



Telligen QI Connect™

Partnering to improve health outcomes through relationships and data

Updates from Telligen – Your Quality Innovation Network-Quality Improvement Organization (QIN-QIO)


Jane Brock, MD, Telligen Medical Director
CMDA's Annual Conference 2022: Coming Together to Create Success in PALTC
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Objectives 2


- » Summarize data and outcomes from our work together through the COVID-19 pandemic
- » Identify current focus areas and explain how we assist homes to improve quality using the framework of QAPI
- » Describe the role of Telligen, Colorado's Quality Innovation Network-Quality Improvement Organization (QIN-QIO), and the opportunities you have to participate with us at no-cost



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About Telligen 3

-  **Nearly 50 years** providing expertise and support for measurable results in population health improvement
-  **More than 600 clinical and technical** professionals supporting clients nationwide
-  **A 100-percent employee-owned** company
-  **Comprehensive quality improvement program** = Telligen QI Connect™



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Rapid response to nursing homes

- » Weekly referrals from CMS
 - » Outbreak
 - » High community transmission rate
 - » Infection control deficiencies
- » To support you in working through your specific situation
 - » Dedicated QI specialist
 - » Signed commitment
 - » CDC-developed assessment modified to a fillable form
 - » Assessment results → RCA
 - » SMART goal
 - » Establish QI plan
- » 4-week Rapid Learning Collaborative



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Results

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- » 802 facilities assisted since April 2020 – 123 in Colorado
- » 110 walk-throughs/site visits
- » Common recommendations
 - » Increasing effectiveness of screening at entry
 - » Managing staff break rooms
 - » Managing access to time clocks
 - » Adapting training and materials for environmental services
- » Well-received:

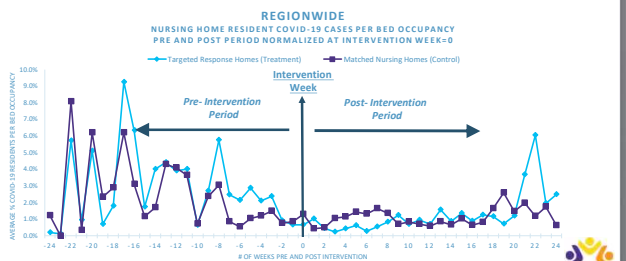
"We greatly appreciated your support in talking through our specific situations and how we can work through them. In addition, the tools provided to us were of great use to our team in order to have thorough audits. We re-pulled them out this week to ensure we were still up to date on our IC areas we were previously deficient in."

Vanessa Zabojnik, LNHA
Executive Director
Life Care Center



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Analysis of effectiveness



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COVID-19 Vaccine and Booster Referrals

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» Criteria


» Changed over time – CMS set specific targets, changed over time, in beginning targets were inclusive, getting more and more targeted – present criteria is nursing homes with less than 40% residents boosted

» Support/process

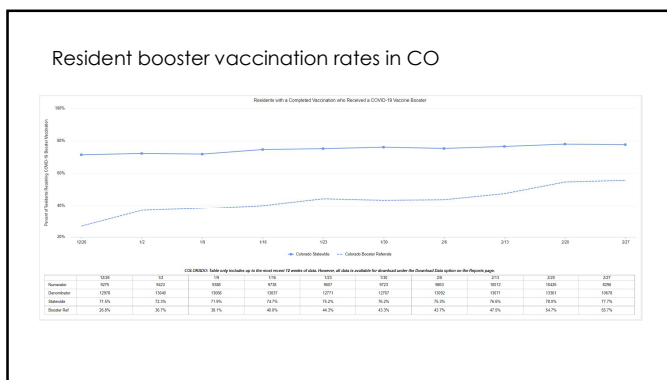
» Tailored customer service interview to provide the right resources – not just offering training to someone who knows what to do

» Customized assessment developed by national experience of QIN-QIO working in every state with 1000s of homes to offer specific tools, advice, support and interventions

» Data



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COVID-19 Resources

We developed resources to support nursing homes with infection prevention and control







Check out all our resources:

www.telligenaiconnect.com/resources

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Nursing Home Technical Assistance and Support
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- » Quality Improvement
 - » Root Cause Analysis (RCA) interactive sessions
 - » Plan, Do, Study, Act (PDSA) trainings
 - » Quality Assurance and Performance Improvement (QAPI) classes and workshops
 - » Directed Plan of Correct assistance for F880 deficiencies
- » National Healthcare Safety Network (NHSN) reporting assistance
- » Timely, relevant and useful events, tools, and resources



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QAPI Classes
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- » QAPI 101 Workshops
- » QAPI Reboot Classes
- » Quality Improvement Trainings (RCAs, PDSAs, QI Power Hours)


QAPI Reboot Cohort Topics

- » Reducing Readmissions and ED Visits
- » Reducing Urinary Tract Infections (UTIs)
- » Reducing Antipsychotic Medication Use
- » Preventing *C. difficile*




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On-going Interactive QAPI Classes and Workshops
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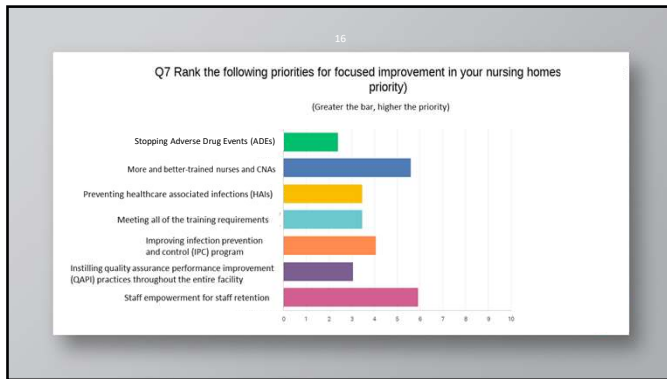


Check out the next class dates and times on our website:
www.telligengconnect.com/calendar



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What Do QIN-QIOs Do?

QIN-QIO Program Statutory Purpose

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

QIN-QIOs

- » Bring people from across the care continuum together in data-driven initiatives that increase patient safety, make communities healthier, enhance care coordination and improve healthcare quality
- » Provide technical assistance and convene learning and action networks at **no cost** to support healthcare quality improvement (QI) at the community level



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Additional Focus Areas and Support – At No Cost!



- » QI expertise, including comprehensive COVID-19 support
- » Customized 1:1 technical assistance
- » Actionable data, analytics support and national benchmarking



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