

# SOUTH DENVER CARE CONTINUUM

## USING COACHING TO CO-DESIGN THE FUTURE

### ROADMAP OF INCREASED COLLABORATIVE CAPACITY

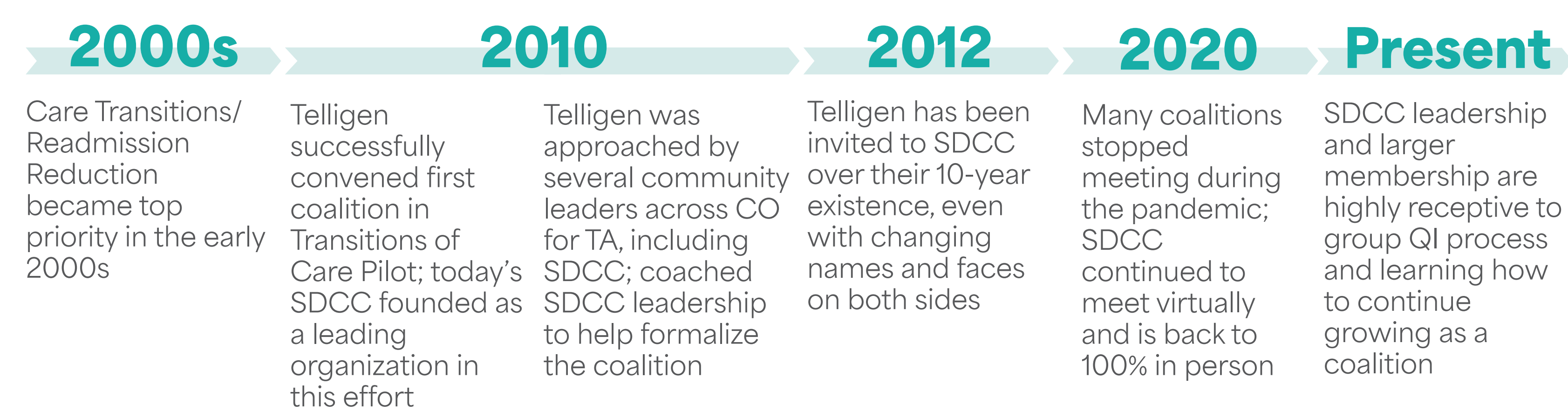
Telligen has engaged with South Denver Care Continuum (SDCC) for a decade with one of many goals being to help them grow and foster an interdependent leadership structure that promotes sustainability without reliance on the QIN-QIO for continued operation. SDCC has persevered and remained true to their goal of reducing avoidable 30-day readmissions despite many roadblocks over the years.



### A3C: Assess, Complement, Coordinate and Create

#### A: Assess

The evolution of the South Denver Care Continuum based on Colorado’s landscape for health quality and safety, existence of ongoing initiatives for quality improvement, and network of federal, state, local and private entities driving quality improvement.



#### C: Complement

How has Telligen complemented the SDCC?

- **LEAD! Leadership & Organizing in Action (LOA):** provide training, modeling, coaching and community organizing tools
- **Interdependent leadership:** longstanding member of SDCC Standards leadership team
- **SDCC sub-committee participation:** 1) medication safety and 2) sepsis (currently on hold with lead retiring, but QIN-QIO is hoping to help revive) **NOTE: see superutilizer diagnosis categories**
- **Monthly presentations:** standing agenda space to present data, share resources and educational events that meet SDCC where they are as a community
- **SDCC inquiries:** allows QIN-QIO to understand successes and challenges real-time to bring resources that help mitigate the challenges and prioritize potential future exploration or strategy development (ex. sepsis)
- **Hot topics:** bringing forward high-priority “news” that has an impact on all SDCC members
- **Best practices and evidence-based tools:** bi-directional exchange and elevation of best practices - SDCC to community and QIN-QIO regional partners to SDCC (ex. CO Hospital Association and QAPI tool) and bringing best practices
- **Challenges/barriers/mitigation plans:** represent challenges and barriers in CMS deliverables and help SDCC with mitigation plans

#### C: Coordinate

What is Telligen’s unique role in coordinating the work of stakeholders and partners in the SDCC?

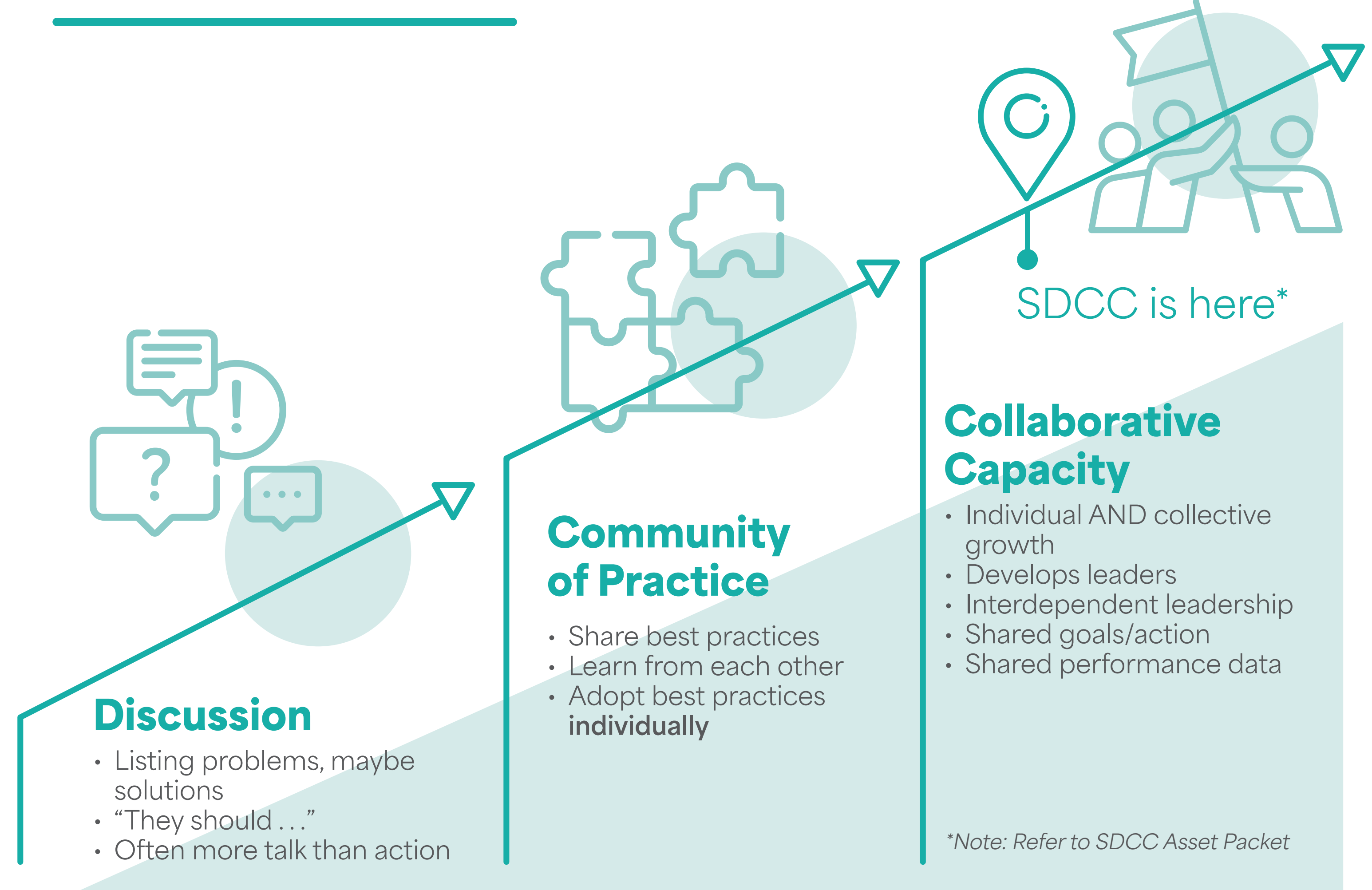
- **Internal QIN-QIO:** bridging Partnership for Community Health (PCH) and nursing home initiatives for SDCC alignment, support and TA
- **Local community:** connecting people that may be a good fit for SDCC when applicable (ex. Center for Improving Value in Healthcare/CIVHO)
- **Local community:** representing challenges from SDCC to wider community and vice versa (ex. Medicare Advantage authorization process, PASRR challenges)
- **State:** crosswalks between statewide initiatives and SDCC (ex. CO Medicaid/HCPF Hospital Transformation Program readmission measures and Community Health Neighborhood Engagement (CHNE) requirements that align with SDCC’s readmission reduction goal as a coalition)
- **National and multi-state perspectives:** through data and Telligen’s participation in national QIN-QIO networking venues (ex. opioid misuse state and national data from CDC and others)
- Ensuring statewide and local challenges are communicated to strategic local and statewide partners, as well as CMS

#### C: Create

What is Telligen’s unique role in creating new QI initiatives where gaps exist?

- **Environmental scans and research:** help identify best practices and evidence-based interventions that already exist
- **Connections:** identifying other QIN-QIO partners already doing this intervention and making introductions
- **Data analysis for 54 SDCC ZIP codes:** 30-day readmissions, **superutilizer diagnosis categories**
- **Benchmarking:** comparing how SDCC performs next to other QIN-QIO communities and four state region
- **Mapping actors:** introducing SDCC to QIN-QIO partners that may have expertise to share (ex. Matt Haynes, CO HCPF HTP)
- **Readmissions case studies:** co-designed QAPI template
- **QAPI process improvement:** exploring use of aggregated case study data for distilling themes in successes, challenges and opportunities for support and/or process development

### Coalition Roadmap



### Data Analysis

ED visit diagnosis categories among Medicare FFS superutilizer beneficiaries in SDCC catchment area ZIP codes in 2022 based on Medicare Part A FFS claims

