QIN-QIO
**Quality Innovation Network -
Quality Improvement Organizations**
*CENTERS FOR MEDICARE & MEDICAID SERVICES
iQUALITY IMPROVEMENT & INNOVATION GROUP*

ENHANCED TECHNICAL ASSISTANCE
FROM THE TELLIGEN
QUALITY INNOVATION NETWORK-
QUALITY IMPROVEMENT ORGANIZATION

Telligen is Your Quality Improvement Organization

Telligen is a recognized leader in quality improvement and advancing population health at the local, state and federal levels. Serving as the Centers for Medicare & Medicaid Services (CMS) Quality Innovation Network-Quality Improvement Organization (QIN-QIO) for Colorado, Illinois, Iowa and Oklahoma, Telligen helps implement key elements of the National Quality Strategy and federal healthcare reform efforts. Through Telligen QI Connect™, Telligen partners with healthcare providers, nursing homes, hospitals, community organizations, and patients and families to improve the quality of healthcare services with interventions that are local, customized and aligned with evidence-based practices. Plus, these services are provided at **no cost** to you!

Telligen QI Connect™

Telligen QI Connect™ allows individuals from a wide array of settings to work together toward the common goal of making healthcare safer, more accessible and more cost-effective for Medicare beneficiaries. Through Telligen QI Connect™, Telligen works directly with nursing homes, hospitals, emergency departments, mental and behavioral health providers, post-acute providers, pharmacies, community organizations, patients and families, and more to promote collaboration and spread best practices.

Contact Us

TELLIGENQICONNECT.COM | QICONNECT@TELLIGEN.COM

Individualized Approach

With more than **45 years of experience** in healthcare quality improvement, Telligen can help you implement evidence-based practices to maximize value-based payments from Medicare and other insurers, translate clinical quality data into actionable information, review electronic medical record (EMR) practices and implement efficiencies, as well as meet other quality improvement goals, such as:

- Reducing opioid-related adverse events and deaths
- Advancing pain management and opioid use best practices
- Improving coordination of care across care settings
- Improving patient safety

- Improving chronic disease management
- Advancing nursing home quality
- Reducing COVID-19 and other infections

As the QIN-QIO, Telligen provides technical assistance and valuable resources that support the development of data-driven, locally-tailored interventions. The Telligen QIN-QIO assists communities by coordinating efforts, recruiting key participants into the work as needed, evaluating progress, synthesizing best practices and creating a sustainable infrastructure so that the progress can continue after project completion.

What is Technical Assistance?

Technical assistance is the process of providing targeted, one-on-one support to your organization to increase your capacity for quality improvement and to improve processes based on your goals. Examples of Telligen's technical assistance are below:

On-site and virtual observational assessments
- Identifying gaps between current processes and best practices
- Pinpointing barriers to improvement

Integrated team-based care
- Observing and providing feedback on team dynamics
- Addressing communication issues

Data analysis
- Utilizing data to tell a story
- Improving publicly reported quality measures

Coalition-building
- Utilizing the Leadership and Organizing in Action (LOA) framework to mobilize change within individual settings and communities
  - LOA is an evidence-based framework and set of practices, skills and strategies for multi-stakeholder engagement, mobilization and coalition-building. On-demand trainings allow participants to develop leadership skills, whether they are leading a team, department, community coalition or leading change in any capacity.

Value-Based Purchasing models/health information technology support
- Identifying quality metrics and providing technical support on process improvements within the practice to maximize scores
- Performing workflow assessments

Community support
- Assessing community needs
- Facilitating meetings
- Providing data
- Assisting in implementation and intervention measurement

National Healthcare Safety Network (NHSN) support
- Supporting data collection and submission
- Implementing monthly reporting plans

Quality improvement (QI) tools, training and support
- Implementing standard work
- Sharing tools such as flow charts, Pareto chart, fishbone diagram, brainstorming, check sheets, affinity diagrams, run charts, and other evidence-based resource guides and toolkits to support Quality Assurance and Performance Improvement (QAPI) programs
- Performing plan-do-study-act (PDSA) rapid-cycle improvement
- Performing a root-cause analysis

Centers for Medicare & Medicaid Services
- Accessing quality data reports
- Identifying and reporting measures

Health equity
- Increasing understanding and awareness of disparities
- Developing and disseminating solutions to achieve health equity
- Implementing sustainable actions in a way that is culturally and linguistically responsive to diverse populations