

Telligen Update: Together We Can Accomplish So Much

CMDA's 29th Annual Conference: Communication and Compassionate Care in Colorado
April 19, 2024

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Objectives

- Describe the role of Telligen, Colorado's Quality Innovation Network-Quality Improvement Organization (QIN-QIO), and the no-cost, data-driven, quality improvement (QI) support we provide
- Identify current focus areas and explain how Telligen assists homes in reaching their patient safety goals by complementing, coordinating and/or co-creating QI initiatives
- Summarize and celebrate data and outcomes from Telligen's collaboration with nursing homes and partners including; CMDA The Colorado Society for Post-Acute and Long-Term Care Medicine, the Colorado Department of Public Health and Environment, the Colorado Health Care Association, LeadingAge Colorado and many others dedicated to improving healthcare quality

Telligen Supports Quality Improvement (QI)

- Telligen is a population health solutions company (www.telligen.com)
- **Our Mission:** Transform Lives and Economies by Improving Health
- We partner with U.S. government agencies, state Medicaid agencies and health plans to improve health outcomes
- Telligen is the Centers for Medicare & Medicaid Services (CMS) Quality Innovation Network-Quality Improvement Organization (QIN-QIO) for Colorado, Illinois, Iowa and Oklahoma
- Telligen's comprehensive quality improvement program is known as Telligen QI Connect™

What Do QIN-QIOs Do?

QIO Program Purpose

- To improve the efficiency, effectiveness, economy and quality of services delivered to Medicare beneficiaries

QIN-QIOs

- Bring Medicare beneficiaries, providers and communities together in data-driven initiatives that increase patient safety, make communities healthier, better coordinate post-hospital care and improve clinical quality
- Provide technical assistance and convene learning and action networks at no-cost to support healthcare QI at the community level

Nursing Home Enhanced Technical Assistance (TA)



Menu of Services

Our support is offered at no cost and is customized to your needs.

- ✓ Improve quality measures (urinary tract infections, falls, rehospitalizations, ED visits, etc.)
- ✓ Implement infection prevention processes and practices
- ✓ Increase immunization rates (flu, pneumonia, COVID-19)
- ✓ Assist with emergency preparedness planning
- ✓ Troubleshoot NHSN reporting
- ✓ Perform gap analysis
- ✓ Expand your team's knowledge about quality reporting programs (e.g. Five-Star Quality Rating System)
- ✓ Coaching in QAPI and use of performance improvement methodology
- ✓ Promote positive staffing culture
- ✓ Strengthen directed plan of corrections (DPOCs)
- ✓ Collaborate with community partners
- ✓ And more!



Receive one-on-one enhanced technical assistance tailored to your needs



Collaborate with over 6,000 partners across Colorado, Iowa, Illinois and Oklahoma



Access on-demand trainings and resources at no cost to you or your organization



Focus Areas

- COVID-19 Response
- Public Health Emergency Preparedness
- Hospital Leader Engagement
- Behavior Health and Opioid Misuse
- Immunizations
- Patient Safety
- Antibiotic Stewardship
- Nursing Home Quality
- Chronic Disease Management
- Care Coordination

Examples of Technical Assistance for Selected Focus Areas



Adverse drug events (ADEs): offer ECHO® Model series and resources to reduce or eliminate risks that can impact patient safety (e.g., reducing falls)



Opioid utilization: provide guidance and training for opioid prescribing best practices



Facility-acquired infections: support with implementing evidence-based interventions to optimize patient outcomes for sepsis, UTI, pneumonia and COVID-19



Health equity: provide trainings and tools to support social drivers of health (SDOH) Minimum Data Set (MDS) 3.0 requirements, and 1:1 assistance with implementing interventions related to health literacy, Culturally and Linguistically Appropriate Services (CLAS), healthcare disparities, social isolation and other focus areas



Avoidable emergency department (ED) visits and readmissions: assist with collecting and interpreting data, conducting an RCA, designing PDSA cycles, and putting into practice evidence-based models to prevent and decrease avoidable ED visits and readmissions



Emergency preparedness (EP): offer Telligent's assessment to identify gaps in EP plans, assist with tabletop exercises and foster community connections

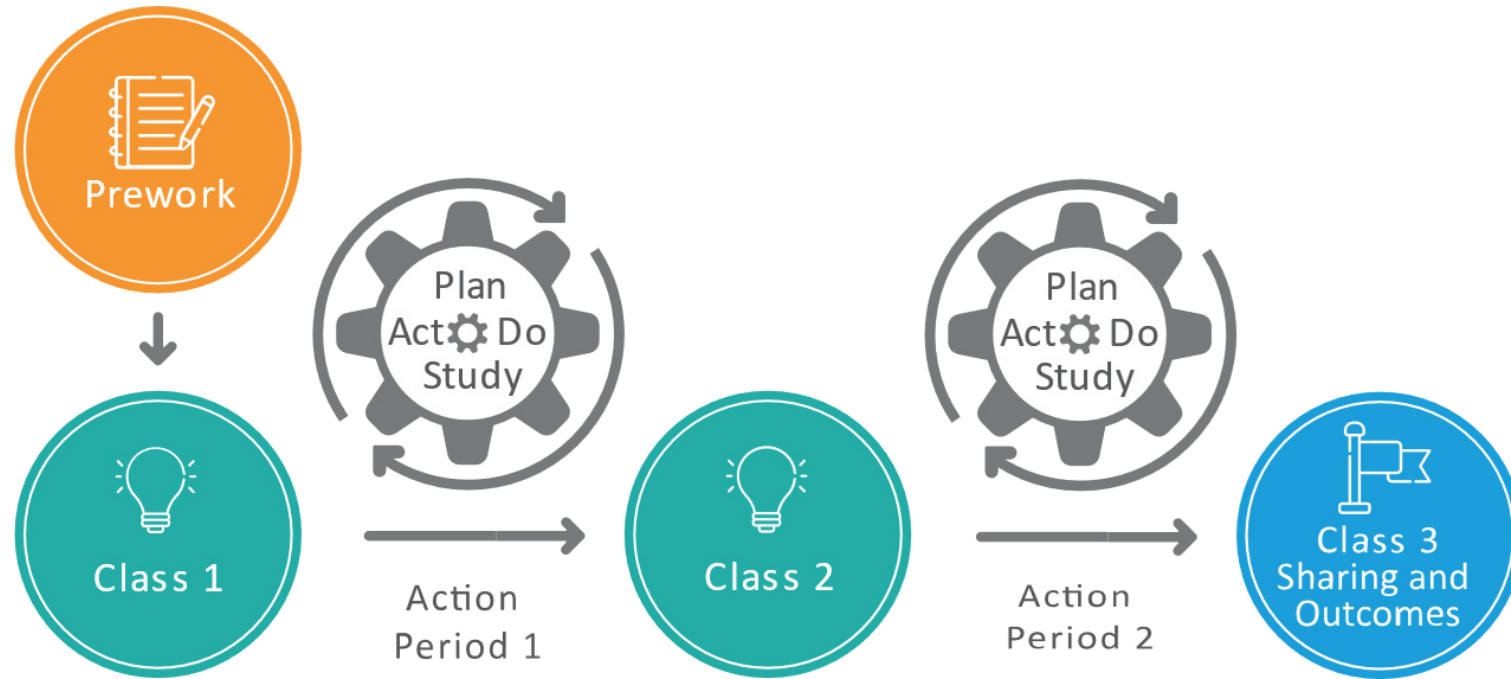



Telligen's Nursing Home Assessment Dashboard



- COVID-19 Preparedness Assessment
- Nursing Home Emergency Preparedness Assessment
- Infection Prevention & Control Staff Training Attestation
- Unplanned Transfers
 - Baseline assessment and post-intervention assessment
- Health Equity – Culturally and Linguistically Appropriate Services (CLAS) Framework

Ongoing Interactive QAPI Classes and Workshops



 Check out the next class dates and times: www.telligenqconnect.com/calendar



Partner Project Highlights

- **Antibiotic Stewardship Learning Series: Tag Busters**
Colorado Department of Public Health and Environment (CDPHE), CHCA and LeadingAge
- **Medical Orders for Scope of Treatment (MOST) On-Demand Training**
Center for Improving Value in Healthcare (CIVHC), CHCA and LeadingAge
- **Panel Discussion: Seamlessly Transitioning Patients on Medications for Opioid Use Disorder (MOUD) to Nursing Homes**
All QIN-QIOs
- **Infection Prevention Nurse Bootcamp and Workshop**
CHCA and CLC
- **CMDA Website Tools and Resources**
Colorado Dementia Partnership Group

Ongoing Rapid Response to Nursing Homes

Weekly referrals from CMS focus on:

- COVID-19 outbreaks
- Increasing up-to-date COVID-19 vaccination rates

Our support includes:

- A dedicated quality improvement (QI) specialist to provide 1:1 support for the infection preventionist and team
- Assistance with completing an infection prevention and control (IP&C) assessment (includes onsite and/or virtual visits)
- Conducting a root cause analysis (RCA) from assessment results and designing iterative Plan-Do-Study-Act (PDSA) cycles
- Co-designing Specific/Measurable/Attainable/Relevant/ Timebound (SMART) goals
- Establishing a 30-day QI plan specific to IP&C with coaching to embed the plan into QAPI meetings



Results for Targeted Referrals

Since April 2020:



1,488 facilities assisted

(200 nursing homes in Colorado)



56 virtual/onsite visits to provide IP&C tours for targeted referrals



8 onsite IP&C tours for assisted living facilities to identify QI gaps

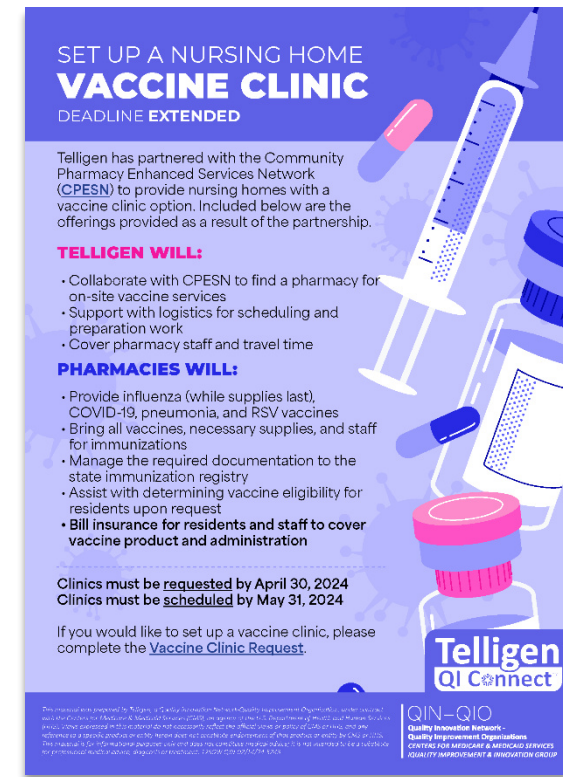
Common recommendations from virtual/onsite visits:

- Ensure performance of hand hygiene
- Enhance communication processes between environmental services and infection preventionists
- Increase compliance with donning and doffing protocols for personal protective equipment (PPE)

Efforts to Increase Up-to-Date COVID-19 Vaccination Rates

Telligen supports nursing homes by:

- Conducting onsite visits to nursing homes with low vaccination rates to help address vaccine hesitancy utilizing appreciative inquiry
- Providing vaccine clinic options and supporting scheduling
- Recognizing nursing homes who achieve high up-to-date rates with our Blue Ribbon in COVID-19 Vigilance Award
- Providing 1:1 hands-on technical assistance to support implementation of evidence-based tools and resources to increase up-to-date vaccination rates



SET UP A NURSING HOME
VACCINE CLINIC
DEADLINE EXTENDED

Telligen has partnered with the Community Pharmacy Enhanced Services Network (CPESN) to provide nursing homes with a vaccine clinic option. Included below are the offerings provided as a result of the partnership.

TELLIGEN WILL:

- Collaborate with CPESN to find a pharmacy for on-site vaccine services
- Support with logistics for scheduling and preparation work
- Cover pharmacy staff and travel time

PHARMACIES WILL:

- Provide influenza (while supplies last), COVID-19, pneumonia, and RSV vaccines
- Bring all vaccines, necessary supplies, and staff for immunizations
- Manage the required documentation to the state immunization registry
- Assist with determining vaccine eligibility for residents upon request
- **Bill insurance for residents and staff to cover vaccine product and administration**

Clinics must be **requested** by April 30, 2024
Clinics must be **scheduled** by May 31, 2024

If you would like to set up a vaccine clinic, please complete the [Vaccine Clinic Request](#).

Telligen
QI Connect

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QIN-QIO
Quality Improvement Network
Quality Improvement Organizations
CENTERS FOR MEDICARE & MEDICAID SERVICES
QUALITY IMPROVEMENT & MEDICATION SAFETY

Vaccine Clinic Request 



vax hub

Telligen's **Vax Hub** provides on-demand tools, resources and learning modules related to the COVID-19 vaccine and bivalent booster.

Telligen also offers **Nursing Home Quality Essentials**, an ongoing series covering new topics every Tuesday and Thursday.

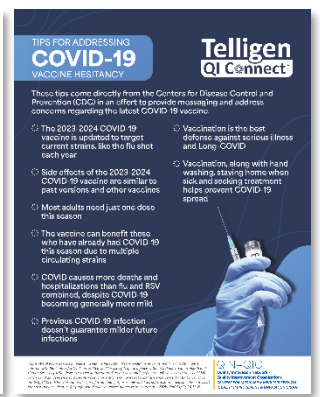
Resources



Telligen QI Connect
Vaccine Ambassador Program
 What is a Vaccine Ambassador?
 Vaccine Ambassador Training
 Register for training at www.telligen.com/vaccine-ambassador



PROTECT YOURSELF FROM LONG COVID
 Long COVID or Post-COVID Conditions can include a wide range of ongoing health problems: **these conditions can last weeks, months, or years.**
 General symptoms can include fatigue, fever, shortness of breath, cough, chest pain, pounding heart, difficulty thinking or concentrating, headache, sleep problems, dizziness, pins-and-needles feelings, change in smell or taste, depression or anxiety, diarrhea, stomach pain, joint or muscle pain, rash, and changes in menstrual cycles. Some people experience new health conditions after COVID-19 illness such as diabetes, heart disease, blood clots, or conditions affecting the nervous system.
Who is at Risk for Developing Long COVID?
 These are examples and not a comprehensive list of people or groups who might be more at risk than other groups for developing Long COVID. People who have experienced more severe COVID-19 illness, especially individuals who were hospitalized, people who had underlying health conditions prior to becoming infected with COVID-19, and people who did not receive the COVID-19 vaccine. Health inequities may put some people from racial or ethnic groups and some people with disabilities at greater risk for developing Long COVID.
Preventing Long COVID With Vaccines
 The best way to prevent Long COVID is to protect yourself and others from becoming infected. For people who are eligible, the CDC recommends staying up to date on COVID-19 vaccination along with improving ventilation, getting tested for COVID-19 if needed, and seeking treatment for COVID-19 if eligible. Additional preventative measures include avoiding close contact with people who have a confirmed or suspected COVID-19 illness and washing hands or using alcohol-based hand sanitizer. Research suggests that people who get a COVID-19 infection after vaccination are less likely to report Long COVID symptoms compared to people who are unvaccinated.
 "Long COVID is a huge burden - it's the thing I worry about the most. I've seen young, healthy people with Long COVID symptoms that can be debilitating and it's one of my primary reasons to try and protect myself from COVID."
 Dr. Anuj Mehra, Pulmonary and Critical Care Physician and Hospital Authority
 Scan to learn more about Long COVID-19 from the CDC!



TIPS FOR ADDRESSING COVID-19 VACCINE HESITANCY
 Telligen QI Connect
 These tips come directly from the Centers for Disease Control and Prevention (CDC) in an effort to provide messaging and address concerns regarding the latest COVID-19 vaccine.
 The 2023-2024 COVID-19 vaccine is expected to target current strains, like the flu shot each year.
 Side effects of the 2023-2024 COVID-19 vaccine are similar to past versions and other vaccines.
 Most adults need just one dose this season.
 The vaccine can benefit those who have already had COVID-19 this season due to multiple circulating strains.
 COVID causes more deaths and hospitalizations than flu and RSV combined despite COVID-19 becoming generally more mild.
 Previous COVID-19 infection doesn't guarantee milder future infections.
 Vaccination is the best defense against serious illness and Long COVID.
 Vaccination, along with hand washing, staying home when sick and seeking treatment helps prevent COVID-19 spread.

Event Recordings: Ask an Expert - Infection Prevention Topics

Watch the previous recordings of Ask an Expert featuring infection prevention below, or email nursinghome@telligen.com for prior sessions.

- January 25, 2024 | [Ask an Expert: Onboarding Checklist for Infection Preventionists](#) (28 min. 15 sec.)
- December 28, 2023 | [Ask an Expert: Root Cause Analysis for Low Vaccine Rates](#) (28 min. 30 sec.)
- October 19, 2023 | [Ask an Expert: Infection Prevention and Control Rounding Tool and Next Steps](#) (23 mins. 49 sec.)

Outcomes

From October 2022 to September 2023, the Telligen team provided QI support to 1,244 nursing homes to improve up-to-date vaccination rates, resulting in:





An estimated 4,756 additional bivalent boosted residents and 1,526 boosted staff compared to the control group



An average resident up-to-date vaccine rate improvement of 5.3% across Telligen-referred nursing homes over the 25 weeks following the intervention support

Telligen's B.E.S.T. In Class Program

THE BLUE RIBBON IN COVID-19 VIGILANCE AND THE B.E.S.T. IN CLASS DISTINCTION ARE AWARDED TO TOP PERFORMING NURSING HOMES WHO ACHIEVE THE FOLLOWING:

		
Complete the COVID-19 Preparedness Assessment	✓	✓
Resident up-to-date vaccination rate of at least 70%	✓	✓
Staff up-to-date vaccination rate of at least 15%	✓	✓
Receive the Blue Ribbon in COVID-19 Vigilance for three quarters of 2023		✓
Complete Telligen's Emergency Preparedness Assessment		✓
At least 75% of staff have completed infection prevention and control training		✓
Reduce the number of preventable Emergency Department visits by 5% or fall within the top 25% of Telligen's enrolled nursing homes at time of award		✓



“Our designation by Telligen for B.E.S.T. in Class has been a great honor. The process has built our confidence and provided clear direction following the chaos of the pandemic... Attaining B.E.S.T. in Class has improved the trust with residents and families, and we have seen improved referral volume!”

- Don Backstrom, Executive Director, Clermont Park

Thank You!



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