



## Resource and Action Guide

### Putting Evidence-Based Guidelines into Action

Use this Resource and Action Guide 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. It includes resources to help generate ideas for improvement strategies, example change strategies and metrics to monitor progress. 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. [Fill out this form to request technical assistance or one-on-one coaching](#) from our team if you need assistance with anything in this guide.

### October 2021 Telligen Community Connect Collaborative (TCCC) Featured Resources

#### Featured Partner Presenter:

- [Center for Health and Social Care Integration \(CHaSci\)](#)
- Walter Rosenberg, MSW, MHSM, LCSW | Co-Director | [Walter\\_Rosenberg@rush.edu](mailto:Walter_Rosenberg@rush.edu)
- Bonnie Ewald, MA | Associate Director | [Bonnie\\_Ewald@rush.edu](mailto:Bonnie_Ewald@rush.edu)

#### Illinois Breakout Partner Spotlight:

- [AgeOptions](#)
- Rob Mapes | Director of Program and Community Support | [robert.mapes@ageoptions.org](mailto:robert.mapes@ageoptions.org)

#### Telligen QI Connect™ Portal:

- Find resources related to quality improvement topics that are important to you, including: adverse drug events and medication management, care transitions, chronic disease management, COVID-19 and vaccinations, data collection and reporting, emergency preparedness, health disparities, immunizations, nursing home training hub, opioid utilization and misuse, patient and family engagement, patient safety and infection prevention, quality improvement tools, Quality Payment Program (QPP), and a developing community organizing toolbox.
- Community-level interventions and data can be found on your respective community page in the portal. Would you like a tour? Let us know.
  - If you don't see an intervention you are doing in your community listed in the portal, let us know [by filling out this short form](#).
- [Access the portal here](#).
- Need help with your portal login or password? Email [QINPortalSupport@telligen.com](mailto:QINPortalSupport@telligen.com).

#### Telligen QI Connect™ Data:

- [Fill out this form to request technical assistance or one-on-one coaching](#) if there is data that would be helpful in your quality improvement efforts that you don't see in the portal.



## Telligen QI Connect™ Coalition Needs Assessment:

- Let us know about the current status of your community coalitions by taking this [needs assessment](#). Your feedback will help our team design technical assistance to meet your coalitions where you're at on your quality improvement journey.

## Telligen QI Connect™ Events:

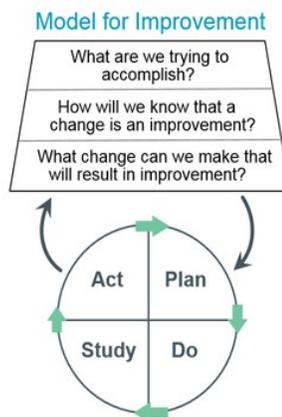
- Find events on the [Telligen QI Connect™ website calendar](#).
- Find events on the [Telligen QI Connect™ secure portal](#).

## 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.

1. **Step 1:** Problem Identification/Gap Analysis
2. **Step 2:** Root Cause Analysis
3. **Step 3:** Select and Implement Change Strategies

Visit the [Institute for Healthcare Improvement \(IHI\) webpage about the Model for Improvement](#) for additional guidance, tools and resources related to PDSAs.



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

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

## Quality Improvement Tools & Coaching

- [PDSA Worksheet](#)



- [PDSA Training](#)
- [Root Cause Analysis \(RCA\) Pathway](#)
- [When to Use RCA](#)
- [RCA Tool Selection Guide](#)
- [RCA Training](#)
- [Fishbone Diagram Worksheet](#)
- [Five Whys Worksheet and Example](#)
- [IHI Driver Diagram Tutorial](#)
- [Telligen QI Connect™ Driver Diagram](#)

Don't see what you need? Would your team like coaching on any quality improvement tools or processes? [Fill out this form to request technical assistance or one-on-one coaching.](#)

## Community Organizing Tools & Coaching

- Organizing Statement
- [Community Coalition Charter](#)
- Community Readiness Assessment
- Public Narrative: Story of Self, Us and Now
- Team Effectiveness Evaluation
- Team Purpose, Roles, Norms Worksheet
- Interdependent Leadership Model
- Campaign Timeline
- Tactics Evaluation
- Map of Actors
- Actor Analysis
- Power Analysis
- 1:1 Meeting Worksheet
- Action and Accountability-Driven Agenda
- Before Action Review (BAR)
- After Action Review (AAR)
- Coaching Worksheet



## Illinois Partner Resource

- [Illinois Pathways to Health Classes](#) provide skills, information and confidence for older adults concerned with fall prevention, chronic disease self-management and taking charge of their health.

## Complementary Resources

### Quality Improvement & Health Equity:



- A new National Academy of Medicine Perspectives [discussion paper](#), co-authored by the Agency for Healthcare Research and Quality's (AHRQ) Acting Director David Meyers, M.D., and other healthcare quality leaders, outlines an agenda that puts equity at the center of discussions on healthcare quality improvement.

## National Association for Healthcare Quality (NAHQ) – Healthcare Quality Week 2021:

- In observance of [Healthcare Quality Week](#), NAHQ has made available complementary resources and webinars on mega trends in healthcare delivery and reimbursement, critical insights for leadership planning and goal setting for 2022, planning for personal success, and laboratory medicine in healthcare quality.

## Pioneer Network:

- Sustainable practices in quality improvement often require not just process change, but culture change. The [Resource Library of Pioneer Illinois](#) contains a suite of resources to guide organizations – including staff and leadership at all levels - in carrying out their commitment to transformative improvement that centers the needs of older patients, residents and families.

## Illinois Helpline for Opioid and Other Substances:

- The Illinois Helpline for Opioid and Other Substances has released an [enhanced toolkit](#) for providers who serve patients with substance use disorders. Highlights include a [flowchart for medication-assisted recovery \(MAR\) providers](#) in community-based settings, for use in intake and assessment.

## COVID-19 Vaccinations

- [COVID-19 Vaccine Toolkit for All Provider Types and Patients \(Telligen\)](#)
- [Influenza and Pneumonia Toolkit for Providers and Patients \(Telligen\)](#)
- [COVID-19 Vaccine Booster Shots \(CDC\)](#)
- [A Guide for Community Partners: Increasing COVID-19 Vaccine Uptake Among Members of Racial and Ethnic Minority Communities \(CDC\)](#)
- [COVID-19 Vaccination Toolkits \(CDC\)](#)
- [FAQs about COVID-19 Vaccination \(CDC\)](#)
- [Recommended Adult Immunization Schedule for Ages 19 Years or Older \(CDC\)](#)
- [Find a COVID-19 vaccine near you \(Vaccines.gov\)](#)
- [Vaccination Toolkit \(End State Renal Disease Networks' Medical Advisory Council\)](#)

## Illinois Points of Contact:

- **Lynne Bergero** | Community Contact | [lbergero@telligen.com](mailto:lbergero@telligen.com) | 515-558-5154
- **Lisa Bridwell** | Nursing Home Contact | [lbridwel@telligen.com](mailto:lbridwel@telligen.com) | 630-235-8399