

Good afternoon, everyone. My name is Katy Brown and I welcome you to our Telligen QI Connect Kickoff meeting. We really appreciate you joining us today to hear an overview of the CMS strategy for this scope of work and how Telligen plans to partner with healthcare providers in organizations like yours to accomplish this work.

So that we know who is with us today, please click on the chat icon at the bottom of your screen and enter your name, organization, and in which state your organization is located. And then if anyone else is participating with you. Please also enter their name.

We have a lot of exciting things to share and in the interest of time, we asked that if you have questions about anything that we cover or that you're just curious about, please type your questions into the chat function.

We have a chat monitor standing by to answer your questions. And any questions that we are unable to answer, during this presentation, we promise that we will follow up with you shortly after the call. In case you're unfamiliar with the chat function in Zoom, you'll see here where to find the chat icon. You'll want to hover over the bottom of the meeting screen, and you should see a bar of options that come up that include the chat icon. Click on that icon and you'll be able to use the chat function. In addition to any questions you may have, we also encourage you to use the chat function. If you experience any technical difficulties, someone from our support team will chat private privately with you to assist.

Again, thank you for joining our kickoff meeting, we're excited that CMS has again chosen Telligen as its Quality Innovation Network-Quality Improvement Organization or QIN-QIO for Colorado, Illinois, Iowa and Oklahoma. For over 45 years, Telligen has brought together healthcare professionals across all settings and programs to support their quality improvement efforts that benefit Medicare beneficiaries. We help achieve national goals at the local level by convening specialized collaboratives and sharing best practices and resources across our four-state network. We work with providers and community stakeholders on data-driven quality improvement initiatives and we are expected to achieve results. We are held accountable by CMS for the performance of the health care providers that volunteer to work with us and we take that very seriously.

While many organizations are familiar with Telligen, what is new about the QIN-QIO is that we are offering an opportunity for our healthcare partners to join us in our exclusive regional healthcare quality improvement collaborative, which we affectionately call QI Connect. And we'll talk more about what it means to participate in QI Connect later in today's presentation.

Let's start by briefly talking about the CMS National Strategy and how that guides our quality improvement activities. CMS' overarching strategy is to build a better, smarter and healthier health care delivery system and they've developed six goals that reflect that strategy. These goals are listed here, and as I mentioned, they are what drives our quality improvement activities and collaborative efforts with our providers and stakeholders.

We will prioritize our work around three main priority areas identified by CMS, including supporting vulnerable populations and reducing health care disparities and supporting rural communities, and increasing person and family engagement.

CMS has focused that work into five strategic AIMs listed there at the bottom of the slide. They include a focus on improving behavioral health outcomes and decreasing opioid misuse, increasing patient safety, better chronic disease self-management, quality of care transitions and improving nursing home quality.

Telligen is bringing together community partners to align with the CMS National Strategy, address these priority areas and achieve the goals of each strategic AIM. And if you don't see your organization's specific setting listed here, we want to assure you that we consider anyone interested in improving healthcare a community partner, and you are not excluded!

Now, we're going to move on to discussing more about QI Connect. Once you join QI Connect, you will be asked to choose one or more Affinity groups and offered a variety of learning collaborative within each of those Affinity groups. Let's talk more about that.

Here's what we'll cover in the next few minutes about QI Affinity groups and the learning collaborative within these groups (Slide #8). If you have any questions about any of these topics as we go along, please feel free to type your question in chat and we will do our best to address each question. We'll talk about what we're trying to achieve; how we will work together; who you will work with; the benefits; what you should plan to do, and; what you should expect from us. Then we'll go over some frequently asked questions and if you have any questions about this while we're going along, please feel free to type your question in the chat and we'll do our best to answer that.

What are we trying to achieve? We've structured our Affinity groups to include learning collaborative that address the healthcare environment in a timely efficient and effective manner. One goal we all strive to achieve is improving healthcare outcomes for the patients and residents we serve. Telligen can help you achieve this goal by supporting your implementation of evidence-based practices and QI initiatives. The healthcare landscape is constantly changing, as we all know, and Telligen can help you navigate those changes so that your QI activities align with the current reporting requirements and value-based purchasing programs.

In our Affinity group learning collaboratives, providers and organizations participate in an all-teach, all-learn environment that consists of virtual learning sessions that bring together multidisciplinary teams from different organizations to dialogue and exchange ideas about healthcare outcomes. The learning collaborative will vary in length anywhere from six weeks to six months and include action periods where participants take the knowledge they've gained from the learning sessions and implement interventions in their organization and communities that drive better, smarter, healthier health care delivery.

Learning Collaborative include: subject matter expertise, QI principles, evidence based tools, peer-to-peer learning, and as I mentioned, action period(s) that allow you to use quality improvement tools and data to implement interventions, and then we'll reconvene with our affinity group in an outcomes sharing event where participants will share their successes, innovations and challenges with the larger group, as well as learn more about how to sustain these improvements.

So we've talked about our Affinity Group structure and we want to show you the Telligen Affinity Groups you can choose from (Slide 11). You can choose one or multiple Affinity Groups to join. As you can see, these Affinity Groups align with the CMS strategic AIMs and are designed to improve healthcare across the continuum of care.

These Affinity groups are open to all community partners and stakeholders and we encourage you to explore them all! And as I mentioned, each affinity group offers a variety of learning collaboratives that we encourage you to join.

In addition to support from the Telligen QI Connect Team, as a partner in QI Connect's Affinity groups, you will have the opportunity to work with a diverse group of healthcare providers, stakeholders, and patients and families to share knowledge and learn about the core issues of healthcare that drive quality care and care decisions for our Medicare population in both an innovative and diverse learning environment.

In addition to our Telligen Affinity Groups and Learning Collaboratives, we will also offer webinars and other Learning and Action Network events to providers and organizations that join Telligen QI Connect. We will offer some of our learning activities using the Extension for Community Health Outcomes, or ECHO model. These ECHO learning events are curriculum- and case-based virtual meetings using the Zoom platform and equip healthcare professionals to implement evidence-based practices in their organizations and communities.

Participating in QI Connect's Affinity groups affords you an opportunity to learn, develop and implement quality improvement strategies that are specific to your organization's or community's health care priorities while engaging with peers in an exchange of ideas and solutions that can assist with mitigating similar challenges. You will learn how to select and analyze data that is specific to your improvement initiatives and you will have access to evidence-based tools and quality improvement resources that can be used to support and test your interventions.

We also invite you to check out our website and read firsthand what some of our partners have said about their personal experience and the benefits of working with Telligen on past initiatives. We will put our link to our website in chat.

Once you join an affinity group, one of the first things you will need to do is secure leadership and support staff buy-in. This is key to ensuring active participation and that your organization is engaged and ready to implement, evaluate, test, and sustain the quality improvement activities that you will choose during the learning collaboratives. You'll want to gain a commitment from your team of champions and select one member or multiple members of your team to participate in the affinity groups that align with your organization's goals. This is critical, so that you have the support needed to see your quality improvement activities through. The Telligen QI Connect team is available to assist you with that and we will meet with members of your organization or community to discuss QI Connect if that would be helpful. You will also want to complete any pre-work prior to the Learning Collaborative, be prepared to collect and share data, actively participate in the work groups and share your knowledge and expertise.

Telligen is committed to providing you with quality improvement expertise and tools that are relevant, beneficial, timely and effective. We will be available to assist in analyzing data, providing technical assistance during the learning collaborative action periods. At the conclusion of each learning collaborative, we will collect all the best practices and outcomes that we discussed during our collaborative and share those with you.

Lastly, we are a quality improvement network so you will have access to a regional QI Connect network and other healthcare partners with whom you can share and learn best practices in real time.

Let's go over some of our frequently asked questions. We'll go through each of the questions you see here (slide 23). We also want to mention that within a week of joining QI Connect, you will receive a welcome packet that includes these same frequently asked questions as well as other important information about QI Connect.

First, is there a cost to participate? The answer is No! As a contractor for the Centers for Medicare and Medicaid Services, our services and technical assistance are offered at no cost to you.

How do you sign up? You can go straight to our website and sign up! You'll see the link to our website on this slide and again we will put the link in chat. Or you can directly contact one of the Telligen team members and that link is also on this slide.

What technology will you need to participate in our affinity group learning collaboratives? All of our meetings are virtual and we will meet using the Zoom platform. And again, as I mentioned, within a week of signing up for QI Connect you will receive a welcome packet that includes more information about using Zoom, as well as the other information we're discussing today.

We talked earlier about some of the support that QI Connect participants will receive. But we will also have coaching sessions in the form of small workgroups during our learning collaboratives where you will have the opportunity to receive group technical assistance specific to that group's activities. And as we mentioned you will have 24/7 access to support tools and resources through our Telligen Web Portal which we will talk about shortly.

Probably one of the most often asked questions we receive is what is "Telligen going to do with the data I give them?" All data that we receive during our learning collaboratives are used for learning, improving, and understanding and to develop effective quality improvement strategies. We don't ask for and any exchange of PHI is strictly prohibited, and any data shared during our affinity group meetings will be in aggregate form so that it cannot be identified by organization, person or department. And most importantly any data we receive will not and cannot be used in a punitive manner.

How do you sign up? Some of you may remember from working with us in the past on initiatives, that in order to participate you had to fill out a form, two members had to sign it, you had to fax it back to us, and it was pretty labor intensive. But now you could go straight to our website and sign right up! You'll see the link to join Telligen QI Connect on this slide (Slide 21), and in the chat box. We wanted to show you here a visual of how easy to sign up and this is a screenshot of what you will see when you click the link. You just enter your name, title, your organization's information and then you will select the affinity group or affinity groups that you wish to participate in. You'll see those there on the right. Click submit and now you're a partner in Telligen QI Connect. It's just that simple. And if you have any questions about signing up, there's a "Help me choose" option that you can select and a Telligen representative will contact you.

Telligen has a web portal and we are very excited that we have developed this exclusively for our QI Connect partners. The Telligen Portal serves as the information hub for interaction and information sharing and allows access to Telligen resources. It's also where you will submit required monthly data. QI Connect partners will be able to access resources on demand, there will be exclusive content available to only to QI Connect users, and it allows the Telligen QI Connect team to easily collaborate with our

partners and stakeholders. Once you join to QI Connect, you will receive more information about the portal and how to gain access.

We hope that we have shared this information about our approach to this scope of work thoroughly and in a way that expresses the passion and the doozy as and that we have about this opportunity to continue this work in Colorado, Illinois, Iowa, and most recently, we've been awarded the work in Oklahoma and we are so excited about that. What we know is this; that it takes a village. It takes a village to make our communities healthier and to have a better, smarter and healthier healthcare delivery system.

We know that you share our passion about ensuring that all providers and organizations have the expertise, tools, and resources they need to achieve not only their organizational healthcare goals, but also that we work as a community to make care safer for our Medicare beneficiaries. I'm asking you, my community partners, to join me in Telligen QI Connect, and encourage other providers and healthcare organizations in your community to join also. Whether it's mentioning us in your newsletters or your communications, or sharing this presentation with them, or connecting us directly with the people in your network, we appreciate you helping us get the word out about the opportunity to partner with us.

We're also seeking beneficiary and family advisors and you know them best- Medicare patients, their families, and even caregivers that you think would be excellent in a beneficiary and family advisory role, to lend their voice to improving health care for beneficiaries and their healthcare experience. We have two different opportunities for advisors and we need your help and identifying and recruiting advisors for both of them.

The first opportunity is for advisors to participate as intelligent regional beneficiary and family advisory council member and the other opportunity is to participate as a beneficiary and family advisor in our QI Connect activities. There's really only one distinction between the two and that is as a member of Telligen's beneficiary and advisory council (BFAC). Members are required to participate in BFAC meetings to share ideas and feedback about Telligen's planned activities. These council meetings or virtual there's no travel required!

The other role is participating in our QI Connect activities as a beneficiary and family advisor by attending our affinity group meetings to share ideas about how to engage patients and families in their healthcare, assisting in the development of and participating in organizations' person and family engagement activities, participating in learning events to speak to health care providers about their experiences with navigating the healthcare system, collaborating with Telligen on developing and disseminating educational resources for beneficiaries, and other important activities focused on delivering more person-centered care to the Medicare population.

Again, we need your help! If you know of anyone that's passionate about improving the care provided to Medicare beneficiaries and may be interested in being a voice for that, please let us know so that we can reach out to them about the opportunity to become a beneficiary and family advisor.

We've discussed a lot today and you may have more questions about Telligen QI Connect. If we're unable to address your questions in chat today or you would like more information about QI Connect, please feel free to contact us. Our contact information is listed here. And if you or someone you know might want to hear more about becoming a beneficiary and family advisor, please contact Fran Otte at the email you see listed here (fotte@telligen.com).

Here's a list of some more upcoming kickoff meetings, so please tell the people in your network about them and let them know that they can join us and learn more by attending one of these kickoff meetings and also by going to our website to join to connect

Gina Anderson, are there any questions in chat that I could answer?

Gina Anderson: There are no questions in chat at this time.

I'd like to invite any of my Telligen teammates to add anything you'd like.

This is Gina Anderson and I wanted to add that I work closely with the nursing home team and I'm excited to see some people in attendance today that I recognize their name. So glad you could make it on the call. And I'm extremely excited to work with you on the measures that we have. The initiatives are so relatable to what you're working on in your facilities and I know you will benefit from what we have in planned for the coming year.

Katy Brown: Great, thank you. Gina

This is Barbara Wilke and I'm also excited about working with all provider settings, including nursing homes around quality improving quality care transitions as well as reducing medication errors at ease and see death across all settings so it will be breaking some new ground with tracking some of these events and it just like Katy said, it takes a village. So the more minds and creativity we get going in our affinity groups, the better.

Katy Brown: Thanks, Barbara.

Gina Anderson: And Katy. We have a comment in the chat from Steve. It says, My goal is to get every emergency department full of X-wavered providers in Illinois. Is that something that you could help me with?

Katy Brown: Yes, certainly. I believe that we have a network of individuals with your same goal. So yes, we would love to connect with each other and talk about resources for that great questions.

Katy Brown: Okay, again, it's star six. If you want to ask a question on your phone. Are there any other questions in chat?

Gina Anderson: No there are not.

Katy Brown: One last thing before we conclude today. We want to know how we did today, and I'd really appreciate your feedback. So we have a short, just four questions, multiple choice survey that will just take a couple minutes to complete. We hope that you'll take the time to fill it out. There will be a link to the survey in Chat and it will also be in the email that you receive with the slides from today's presentation.

This concludes our meeting today. Again, I thank you so much for joining and remember to go to our website and sign up for QI Connect and we look forward to talking with you again soon.