Quality Improvement Organizations
Sharing Knowledge. Improving Health Care.
CENTERS FOR MEDICARE & MEDICAID SERVICES

Telligen

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Telligen QIN-QIO Program

The Quality Innovation Network-Quality Improvement Organization (QIN-QIO) Program is one of the largest federal programs dedicated to improving health quality and value for people with Medicare. Telligen brings together healthcare providers and communities to improve healthcare quality for Medicare beneficiaries in Colorado, Illinois and Iowa as a QIN-QIO for the Centers for Medicare & Medicaid Services (CMS). Telligen has served as a QIO for CMS since the program's inception in the 1970s.

MISSION
Telligen's mission as a QIN-QIO is to improve the effectiveness, efficiency and value of services delivered to people with Medicare through healthcare quality improvement initiatives that are:

- **Increasing patient safety**
- **Making communities healthier**
- **Better coordinating post-hospital care**
- **Improving healthcare quality**

WHO WE SERVE:

- **PATIENTS & FAMILIES**
- **NURSING HOMES**
- **OUTPATIENT SETTINGS**
- **PHYSICIAN OFFICES**
- **PHARMACIES**
- **HOME HEALTH AGENCIES**

AREAS OF FOCUS

Antibiotic Stewardship: Helping outpatient care settings prevent antibiotic overuse and misuse

Cardiac Health: Preventing heart attacks and strokes through evidence-based practice

Care Coordination and Medication Safety: Collaborating with communities to reduce avoidable hospitalizations and combat opioid harm

Diabetes Care: Providing diabetes self-management education classes and improve clinical outcomes

Immunizations: Promoting flu, pneumonia, and shingles vaccinations

Nursing Home Care: Using quality improvement strategies to improve care

Quality Payment Program: Helping Medicare providers transition from fee-for-service to value-based care

Transforming Clinical Practice Initiative: Conducting quality improvement assessments

INCREASING PATIENT SAFETY

As of 2017 , Telligen had helped

prevent 3,473 opioid-related hospitalizations

by teaching quality improvement techniques and sharing data and resources with hospitals, home health agencies, nursing homes, non-profits and special interest groups.

This has saved an estimated

$36,444,632

in healthcare dollars in Telligen's three-state region.

ANTIBIOTIC RESISTANCE

In less than a year, Telligen has introduced the Centers for Disease Control and Prevention (CDC) Core Elements of Outpatient Antibiotic Stewardship to **699 outpatient settings** in Colorado, Illinois and Iowa. **Eighty-one percent** of these providers have already implemented all four Core Elements.

CARDIAC HEALTH

Telligen was honored to see a collaborative member recognized as one of the CDC's 24 winners of the 2017 Million Hearts Hypertension Control Challenge. Congratulations Maninder S. Kohli, M.D. of Hinsdale, Illinois!

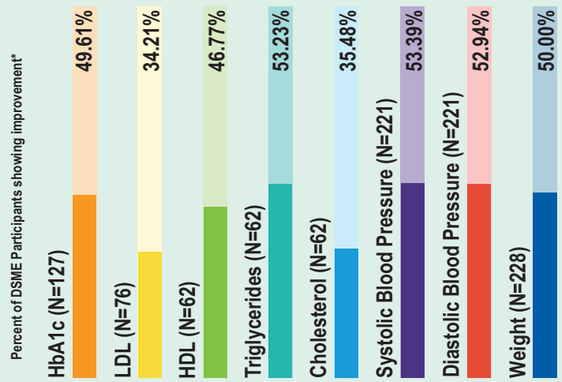
In 2016, Telligen partnered with the American Medical Association & Johns Hopkins Medicine to offer collaborative members the Improving Health Outcomes: Blood Pressure (IHO:BP) program, a 10-month educational series that gives attendees evidence-based tools and resources to implement a successful blood pressure management system that puts the patient first to provide the best possible care. Four of Telligen's collaborative members were awarded with a certificate of completion for their participation in the program.

MAKING COMMUNITIES HEALTHIER

DIABETES CARE

As of October 31 2018, Telligen has **hosted 460** Diabetes Self-Management Education (DSME) classes with over **2,240 graduates.** The classes cover meal planning, exercise, medication management and general skills and techniques to better manage one's health. Health benefits have included:

Percent of DSME Graduates Showing Clinical Improvement - QIN Data as of 10/31/2018



* For elements other than HDL, improvement is determined when the post-class clinical value is lower than the pre-class clinical value.

IMMUNIZATIONS

FLU FIGHTERS!

Telligen's Immunization Initiative goal is simple: help providers increase immunization rates among people with Medicare by providing education, awareness and technical assistance. To do this, we recruited **151 physicians**, **172 nursing homes**, **22 primary care clinics**, **60 pharmacists** and **125 Home Health Agencies** in Illinois.

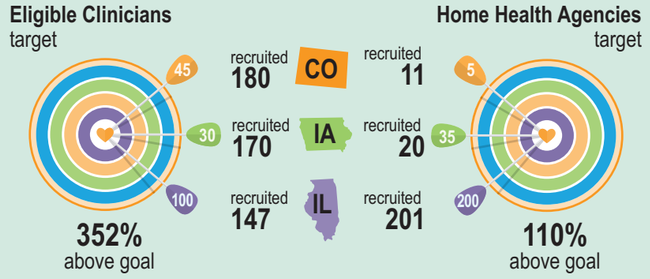
Over the course of the project:

11,847 influenza immunization vaccinations to seniors 65+

approximately **$1,267,629** in health care savings for this population

For the past three years we have facilitated an annual program called Flu Fighters! in partnership with the Chicago Housing Authority (CHA), Blue Cross Blue Shield of Illinois and Walgreens to increase immunization rates in Chicago Housing Authority senior buildings. Since the program began in 2015, we have administered a **total of 1,465 influenza immunizations and 208 pneumococcal vaccinations.**

Cardiac Health Close-Up



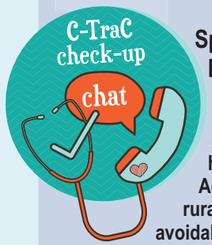
COORDINATING POST-HOSPITAL CARE

Case Study Reviews Help Reduce Avoidable Readmissions

Before case study reviews began at the South Denver Care Continuum (SDCC), said Pat McBride, co-chair of the SDCC accountability group in Denver, Colorado, most clinicians would insist that a readmission could not have been prevented. But case study reviews, which bring together acute and post-acute healthcare providers to analyze specific cases, elicit more thoughtful responses.

SDCC leadership decided that retrospective, patient-level reviews were the best way to determine if readmissions were avoidable. Today, SDCC presents two to three case study reviews each month.

Readmissions within the SDCC collaborative declined from **16.5% in 2011 to 13.91%** in the first quarter of 2016.



Special Innovation Projects

Coordinated-Transitional Care

A two-year pilot project **helped six Critical Access Hospitals in rural Colorado reduce avoidable readmissions** like their big-city hospital cousins – without big-city resources. The program, called Coordinated-Transitional Care (C-TraC), was funded by CMS through the Telligen Quality Improvement Organization (QIO), the Colorado Rural Health Center and C-TraC developer Dr. Amy Kind, a geriatrician and researcher at the University of Wisconsin School of Medicine and Public Health. The nurse-led program uses follow-up phone calls after hospital discharge to help patients understand their care and avoid being readmitted when possible.

An analysis of Medicare claims showed that **7% of patients who participated in C-TraC were readmitted within 30 days versus 15% of non-participating patients**.

IMPROVING HEALTHCARE QUALITY

Clinical Practice Initiative

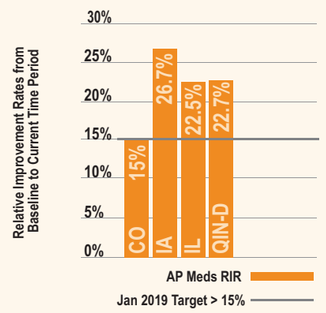
Telligen has partnered with the national **Transforming Clinical Practice Initiative** (TCPI) project to help clinicians get ready for the transition from fee-for-service to value-based Medicare Part B payments through the **Quality Payment Program** (QPP). Telligen helps track progress in Colorado, Illinois, Iowa, Maryland and Virginia with **periodic assessments**. Telligen has worked with **1,241 practices** across five states and completed nearly **3,692 assessments** in three years.

LONG-TERM CARE

Telligen helped nursing homes reduce rates of antipsychotic medication use among nursing home residents across Colorado, Illinois and Iowa by a **relative improvement rate of at least 15%, exceeding the CMS target for antipsychotic medication reduction.** To do this, Telligen collaborated with its respective state health departments, nursing homes trade associations and dementia partnerships on multiple presentations on a variety of topics, created quality improvement tools designed specifically for nursing home care settings and expanded its nursing homes webpage to create the "go-to" place for nursing home quality improvement.

Statewide and Regional Relative Improvement Rates for Minimum Data Set (MDS) 3.0 Long-Stay Antipsychotic Medication Quality Measure

(Baseline Q1-13 to Q4-13 VS. Current Q3-17 to Q2-18*)



**Data source is quarterly Nursing Home Quality Initiative (NHQI) facility-level data files received from CMS.*

QUALITY PAYMENT PROGRAM

To monitor the value of our support, we ask clinicians to complete a satisfaction following group or individual encounters. To date, **100% of participants are either satisfied or very satisfied** with our technical assistance.

"They did a great job explaining what has changed from last year. I don't know what we would do without Telligen's assistance."
– quote from our satisfaction survey

Total number of eligible clinicians (ECs) receiving technical assistance and planning to participate in QPP:

18,957 in all 3 states

To do this, we've:

hosted **22 LANs** since April 2018

** Numbers based on the November 2018 monthly deliverable submission*

QUALITY REPORTING

Telligen works with a variety of healthcare facilities – such as Inpatient Prospective Payment System (IPPS) hospitals, Critical Access Hospitals (CAHs), Ambulatory Surgery Centers (ASCs) and Inpatient Psychiatric Facilities (IPFs) – to help them review their measure rate reports and improve their program measure rates.

97%	of recruited ASC, IPF and CAH facilities demonstrate improvement in 1 or more measures
100%	of recruited IPPS facilities achieving 2 or more HOQR* measures at or better than national median
97%	of recruited IPPS facilities achieving 3 or more HVBP* measures at or better than national median

** HOQR: Hospital Outpatient Quality Reporting*
HVBP: Hospital Value-Based Purchasing