

Illinois Community Connect Call Resource and Action Guide

How you can take action: In addition to the ideas brought forward during the April Community Connect Call, our team has identified some potential actions you can take that are drawn from evidence-based resources. We have provided tools for those just starting to those that are more advanced in efforts to improve readmissions and care transitions. Please reach out if there is anything you would like technical assistance with!

Quality Improvement Resource Tools

- » [RCA Pathway](#)
- » [When to Use RCA](#)
- » [RCA Tool Selection Guide](#)
- » [Fishbone diagram](#)
- » [Five Whys Worksheet and Example](#)
- » [Institute for Healthcare Improvement \(IHI\) Driver Diagram Tutorial](#)
- » [Telligen Driver Diagram](#)
- » [Plan Do Study Act \(PDSA\) Worksheet](#)

Promoting Local Health and Equity

Action Opportunity:

- » **Easy:** Take the [Minority Health Bingo Challenge](#) with your staff for National Minority Health Month
- » **Intermediate:** Explore your community's [County Health Rankings and Roadmaps: Building a Culture of Health County by County](#)
 - [Explore Health Rankings](#)
 - [Take Action to Improve Health](#)
 - [Learn from Others](#)
 - [What is Health?](#)
- » **Advanced:** use data from the [County Health Rankings](#) as part of your organization's quality improvement project(s)

Strengthening Patient and Provider Communication Action Tools

Health Literacy:

- » Patient/Caregiver:
 - [Teach-back Tool](#)
- » Provider/Multidisciplinary:
 - [Health Literacy Tool Shed](#)
 - [AHRQ Health Literacy Universal Precautions Toolkit, 2nd edition](#)
- » Both (patient/provider):
 - [Re-Engineered Discharge \(RED\) Toolkit](#)

Discharge Communication:

- » Patient/Caregiver:
 - [Your Medicine: Be Smart. Be Safe guide](#)
 - [GeriatricPain.org FAST FACTS pain assessment tool](#)
- » Provider/Multidisciplinary:
 - [Multi-Center Medication Reconciliation Quality Improvement Study \(MARQUIS\) Toolkit](#)

- [SBAR Tool](#)
- » Both-patient/provider:
 - [Team Strategies and Tools to Enhance Performance and Patient Safety 2.0 \(TeamSTEPPS®\)](#)
 - [Guide for Developing a Community-Based Patient Safety Advisory Council](#)
 - [Guide to Patient and Family Engagement in Hospital Quality and Safety](#)
 - [I-PASS Mentored Implementation Handoff Curriculum](#)
 - [IDEAL](#)
 - [“Welcome to Medicare” preventive visits](#)

Readmissions and Transitions of Care Interventions

Action Opportunity:

- » [AHRQ - Designing and Delivering Whole-Person Transitional Care](#)
 - **Easy:** watch this 27-minute webinar from a national care transitions and readmissions expert, Dr. Amy Boutwell, [Designing & Delivering Whole-Person Transitional Care](#)
 - **Intermediate:** [Download and use Tool 4: Community Inventory](#) to identify gaps and consider providers or agencies you may want partner with to ensure a whole-person plan
 - **Advanced:** Work with your community to create or update a [Community ResourceGuide, Tool11](#). Need help? Let us know.
- » [INTERACT®](#) (Interventions to Reduce Acute Care Transfers) is a quality improvement program that focuses on the management of acute change in resident condition.
 - Includes provider and patient education tools designed to use every day.
 - You will find a hospitalization tracking tool, communication tools, pocket cards for quick reference, early recognition tools and so much more.

Decreasing Opioid Misuse: Improving Behavioral Health

Action Opportunity:

- » **Easy:** Ensure your provider information is updated in the [Iowa Prescription Drug Monitoring Program](#) (PDMP), if applicable.
 - [Prescription Drug Monitoring Programs \(PDMPs\): What Healthcare Providers Need to Know](#)
- » **Intermediate:** Increase patient/resident opioid education
 - [Prescription Opioids: What you need to know](#)
 - [Patient Education: General Drug Facts & Information about Addiction](#)
 - [Patient, Family & Caregiver Opioid and other Drug Education](#)
- » **Advanced:** Implementation of evidence-based practice for opioid prescribing and pain management alternatives
 - [Center for Disease Control and Prevention \(CDC\) Non-opioid Treatments for Chronic Pain Principles](#)
 - [CDC's Opioid Prescribing Guidelines](#)
 - [American Medical Association \(AMA\) COVID-19 policy recommendations for OUD, pain, harm reduction](#)
 - [How to Prescribe Controlled Substances to Patients During the COVID-19 Public Health Emergency](#)
 - [National Prescription Drug Take Back Day](#)

Reducing Adverse Drug Events in Communities

Action Opportunity:

- » [MATCH Toolkit for Medication Reconciliation - Medications at Transitions and Clinical Handoffs](#)

- **Easy:** [Assembling a Medication Reconciliation Team](#)
- **Intermediate:** [Developing/Redesigning the Process](#)
- **Advanced:** [Medication Reconciliation](#)

Adverse Events for Nursing Homes

Action Opportunity:

- » [All Cause Harm Prevention in Nursing Home Change Package](#)
- » [All Cause harm Prevention in Nursing Home Supplemental Resource for Change Package](#)
- » [Trigger Tool](#)

Illinois Partner Resources

- » [America's Health Ratings - Illinois](#)
- » [We Celebrate You - Learn More about CIMPAR](#)

Telligen Opportunities and Events

- » [Telligen QI Connect™ Mastermind Team interest form](#)
- » [Telligen Community Ambassador flyer](#)
- » [Telligen Portal](#)
- » [Telligen QI Connect™](#) – register for Telligen events and offerings, including our monthly Community Connect Calls and access resources developed by Telligen and other reputable sources

Telligen On Demand Learning Resources:

- » [MIPS Quality Payment Program Resource Guide](#)
- » **COVID-19 Vaccine Experiences Podcast Series** – Listen to interviews of beneficiaries from Telligen’s Beneficiary and Family Advisory Council (BFAC) about their vaccine experience to help inform and improve vaccine confidence and administration for staff and patients.
 - [Episode 1 with Crystal and Dick Michael](#) – Two Medicare beneficiaries and retired pharmacists share their experience receiving the first dose of the Pfizer COVID-19 vaccine. (16:15)
 - [Episode 2 with John Hamiel](#) – Hear from a pharmacist who describes how his community in Waterloo, Iowa developed and implemented a COVID-19 vaccine administration plan. John offers listeners a [Playbook template](#) that his organization, MercyOne, used to inform and implement their administration plan (15:09)
 - [Episode 3 with Sheri Weaver-Isvik](#) – An administrator at Oakwood Care Center in Clear Lake, Iowa shares her motivations for pursuing a career in healthcare and describes her facility’s first COVID-19 vaccine clinic for its residents and staff. (14:44)
- » [Telligen QI Connect Events Archive](#) – Download slides, recordings, and materials from previous Telligen-hosted events

Your Telligen Illinois Points of Contact

- » **Kristen Marino**, Community Point of Contact – kmarino@telligen.com
- » **Lisa Bridwell**, Nursing Home Point of Contact – lbridwel@telligen.com