

COMMUNITY CONNECT Meeting 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 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 Resource Guide, Tool 11](#). 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:** Find your community’s take back locations on [this CDPHE website](#) and include this list with your discharge patient education
- **Intermediate:** Increase opioid education
 - Clinician/provider education: Take advantage of the free [Continuing Education program from the Colorado Consortium for Prescription Drug Abuse Prevention](#)
 - Patient education: [Fast Facts and Pain Guidelines for Families and Caregivers](#)
- **Advanced:** Implement evidence-based practice for opioid prescribing and pain management alternatives
 - [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](#)

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](#)

Oklahoma partner resources –

- [LTCF Communication Form](#) that has been updated 3/22/21 to include COVID-19 vaccination status. A great tool allowing the opportunity for consistent communication between long-term care facilities and dialysis facilities, improving care transitions during COVID-19. The form is identified as an approved highly effective practice on the National Forum of ESRD Networks website [Approved Highly Effective Practices \(esrdnetworks.org\)](#)
- Resources courtesy of [OK in the Know](#):
 - [Oklahoma Spotlight: Filling a Gap: Safer Medication Storage and Disposal, Better Support for Employees Battling Addiction](#)
 - [Compilation of Local Data Sources for Oklahoma](#)
 - [Oklahoma Opioid Prescribing Guidelines](#)
- Oklahoma State Department of Health, Injury Prevention-opioid related misuse and education [resources](#)
- Oklahoma State Department of Health, LTC resources:
 - [20210317 NH Visitation Grid LA-OK.pdf \(oklahoma.gov\)](#)
 - [NH PPE Grid 2021 04 06.pdf \(oklahoma.gov\)](#)
 - [NH Testing Grid 2021 04 06.pdf \(oklahoma.gov\)](#)
- County-specific information on factors that drive health in Oklahoma can be found [here](#).
- State-specific data regarding health gaps within Oklahoma and why they matter can be found [here](#).

Telligen Opportunities and Events

- » Telligen Community Initiative [Special Funding Opportunity: Social Determinants of Health](#)
- » [Telligen QI Connect™ Mastermind Team interest form](#)
- » [Telligen Community Ambassador flyer](#)
- » [Telligen Portal](#)
- » [Telligen QI Connect™](#) - access to events calendar, registration and monthly Community CONNECT Meetings

Your Telligen Colorado Points of Contact

Meredith Koob, Community Point of Contact – mkoob@telligen.com

Courtney Ryan, Nursing Home Point of Contact – cryan@telligen.com