

COMMUNITY CONNECT Meeting Tools & Resources:

How you can take action: In addition to the ideas brought forward during the March 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](#)

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 – Ensure your provider information is updated in the [Colorado 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](#)
 - [Fast Facts and Pain Guidelines for Families and Caregivers](#)
- 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](#)

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](#)

Telligen On Demand Learning Resources:

- » [March 2021 QPP Fast Facts](#)
- » [MIPS Quality Payment Program Resource Guide](#)
- » **COVID-19 Vaccine Experiences Podcast Series** – Listen to interviews of beneficiaries from Telligen’s BFAC about their vaccine experience to help inform and improve vaccine confidence for staff and patients. Be sure to listen to the podcasts below:
 - [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)
 - **NEW!** [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)
 - **NEW!** [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)

Additional Colorado partner resources –

- See this [dashboard](#) for data that CDPHE shares related to drug overdose
- **Substance Use Warmline [webinar](#): A federally funded, free, and confidential tele-consultation service for clinicians in Colorado.** The Substance Use Warmline (855-300-3595), a service of the National Clinician Consultation Center, is staffed by experienced addiction medicine-certified physicians and specialty clinical pharmacists.
- **Medication Assisted Treatment (MAT) Team Training:** Virtual training for entire practice staff! An engaged and knowledgeable staff is the most effective way to support MAT prescribers. Your clinic will receive \$1000 to support your provider champion in implementing MAT in your practice. "Live" Online Training via Zoom: 5 Wednesdays, April 28th – May 26th from 12 – 1pm. [Register HERE](#).

- **Family Medicine United for Colorado Practice Lounge:** 2nd & 4th Tues of the month, 12 -1pm, starting 3/9. Brief presentation followed by group discussion, break out rooms, resource sharing, and catching up time for Family Medicine practice members. [Join here](#), meeting ID: 998 0968
- **Are you or someone you know vaccine hesitant?**
The Colorado University of Boulder is conducting a virtual focus group to learn more about vaccine hesitancy among healthcare professionals. They will be hosting a listening session on Thursday, March 18th from 5:30-7:30pm MT. Participants will receive a \$30.00 gift card for joining. If you are interested, please email bh.wellness@ucdenver.edu or call 303-724-3713
- **What matters most to you as you care for residents?**
The Colorado University of Boulder Post-Acute Care Team Science group is conducting interviews via phone and Zoom with nursing home staff and clinicians to learn more. Participants will be compensated \$100.00 for their time to conduct an interview with a member of the team. If you are interested, please complete the 3 minute survey link [here](#) to be considered for an interview. If you have any questions, please contact kate.ytell@cuanschutz.edu

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