



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.
- [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).
- **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 \(30 seconds\)](#)

Colorado Partner Resources

- **Data: state, community, and local:**
 - [Colorado Consortium for Prescription Drug Abuse Prevention Data Work Group](#)
 - [CDPHE Colorado Drug Overdose Dashboard](#)
 - [Colorado State Epidemiological Outcomes Workgroup](#)
 - 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.
- **Harm Reduction Spotlight: Naloxone Region 8 Substance Use Disorder Consultation Team Quarterly Webinar**
 - **Thursday, October 28, 2021, 1 – 2:30 pm Mountain Time**
 - Naloxone is a central strategy for reversing opioid overdoses and addressing our national opioid epidemic. This regional webinar will spotlight effective strategies for naloxone distribution for states, local communities as well as specialized engagement approaches with our critical hospital and community healthcare leaders.
 - Virtual Platform- Zoom:
<https://cms.zoomgov.com/j/1606888426?pwd=QzJrTjdWdGpOakFuczZmaWVKR2tudz09>
 - Meeting ID: 160 688 8426 Password: 959029
- **Colorado Naloxone Project**
 - Here is a [map of participating hospitals](#). The links to other news stories about the project are featured on our [website](#). To learn more, watch these [project overview videos](#) and refer to the other great resources on our [website](#). If you want to stay up to date on the project, follow us on [social media here](#).



Offers to Connect

- **Region 8 Substance Use Disorder Consultation Team:** if you are not on the regional SUD distribution list which includes information about quarterly calls, e-mail laurie.konsella@hhs.gov.
- **CDPHE [Naloxone Bulk Purchase Fund allow](#)s** eligible entities to receive naloxone. Eligible entities include, but are not limited to: local public health agencies, school districts, harm reduction agencies, law enforcement, and entities with publicly accessible AEDs, which include but are not limited to public universities, recreation centers, shopping centers, and workplaces. Ineligible entities: healthcare settings and pharmacies.
- **Chris Williams, Rural Response to the Opioid Epidemic (federal grant) Project Coordinator**, Memorial Regional Health, based in Craig, covers Moffat, Rio Blanco, Routt, Grand, and Jackson Counties in Northwest CO. He would love to see the harm reduction kit initiative take off throughout the state and would be more than happy to connect with anyone considering anything similar to answer questions and collaborate! He can be reached at christopher.williams@memorialrh.org.
- Thanks to **Dede de Percin** and other participants for acknowledging the Harm Reduction Action Center: <https://www.harmreductionactioncenter.org/>. Take a look at their great resources.

Complementary Resources

Reducing Adverse Drug Events (ADEs) in Communities

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

Pain Management, Opioid Misuse, Substance Use Disorder

- [Colorado Prescription Drug Monitoring Program \(PDMP\)](#)
- [Colorado Pain Society Practitioners](#)
- [Six Building Blocks: A Team-Based Approach to Improving Opioid Management in Primary Care](#)
- [The DEA is Warning of a Rise in Overdose Deaths From Fake Drugs Laced with Fentanyl!](#): The DEA has posted a warning regarding the rapid increase in counterfeit fentanyl pills on the black market, made to look like other prescription opioids. This is a rare warning from them, the first since 2015.
- **DEA will hold the National Prescription Drug TakeBack (NTBI 21) on Saturday, October 23, 2021.** The National Prescription Drug Take Back Day aims to provide a safe, convenient, and responsible means of disposing of prescription drugs, while also educating the general public about the potential for abuse of medications. Unused expired, and unwanted medicines left in home cabinets are at risk for abuse, misuse, and theft. #SecureYourMeds while you're at home during the #COVID19 pandemic. More information at <https://go.usa.gov/xGeXX>
- [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](#)
- [Policies to Improve Implementation and Sustainability of Behavioral Health Integration](#)



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
- <https://www.commonwealthfund.org/blog/2021/drug-overdose-toll-2020-and-near-term-actions-addressing-it>

Model for Improvement

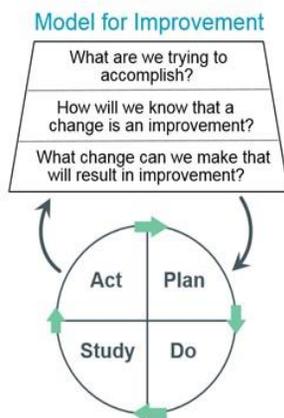
The Model for Improvement is a simple, yet powerful tool for accelerating improvement. This model is not meant to replace change models that organizations may already be using, but rather to accelerate improvement.

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 (Colorado, Iowa, Illinois, 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 Colorado Points of Contact:

Meredith Koob, Community contact- mkoob@telligen.com, (303) 260-9346

Courtney Ryan, Nursing Home contact- cryan@telligen.com, (303) 612-3111