, Spanish, and take the time to understand her history and needs. Alejandra is grateful she is feeling better now and can be there more for her husband and three children.

Alejandra is one of the 267 hypertension patients Dr. Ali sees who are being successfully managed, with blood pressure readings consistently below 140/90.



Alejandra