



## Resource and Action Guide

### Putting Evidence-Based Guidelines into Action

This Resource and Action Guide is intended as a tool to assist with quality improvement initiatives. It walks through each step of an improvement project beginning with problem identification and ending with the plan-do-study-act (PDSA) cycle. Each section provides resources to help generate ideas for improvement strategies, example change strategies, and metrics to monitor progress. We offer resources to help determine what issue to focus on for improvement and provide strategies and tools. This guide is not exhaustive; rather it should be used along with a thorough assessment of current activities in your organization, an understanding of your organization's operations and culture, and technical assistance available for targeted quality improvement. [Please reach out to our team if you would like assistance with anything in this guide.](#)

### August Telligen Community Connect Collaborative (TCCC) Featured Resources: Opioids

#### Colorado Consortium for Prescription Drug Abuse Prevention

- The Provider Education Work Group focuses on the education and training of health care professionals who prescribe, dispense, or otherwise provide care for those receiving prescription medications with the potential for misuse, abuse, or diversion. Delivered by subject-matter experts, education topics range from safe opioid prescribing to non-pharmacologic pain management to treating specific populations such as agriculture workers or pregnant women.
  - These trainings are offered in a variety of formats including in-person (for small groups and the annual symposium), [one-hour live webinars](#), and [recorded modules](#). The Consortium can work with your organization, in Colorado or other states, to develop and customize education for your audiences. Please reach out to us at [info@corxconsortium.org](mailto:info@corxconsortium.org).
- [Community Reference](#) – to help support communities with strategies and tools to address the epidemic and protect their communities, the Consortium developed a Community Reference with financial support from the Colorado Department of Human Services and Office of Behavioral Health. Is this something that your Colorado community can use? For non-Colorado partners, is this something that might be helpful to develop in your state?
- [Federal and State Funding Opportunities](#)

#### The Colorado Naloxone Project

The goal is for all CO hospitals and emergency departments to distribute naloxone to at-risk patients, placing this lifesaving medication in patient's hands prior to their departure from the hospital. Click the links to access free educational materials provided by the Colorado Naloxone Project.

- [Colorado Department of Public Health and Environment – state public health resources](#)
- [CO's CURE Guidelines – Colorado's Opioid Solution: Clinicians United to Resolve the Epidemic](#)
- [Naloxone Guidelines from the Colorado Hospital Association](#)
- [How to Use Narcan Nasal Spray Video, Stader Opioid Consultants](#)
- [Colorado Consortium for Prescription Drug Abuse Prevention, Naloxone Workgroup – resources you can use, including a Guide for Patients and Caregivers](#)



- [National Harm Reduction Coalition – Building power and equity with people who use drugs](#)

[Measurement of Effectiveness](#) – track and monitor opioid prescribing, overdose, and deaths data

- **National and state data:**
  - [12 Month-ending Provisional Number of Drug Overdose Deaths](#)
  - [CDC Drug Overdose Mortality by State](#)
  - Telligen QI Connect™ Medicare Fee-For-Service opioid death data: [contact us](#) to inquire if you don't see what you need in the Telligen Portal.
- **Regional data (CO, IA, IL, and OK):**
  - Telligen QI Connect™ Medicare Fee-For-Service opioid death data: [contact us](#) to inquire if you don't see what you need in the Telligen Portal.

### Additional Resources

- **Prescription Drug Disposal Pouch Dissemination:** Rx Abuse Leadership Initiative (RALI) Iowa and the Iowa Department of Aging have partnered to impact the opioid crisis across our 4-state region by disseminating prescription drug deactivation disposal kits at no cost. Contact Trina Radske-Suchan with CHPcommunity for more information ([tsuchan@chpcommunity.org](mailto:tsuchan@chpcommunity.org)).
- **Thanks to a Telligen QI Connect™ Telligen Beneficiary and Advisory Council member for sharing this resource:** [Opioid Overdose and Naloxone Reversal: Simple steps to saving lives across Indian Country](#)
- **CDC RxAwareness:** [David's Rx Awareness Story \(30 seconds\)](#)

## COVID-19 Vaccinations

- [Telligen's COVID-19 Resource Toolkit](#)
- [COVID-19 Vaccine Booster Shot - CDC Guidance](#)
- [A Guide for Community Partners: Increasing COVID-19 Vaccine Uptake Among Members of Racial and Ethnic Minority Communities](#)
- [COVID-19 Vaccination Toolkits \(CDC\)](#)
- [FAQs about COVID-19 Vaccination \(CDC\)](#)
- Recommended [Adult Immunization Schedule](#) for ages 19 years or older
- Get Vaccinated: [Find a free COVID-19 vaccine near you](#), Call 1-800-232-0233 or Text your zip code to 438829

## Iowa Partner Resources

- **Data: state, community, and local:**
  - [Iowa Department of Public Health \(IDPH\) Opioid Information and Medication Assisted Treatment:](#) Access information related to Opioid Treatment Programs, responding to an overdose, MAT providers and SOR2 grantees, trainings, and resources
  - [Iowa Harm Reduction Coalition \(IHRC\)](#)
  - [Iowa Healthcare Collaborative \(IHC\): Rural Communities Opioid Response Program \(RCORP\) Iowa Opioid Use Disorder \(OUD\) Consortium](#)
  - [IHC compass Opioid Stewardship Program](#)



## Complementary Resources

### Reducing Adverse Drug Events (ADEs) in Communities

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

### Pain Management and Opioid Misuse

- **Prescription Monitoring Programs:**
  - [Colorado Prescription Drug Monitoring Program \(PDMP\)](#)
  - [Illinois Prescription Monitoring Program \(PMP\)](#)
  - [Iowa PMP](#)
  - [Oklahoma PMP](#)
- [Patient Education: General Drug Facts & Information about Addiction](#)
- [Patient, Family & Caregiver Opioid and other Drug Education](#)
- [Become a MAT Waivered Provider \(if applicable\)](#)
- [FDA recommends health care professionals discuss naloxone with all patients when prescribing opioid pain relievers or medicines to treat opioid use disorder](#)

## Model for Improvement

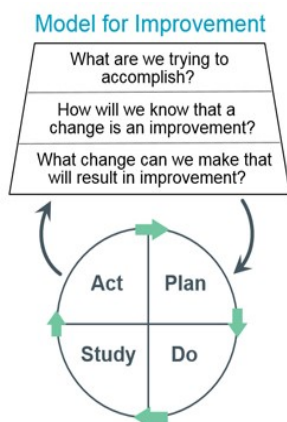
The Model for Improvement is a simple, yet powerful tool for accelerating improvement. This model is not meant to replace change models that organizations may already be using, but rather to accelerate improvement.

**Step 1:** Problem Identification/Gap Analysis

**Step 2:** Root Cause Analysis

**Step 3:** Select and Implement Change Strategies

Visit the **Institute for Healthcare Improvement (IHI) Model for Improvement** for additional guidance, tools, and resources related to PDSAs: <http://www.ihl.org/resources/Pages/HowtoImprove/default.aspx>





## Plan-Do-Study-Act (PDSA) Cycle

Conducting a Plan-Do-Study-Act (PDSA) to test the intervention or change strategy on a small scale and determining whether it improves the identified gap or problem may be helpful as part of piloting the change before implementing it widely in the organization. Use the Telligen [PDSA worksheet](#) to walk through a PDSA cycle.

## Additional Quality Improvement Resource Tools

- [Plan Do Study Act \(PDSA\) Worksheet](#)
- [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](#)

## Telligen QI Connect™ Opportunities and Events (Iowa, Illinois, Colorado, and Oklahoma)

- [Telligen QI Connect™ Mastermind Team interest form](#)
- [Telligen Community Ambassador flyer](#)
- [Telligen Portal](#)
- [Telligen QI Connect™ events calendar](#)
- [Intervention Form - let us know the actions you are taking in your community](#)
- [Community Coalition Form - what healthcare coalitions are you aware of?](#)

## Your Iowa Points of Contact:

**Nikki Racelis**, Community Contact- [nracelis@telligen.com](mailto:nracelis@telligen.com), (720) 554-1446

**Gina Anderson**, Nursing Home Contact- [ganderson@telligen.com](mailto:ganderson@telligen.com), (515) 223-2127