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1. Click on the “Chat” icon
2. Select who you want to send your message to (individual or everyone)
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Please use “Chat” to submit questions for our speakers





Telligen QI Connect™

Partnering to improve health outcomes through relationships and data

Illinois Post Acute Care Collaborative Office Hours May 21, 2020

Guest Speakers: Robyn Golden, MA, LCSW and Bonnie Ewald, MA,
With Jane Brock, MD Medical Director, Telligen

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Today's content and answers to participants' questions reflect Telligen's best understanding

- » Today's content and answers to participants' questions reflect Telligen's best understanding based on currently available information about COVID-19 as of Thursday, May 21, 2020.
- » However, COVID-19 is an emerging, rapidly evolving situation. Therefore, it remains critically important to continually check the CDC's most up-to-date guidance, as well as the guidance from your state/local health department. [CDC guidance for COVID-19](#) may be adapted by state ([Colorado](#), [Illinois](#), [Iowa](#) and [Oklahoma](#)) and local health departments to respond to rapidly changing local circumstances.
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Telligen serves as the Quality Innovation Network-Quality Improvement Organization (QIN-QIO) for **Colorado, Illinois, Iowa, and Oklahoma.**

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- » Signing up online at www.telligenqinqio.com/join-telligen-qi-connect/
- » Emailing us at telligenQIConnect@telligen.com or contacting the presenter of this presentation



Join Telligen QI Connect™ by Email

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Simply Email Us and Write,
“I want to join Telligen QI Connect™”

Lisa Bridwell: [lbridwel@Telligen.com](mailto:lbridwel@telligen.com)



Objectives

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- » Identify collaborative opportunities with other partners and stakeholders to facilitate the flow of information
- » Strengthening local community network by sharing emerging practices amid COVID-19



Addressing Disparities, Rural Communities, and Vulnerable Populations

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Disparities – American Indian or Alaska Native, Asian, Black or African American, and Native Hawaiian or other Pacific Islander



Rural Communities – All populations not in an urban area (50,000 people or more)



Vulnerable Populations – racial ethnic minorities, people with disabilities, sexual and gender minorities in rural areas, and dually eligible

COVID-19 and African Americans

<https://jamanetwork.com/journals/jama/fullarticle/2764789>





» **Robyn Golden, MA,LCSW,ACSW**

- » Associate Vice President of Population Health and Aging at Rush University Medical Center



» **Bonnie Ewald, MA**

- » Associate Director, Center for Health and Social Care Integration Program Manager, Strategic Development and Policy, Social Work and Community Health Rush University Medical Center



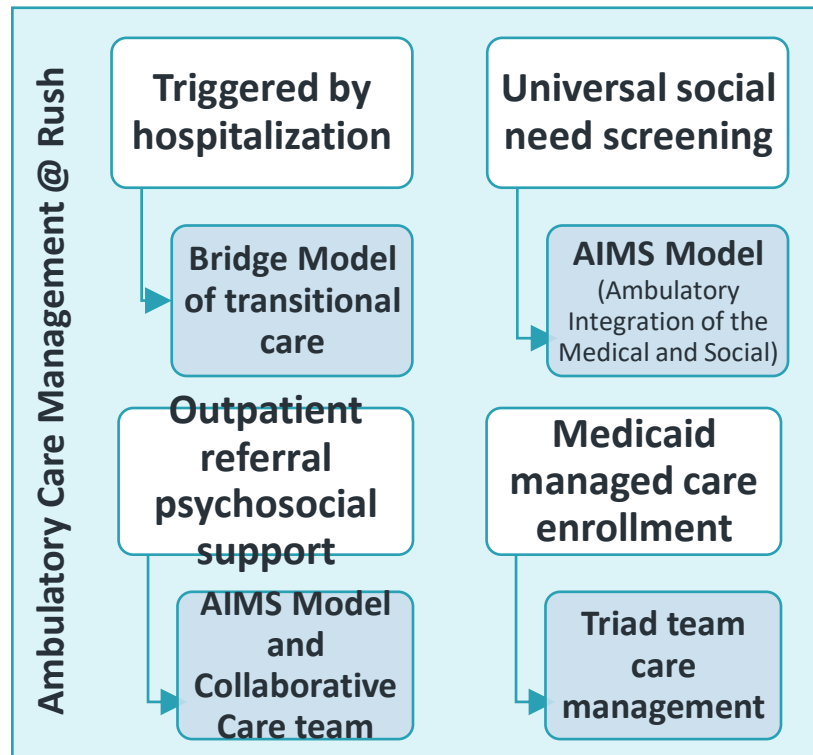
Rush University System for Health

▪ Integrated academic health system

- RUMC: Hospital on near west side of Chicago (697 beds)

▪ Population health and aging activities

- Ambulatory care management (*details on right* →)
- Health promotion programs and activities
- Integrated mental health care
- Post-discharge appointments for uninsured individuals
- Preferred home health providers
- Preferred SNF partners, on-site acute rehab (Bowman Center)
- Center for Excellence in Aging / Age-Friendly Health System initiatives



COVID Response @ Rush

- **Numbers of patients tested at Rush (as of 5.18)**
 - Tested: 26,705
 - Positive: 7,159
- **Population health and aging activities**
 - **Post-discharge care for COVID+ patients**
 - Nurse and social work care managers calling to provide support, navigation, resources
 - **Proactive outreach calls to at-risk populations**
 - Medicare Shared Savings Program
 - **Moved mental health care and health promotion programs to virtual**
 - **Ongoing ambulatory care management for non-COVID patients**
 - **Collaboration with various community-based organizations**



Person-in-environment and community-based care

INTEGRATING SOCIAL SERVICES & HEALTH

By Amanda L. Brewster, Traci L. Wilson, Jennifer Frehn, Diane Berish, and Suzanne R. Kunkel

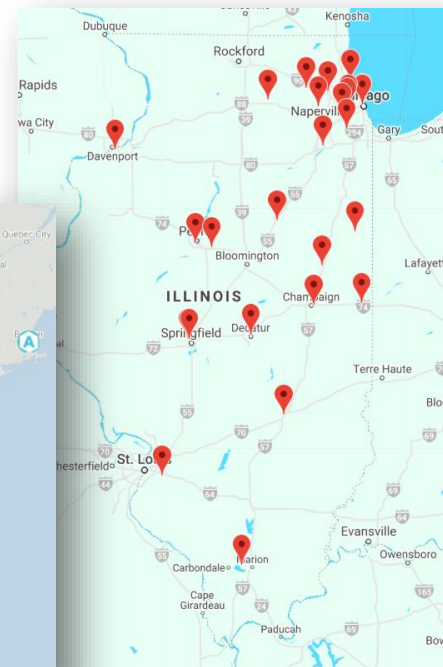
Linking Health And Social Services Through Area Agencies On Aging Is Associated With Lower Health Care Use And Spending

DOI: 10.1377/hlthaff.2019.01515
HEALTH AFFAIRS 39,
NO. 4 (2020): 587-594
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The People-to-People Health
Foundation, Inc.

100+ organizations trained in AIMS and Bridge



IL: Coordinated Care Alliance

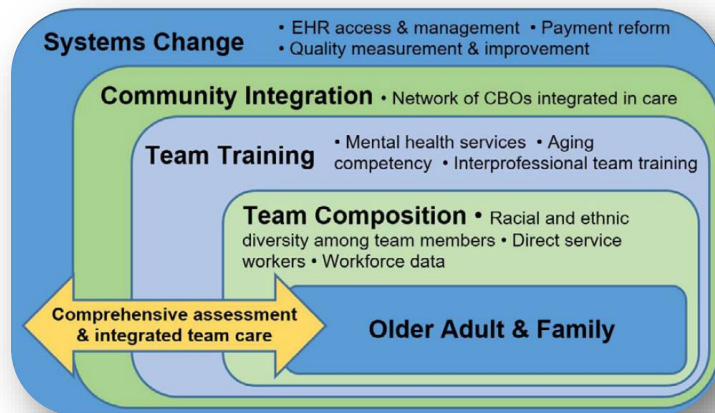


Issues we're watching

▪ Priority needs among patients and families

- Having enough food and other basic needs
- Trauma
- Chronic condition care and self-management
- Caregiving burden and/or reduction in hours
- Family systems (e.g., caring for grandchildren)
- Social isolation
- Rescheduled procedures
- Adjusted daily routines
- Anxieties about unknown
- Impact on care managers themselves
 - Evolving policies
 - Closing cases
 - Isolation from colleagues

- Care management changes and pressures
- Maintaining strong community-based care and protecting our workforce across the continuum



Golden RL, et al. Connecting social, clinical, and home care services for persons with serious illness in the community. *Journal of the American Geriatrics Society*. 2019 May;67(S2):S412-8.

Discussion and looking ahead

- **Facilitated discussion**



- **CHaSCI Community**

- Learning community for frontline staff and program managers
 - www.chasci.org/ed-training
- Rush Social Work Grand Rounds: Special Series on Trauma, Loss, and Resilience
 - Parts 2 and 3: 6/3, 6/20, 12-1:30pm
 - Details posted at <https://www.chasci.org/blog>
- Training and collaboration opportunities

- **Telligen QI Connect**

Questions?



Resources

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- » Telligen QI Connect™ Coronavirus (COVID-19) Response and Resources <https://www.telligenqinqio.com/covid-19/>
- » CMS Current Emergencies <https://www.cms.gov/About-CMS/Agency-Information/Emergency/EPRO/Current-Emergencies/Current-Emergencies-page>
- » CDC Coronavirus (COVID-19) <https://www.cdc.gov/coronavirus/2019-nCoV/>
- » Preventing the Spread of COVID-19 in Retirement Communities and Independent Living Facilities <https://www.cdc.gov/coronavirus/2019-ncov/community/retirement/guidance-retirement-response.html>
- » COVID-19 and African Americans <https://jamanetwork.com/journals/jama/fullarticle/2764789>
- » CDC COVID-19 Racial and Ethnic Minority Groups <https://www.cdc.gov/coronavirus/2019-ncov/need-extra-precautions/racial-ethnic-minorities.html>



Upcoming Events

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» Save the Date!

- » Check out the Telligen QI Connect Event Page and register for these events in your state
- » <https://www.telligenqinqio.com/events/>



Friday, May 22, 2020

NHSN Long-Term Care COVID-19 Module
Q&A

7am MT | 8am CT Register [Here](#)

11am MT | 12pm CT Register [Here](#)



Thursday, June 11, 2020

Colorado COVID-19 Post Acute Care
Collaborative (PAC-C) Office Hours



Thursday, May 28, 2020

1) Cardiovascular Screening Services Covered by
Medicare at Noon MST

2) COVID-19 in Long Term Care (LTC)

Office Hours at 1pm MST with Dr. Nimalie Stone, MD



Ending on a Positive Note

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» **“In the end, it’s not the years in your life that count. It’s the life in your years.” Abraham Lincoln**

May Is:

- » Older Americans Month
- » Better Sleep Month
- » Bike Month
- » Employee Health & Fitness Month
- » High Blood Pressure Education Month
- » Stroke Awareness Month



Thank You!

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- » Please complete the evaluation posted in chat!
- » Telligen QI Connect™ Team
 - » <https://www.telligenqinqio.com/contact/>
 - » www.TelligenQINQIO.com
- » COVID-19@cms.covid.hhs.gov
- » Contact CDC for Clinical Questions: 800-232-4636

