

# INNOVATIVE RECOGNITION PROGRAMS

## Safeguarding Nursing Homes in the Wake of COVID-19 & Beyond

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### Background

Telligen QI Connect™ encompasses Telligen’s work as the CMS Quality Innovation Network-Quality Improvement Organization (QIN-QIO) across Colorado, Illinois, Iowa and Oklahoma, serving over 1,500 nursing homes.

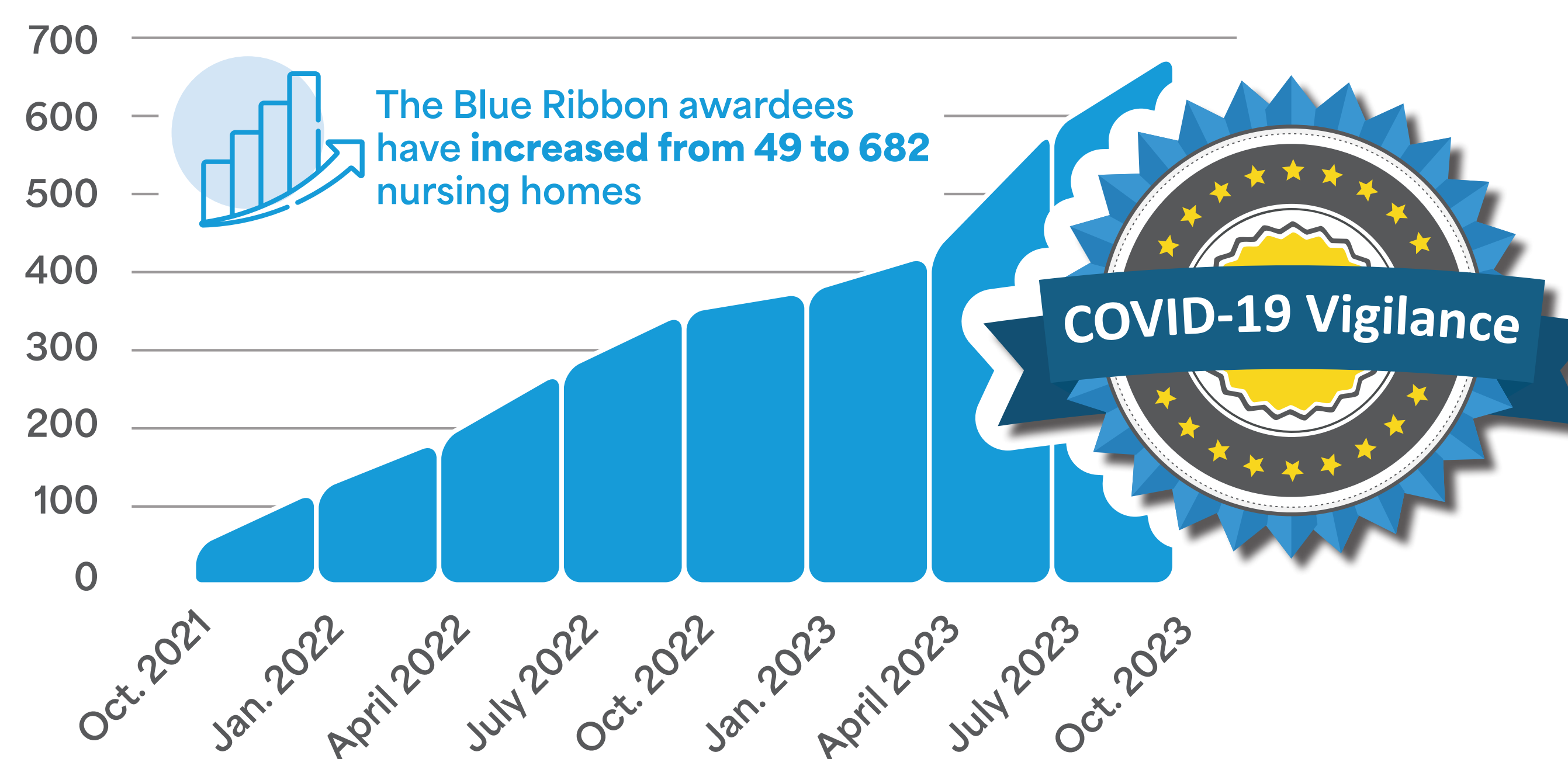
The COVID-19 pandemic underscored the crucial importance of emergency preparedness, infection control and effective vaccination strategies for nursing home residents, visitors and staff. Nursing home staff confront overwhelming staffing challenges with many areas experiencing shortages. In response to these challenges, Telligen has initiated two successful nursing home recognition programs that are strategically designed to:

- ENGAGE PARTNERS
- BOOST STAFF MORALE
- INCREASE COVID-19 VACCINATIONS
- IDENTIFY GAPS IN CARE

### Blue Ribbon in COVID-19 Vigilance Award

In the fall of 2021, Telligen introduced the Blue Ribbon in COVID-19 Vigilance award. It is presented to nursing homes that meet resident and staff up-to-date vaccine criteria and have policies, processes and ongoing staff education to prevent the spread of COVID-19. The award includes a ready-to-use marketing toolkit, designed to help awardees publicly share their successes.

Cumulative count of nursing homes receiving the Blue Ribbon award by quarter (Oct. 2021 - Oct. 2023)



### Launching the B.E.S.T. in Class

In 2023, the B.E.S.T. in Class recognition award was introduced. It raised the bar and challenged participants to sustain robust infection prevention practices and training, complete a gap analysis for their emergency preparedness plans, receive the Blue Ribbon in COVID-19 Vigilance award for three quarters and meet the criteria for preventable emergency department visits. All awardees are recognized on the Telligen website and receive a marketing toolkit and a personally-delivered framed certificate.



### Recognition Criteria

The Blue Ribbon in COVID-19 Vigilance and the B.E.S.T. in Class distinction are awarded to nursing homes who achieve the following:

|   |   |   |
|---|---|---|
| Resident up-to-date vaccination rate is greater than or equal to 70%  | ✓ | ✓ |
| Staff up-to-date vaccination rate of at least 15%   | ✓ | ✓ |
| Receive the Blue Ribbon in COVID-19 Vigilance award for three quarters of 2023  |   | ✓ |
| Reduce the number of preventable Emergency Department visits by 5% or fall within the top 25% of Telligen’s enrolled nursing homes at time of award |   | ✓ |
| <b>TELLIGEN’S ASSESSMENTS</b>   |   |   |
| Complete the COVID-19 Preparedness Assessment   | ✓ | ✓ |
| Complete Telligen’s Emergency Preparedness Assessment   |   | ✓ |
| At least 75% of staff have completed infection prevention and control training  |   | ✓ |

### Benefits of Completing Telligen’s Assessments

As a result of completing or attesting to Telligen’s three assessments (listed above), nursing homes receive customized offerings from Telligen containing the following resources:

- GAP ANALYSIS
- DATA ANALYTICS
- TECHNICAL ASSISTANCE

### Outcomes & Impact

AS OF JANUARY 2024, 26 NURSING HOMES HAVE RECEIVED THE B.E.S.T. IN CLASS AWARD, 50% OF WHICH ARE IN AN AREA CONSIDERED MORE DISADVANTAGED\*

\*PER AREA DEPRIVATION INDEX

### Completed Criteria toward B.E.S.T. in Class as of January 2024

|   |  |   |  |
|---|--|---|--|
| <b>B.</b>   | <b>E.</b>                                    | <b>S.</b>   | <b>T.</b>                                  |
| 682   | 383  | 1,274   | 1,457                                      |
| NURSING HOMES RECEIVED TELLIGEN’S BLUE RIBBON AWARD | EMERGENCY PREPAREDNESS ASSESSMENTS COMPLETED | INFECTION PREVENTION & CONTROL TRAININGS CONFIRMED FOR STAFF SAFETY | NURSING HOMES ACHIEVED THE TRANSITION GOAL |

### Participant Feedback

“To have the Blue Ribbon recognition is amazing. Our standard of care is something we take very seriously and what better way to be recognized for the work we do every day to keep our community safe – especially during a nationwide pandemic!”

- Stephanie Proper, Executive Director, Valley View Village

“Our designation by Telligen for B.E.S.T. in Class has been a great honor. The process has built our confidence and provided clear direction following the chaos of the Pandemic... Attaining B.E.S.T. in Class has improved the trust with residents and families, and we have seen improved referral volume!”

- Don Backstrom, Executive Director, Clermont Park