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)

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
- City Colleges of Chicago Vaccine Ambassador Training
- SIU Med Covid-19 and an Aging Rural Illinois Population
- Building a Healthier Rural Illinois Covid-19

Illinois Partner Resources

- Data: state, community, and local:
  - Illinois Opioid Data During Covid-19
  - Opioid Epidemic in Suburban Cook County 2021
  - 2021 Chicago Mid-Year Opioid Report - Health Alert Network
  - 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.

- ***New - September 29 Opioid Listening Session Resources: Nursing Homes and General Providers:***
  - QI Tools and Resources: Medication Safety and ADE Nursing Home ADE Monitoring and Tools
  - Medication Safety in Nursing Homes - Change Package Nursing Home Medication Safety Change Packet
  - Assessing and Reducing Opioid Prescribing in Long Term Care Long Term Care Opioid Prescribing
  - IDHS/SUPR Access to Medication Assisted Recovery Project (Buprenorphine, Naltrexone, and Methadone)
  - Illinois Medication Assisted Recovery
  - IDPH's Semi-Annual Opioid Report: Illinois Opioid Report August 2021
  - Six Building Blocks: A Team-Based Approach to Improving Opioid Management in Primary Care Opioid Management in Primary Care

Complementary Resources
Reducing Adverse Drug Events (ADEs) in Communities

- Southern Illinois University Rural Health Summit on Opioids Department of Population Science and Policy: Opioid Webinar SIU Opioid Webinar November 16, 2021
- SAMHSA Opioid Overdose Prevention Toolkit - Includes information for prescribers and first responders
- RHC and FQHC Funding for Training for Substance Use Disorder Treatment
- Illinois Department of Human Services / Division of Substance Use Prevention and Recovery (IDHS/SUPR) Drug Overdose Prevention Program - IDPH SUPR DOPP
- Illinois Naloxone Standing Order Illinois Naloxone - Illinois has joined a group of other states in offering a statewide standing order with accompanying opioid overdose educational resources for naloxone to all pharmacists and opioid overdose education and naloxone distribution (OEND) programs. The statewide standing order allows pharmacists and naloxone training programs in Illinois to provide naloxone without a direct prescription to individuals at risk of an opioid overdose, as well as their family and friends and to others who may assist an individual suffering opioid-related overdose.
- Chicago Recovery Alliance - Chicago Recovery Alliance: Overdose Training
- 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
- IPRO QIN-QIO Presents: Nursing Home Naloxone Best Practices, Video Series Nursing Home Naloxone Best Practices Videos
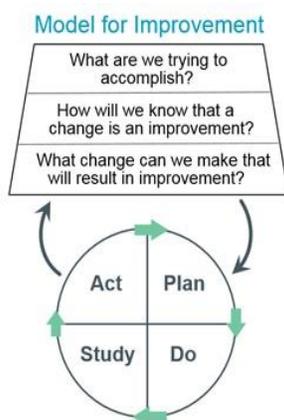
Model for Improvement

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.ihi.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 Illinois Points of Contact:

Lynne Bergero, Community contact - lbergero@telligen.com
Lisa Bridwell, Nursing Home contact- lbridwell@telligen.com