




Telligen Update: Together We Can Accomplish So Much

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 Quality Innovation Network-Quality Improvement Organization





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Objectives

- Describe the role of Telligen, Colorado's Quality Innovation Network-Quality Improvement Organization (QIN-QIO), and the no-cost quality improvement support we offer
- Summarize data and outcomes from Telligen's partnership with nursing homes during the COVID-19 pandemic
- Identify current focus areas and explain how Telligen assists homes to improve quality using the framework of Quality Assurance and Performance Improvement (QAPI)

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About Telligen

-  **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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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

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Telligen QI Connect™

Telligen QI Connect™ is operated by Telligen, which is funded by CMS to deliver improvement services at no cost to you or your organization.

Telligen QI Connect™ is a network of partners working on quality improvement initiatives that place healthcare providers and consumers at the center to make healthcare safer, more accessible and more cost-effective through the Centers for Medicare & Medicaid Services (CMS) Quality Innovation Network-Quality Improvement Organization (QIN-QIO) and Hospital Quality Improvement Contractor (HQIC) programs.

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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

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Ongoing Rapid Response to Nursing Homes

Weekly referrals from CMS focus on:

- COVID-19 outbreaks
- Increasing COVID-19 vaccination rates

Our support includes:

- A dedicated Quality Improvement (QI) specialist
- Completing an infection prevention and control assessment (includes onsite/virtual visit)
- Conducting a root cause analysis of assessment results
- Setting a Specific Measurable Attainable Relevant Timebound (SMART) goal
- Establishing a 30-day QI plan specific to infection prevention and control



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Results

- **Since April 2020: 1,461 facilities assisted (178 nursing homes in Colorado)**
 - 33 virtual/onsite visits in CO
- **Common recommendations from virtual/onsite visits:**
 - Increasing compliance of donning and doffing Personal Protective Equipment (PPE)
 - Ensuring performance of hand hygiene
 - Adapting training and materials for environmental services
- **Testimonial**





“Our facility opted for a virtual visit to aid in the selection of a priority gap in our infection control program... having another set of eyes is a valuable resource. Our facility used Root Cause Analysis, Fishbone tool, PDSA worksheet, and the Quality Improvement Initiative Plan. Telligen has provided and will continue to provide on-going support. I look forward to working with them for many more years.”

Julie Arana, RN, BSN | Director of Nursing | Walsh Healthcare Center

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Outcomes

Results from Telligen’s quality improvement interventions in 916 nursing homes:

 34% reduction in COVID-19 infection rates compared to matched control group	 1,803 prevented deaths due to COVID-19
 15,496 prevented COVID-19 cases among nursing home residents	 5,733 prevented hospitalizations due to COVID-19

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Six-week Sprint to Increase COVID-19 Bivalent Booster Rates

Telligen Supported Nursing Homes by:

- Conducting onsite visits to nursing homes with vaccination rates below 10% to offer quality improvement support
- Recognizing high "Up to Date" rates with the Blue Ribbon in COVID-19 Vigilance Award
- Launching a social media campaign across LinkedIn, Facebook and Twitter
- Supporting implementation of evidence-based tools and providing education on COVID-19 therapeutics
- Creating our [Vax Hub](#) website to include on-demand tools, resources and learning modules
- Hosting a national webinar featuring expert Dr. Anuj Mehta, *Don't be Ambivalent about the Bivalent Boosters: Understanding the Emerging Science Behind the Updated Boosters*

Results:

Percent Improvement in Resident Up to Date COVID-19 Vaccination Rates
 Home 1: 10% (12/14/22 to 12/14/21)
 Home 2: 20% (12/14/22 to 12/14/21)
 Home 3: 30% (12/14/22 to 12/14/21)
 Home 4: 40% (12/14/22 to 12/14/21)

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Resources

- Telligen's [Vax Hub](#) provides on-demand tools, resources, and learning modules related to the COVID-19 vaccine and bivalent booster.
- [We Can Do This](#) is a COVID-19 public education campaign to increase vaccine confidence and awareness about treatments while reinforcing basic prevention measures.

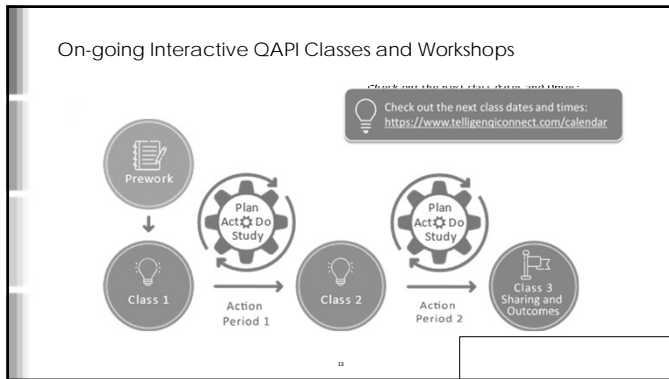
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Quality Assurance and Performance Improvement (QAPI)

Quality Improvement (QI) Tools, Training and Coaching

- Evidence-based resources and tools to support QAPI programs
- Root Cause Analysis (RCA) and Plan-Do-Study-Act (PDSA) interactive sessions
- Data analysis – assist in improving publicly reported quality measures
- On-site and virtual observational assessments
- On-Demand Learning – trainings on RCA, PDSA, and certificate for participation

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Nursing Home Enhanced Technical Assistance (TA)

What is Technical Assistance?
 Technical assistance is the process of providing targeted, one-on-one support to your organization to increase your capacity for quality improvement and to improve processes based on your goals. Examples of Telligen's technical assistance are below:


- Directed Plan of Correction assistance for F880 deficiencies
- National Healthcare Safety Network (NHSN) reporting assistance
- Five Star - identifying quality measures and providing TA on process improvements to maximize scores
- INTERACT (Interventions to Reduce Acute Care Transfers) – assistance with improving processes related to acute changes in condition and reducing the percentage of avoidable transfers to the emergency department
- Coalition Building - utilizing the Leadership and Organizing in Action (LOA) framework to connect NHs with community providers

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Additional Areas of Technical Assistance

- Adverse Drug Events (ADEs) - resources to reduce or eliminate risks that could lead to ADEs from anticoagulants, opioids, and diabetes medications
- Facility Acquired Infections - sharing strategies to optimize patient outcomes for Sepsis, UTI, Pneumonia, and COVID-19
- Emergency Department (ED) Visits and Readmissions - strategies to prevent and decrease avoidable ED visits and readmissions
- Opioid Utilization - guidance and training for opioid prescribing best practices
- *Clostridioides difficile* Infection (CDI) - assistance in preventing resistant organisms, particularly onset of *C. diff*
- Health Equity and Culturally and Linguistically Appropriate Services (CLAS) - support to advance health equity, improve quality of services, and help eliminate disparities

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Blue Ribbon in COVID-19 Vigilance 

- Recognizes efforts nursing homes have made to prevent the spread of COVID-19
- Nursing homes who are awarded the *Blue Ribbon in COVID-19 Vigilance* receive comprehensive marketing package
- Information and Toolkit: [Blue Ribbon in COVID-19 Vigilance | Telligen QI Connect™](#)



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Introducing Telligen's BEST In Class Program

THE BLUE RIBBON IN COVID-19 VIGILANCE AND THE BEST IN CLASS DISTINCTION ARE AWARDED TO TOP PERFORMING NURSING HOMES WHO ACHIEVE THE FOLLOWING:

Complete the COVID-19 Preparedness Assessment	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Resident "up to date" vaccination rate is greater than or equal to 80%	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Staff vaccination rate for a completed COVID-19 primary series is greater than or equal to 95%	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Receive the Blue Ribbon in COVID-19 Vigilance for three quarters of 2022	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Complete Telligen's Emergency Preparedness Assessment	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
All least 75% of staff have completed infection prevention and control training	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Reduce the number of preventable Emergency Preparedness gaps by 5% or fall within the top 25% of Telligen's awarded nursing homes at time of award	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>




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> Questions?

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Contact Us



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