

# Telligen Update: Together We Can Accomplish So Much

Christine LaRocca, MD, Telligen Medical Director

CMDA's 28<sup>th</sup> Annual Conference PALTC 2023

April 28, 2023



# 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)

# 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™

# 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



## 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.



## 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

# 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



# 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

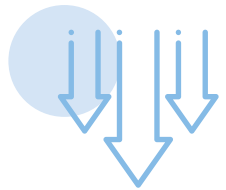
“Our facility opted for a virtual visit to aid in the selection of a priority gap in our infection control program... having another set of eyes is a valuable resource. Our facility used Root Cause Analysis, Fishbone tool, PDSA worksheet, and the Quality Improvement Initiative Plan. Telligen has provided 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*



# 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



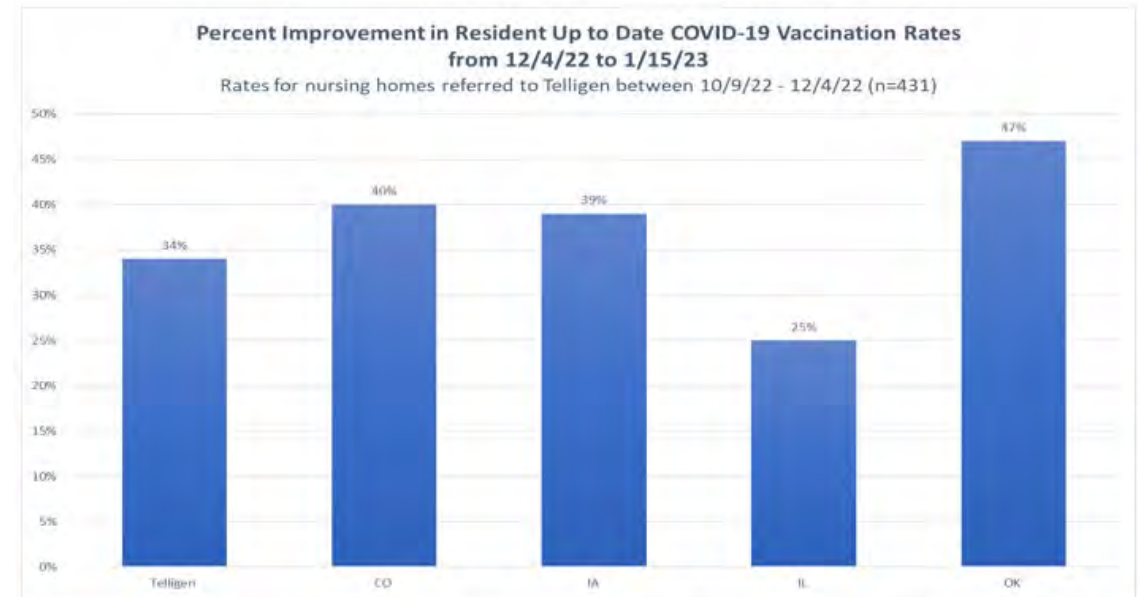
**5,733 prevented hospitalizations** due to COVID-19

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

## Telligen Supported Nursing Homes by:

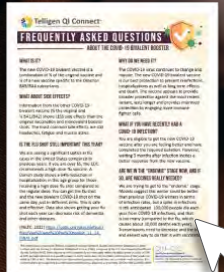
- Conducting onsite visits to nursing homes with vaccination rates below 10% to offer quality improvement support
- Recognizing high “Up to Date” rates with the Blue Ribbon in COVID-19 Vigilance Award
- Launching a social media campaign across LinkedIn, Facebook and Twitter
- Supporting implementation 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:





# vax hub



Also available in Spanish

## 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.

# 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

# On-going Interactive QAPI Classes and Workshops



Prewrite



Class 1



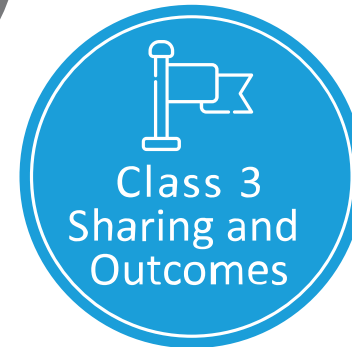
Action  
Period 1



Class 2



Action  
Period 2



Class 3  
Sharing and  
Outcomes



Check out the next class dates and times:

<https://www.telligenqconnect.com/calendar>



# 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

# 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





# 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

Resident "up to date" vaccination rate is greater than or equal to 80%

Staff vaccination rate for a completed COVID-19 primary series is greater than or equal to 95%

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

		
Complete the COVID-19 Preparedness Assessment	✓	✓
Resident "up to date" vaccination rate is greater than or equal to 80%	✓	✓
Staff vaccination rate for a completed COVID-19 primary series is greater than or equal to 95%	✓	✓
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		✓





> Questions?

# Contact Us



- General Inquiries | [QIConnect@telligen.com](mailto:QIConnect@telligen.com)
- [www.telligenqiconnect.com](http://www.telligenqiconnect.com)
- [nursinghome@telligen.com](mailto:nursinghome@telligen.com)

