

COMMUNITY CONNECT Meeting Tools & Resources:

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 and Resources

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](#)

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.

Readmissions

- » [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 – Update Provider Information for Prescription Drug Monitoring Program (PDMP)
 - [Prescription Drug Monitoring Programs \(PDMPs\): What Healthcare Providers Need to Know](#)
 - [Colorado PDMP](#)
 - [Illinois PDMP](#)
 - [Iowa PDMP](#)

- [Oklahoma PMP](#)
- 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 first two 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)

Illinois Specific Resources

[Illinois Hotline Opioids and Other Substances](#)

(CO & IL only) Telligen Community Initiative [Special Funding Opportunity: Social Determinants of Health](#)

Telligen Opportunities and Events

- » [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

Telligen Contact Information

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