

# ★ Celebrating ★ 5 Years of Quality Improvement!

Telligen QIN-QIO 2015-2019

**1,441**  
community partners  
and stakeholders

**Collaborating with communities and healthcare providers to reduce avoidable hospitalizations and adverse drug events among people with Medicare.**

*Telligen has helped prevent **3,473 opioid-related hospitalizations** by teaching quality improvement techniques and sharing data and resources with hospitals, home health agencies, nursing homes, non-profits and special interest groups across three states. This has saved an estimated **\$36,444,632 in healthcare dollars** in Telligen's three-state region.*

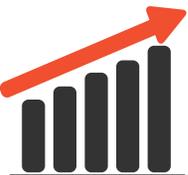
In 2017, Telligen partnered with the Colorado Hospital Association to launch an opioid safety pilot in eight Colorado hospitals and two freestanding emergency departments (FSEDs) - one of the largest opioid research efforts in the United States. Pilot hospitals and FSEDs implemented the new CO-ACEP 2017 Opioid Prescribing and Treatment Guidelines with the goal of reducing the administration of opioids by ED clinicians. Treatment guidelines recommend the use of alternatives to opioids (ALTOs), as a first-line treatment for pain rather than opioids. In aggregate, the EDs decreased opioid usage by 36 percent between 2017 and the comparable six-month period in 2016, far exceeding the project goal of 15 percent. This amounted to 35,000 fewer opioid administrations during the 2017 pilot versus the 2016 baseline period, adjusted for number of visits.



Leadership and Organizing in Action (LOA) has been a successful strategy for communities that are looking to engage members and begin working on interventions to improve care coordination. By building on the principles around public narrative and strategies for conducting meetings, Telligen's LOA training sets communities up for effective teamwork and sustaining commitment. LOA emphasizes the importance of setting a clear agenda for coalition meetings, ensuring the appropriate community members are present and conducting efficient meetings. Telligen has trained 130 community members in LOA, all of whom have committed to using these principles to find common purpose and set expectations within the group to use process improvement tools to improve care coordination.



Dubuque Care Coalition, a group of healthcare providers from 5 hospitals, 5 home health agencies and 18 nursing home in Northeast Iowa, found their community readmission rate was higher than state and national averages. To bridge this gap and to potentially reduce unnecessary hospitalizations, members decided they would put a community-wide process in place to ensure all patients would have a follow-up appointment with their healthcare provider within 7 days of hospital discharge. They collected data for 12 months on 7-day follow-up visits after hospital discharge. Telligen assisted with data analysis and found there was a 50% increase in successfully completing a 7-day follow-up appointment over the 12 months.



★ **Join Telligen in July 2019 for our next cycle of Quality Improvement Initiatives!** ★

This material was prepared by Telligen, the Medicare Quality Innovation Network Quality Improvement Organization, under contract with the Centers for Medicare & Medicaid Services (CMS), an agency of the U.S. Department of Health and Human Services. The contents presented do not necessarily reflect CMS policy. This material is for informational purposes only and does not constitute medical advice; it is not intended to be a substitute for professional medical advice, diagnosis or treatment. 11SOW-QIN-C3-05/09/19-3419

