



GA FLEX Quality Improvement Project Monthly Meeting

November 25, 2025

Agenda

- Welcome
- Yearly Assessment
- CWC Alliance and Mountain Lakes Medical Center: The Life Care Specialist Program
- Project Timeline Updates
- Resources
- Q&A/Wrap Up



GA FLEX Improvement Project Lead



Melody "Mel" Brown, MSM

State Quality Manager - Georgia

melody.brown@allianthealth.org

Melody has over 40 years of health care experience, including varied roles at Alliant Health Solutions, where she works on the CMS contract for the Quality Innovation Network-Quality Improvement Organization (QIN-QIO). As Georgia's state quality manager, her focus is on quality improvement processes and interventions for health care entities throughout the state.

Yearly Assessment

FLEX yearly assessment link:

<https://www.surveymonkey.com/r/QNFL68M>

- **Deadline for completion: Wednesday, November 26, 2025**
- Complete at least one assessment per hospital/more than one is acceptable.
- Addition of drop-down boxes this year.



The Life Care Specialist Program

CAMMIE WOLF RICE, FOUNDER & CEO, CWC ALLIANCE
MANDY KUNTZ, LIFE CARE SPECIALIST, MOUNTAIN LAKES MEDICAL CENTER



Remembering Christopher



The Problem:

- **More than 125 million opioid prescriptions dispensed annually.** (CDC, 2023)
- **It's estimated that more than 16 million Americans (12+) misuse prescription medication in a given year.** (Center for Drug Statistics, 2023)
- **Nearly 80% of Heroin users started with an opioid prescription.** (NIDA, 2021)
- **Less than 3% of all healthcare spending goes to prevention, even less to prevention of addiction.** (Trust for America's Health 2020)



CWC Alliance's Three Pillars of Prevention

Life Care Specialist

Embedding Prevention Within Healthcare

- Educates patients and caregivers on opioid safety
- Teaches mental wellness and pain management skills
- Integrates prevention directly into hospital care

Prevention begins where care happens.

Youth Prevention Network

Building The Next Generation Of Prevention Leaders

- Equips youth with mental health and substance use awareness
- Empowers peer advocacy through our Backpack Strategy
- Trains mentors to guide resilient, informed teens

Fostering youth who choose wellness, empathy, and informed decision-making.

Workforce Innovation

Training The Workforce For Prevention-Focused Care

- Builds resiliency among healthcare and community professionals
- Expands wraparound prevention services
- Provides continuing education and skill building courses

Strengthening frontline workforce for a healthier, more resilient future.

The Life Care Specialist



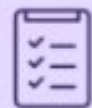
Our **Life Care Specialists (LCS)** serve as an extra layer of support for patients and hospital staff by providing wellness skills and education to prevent opioid misuse before it begins.

An Integrated Member of The Healthcare Team Providing:

- **Opioid Safety Education**
- **Pain Management Techniques**
- **Mental Wellness Skills**



LCS Healing Wheel



**Personalized Pain
Management Plan**



Mental Wellness Skills



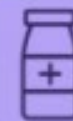
Relaxation Exercises



Provides a Listening Ear



**Care Coordination &
Support Resources**



Opioid Education



Caregiver Support



Sleep Coaching



Accoustic Therapeutics



**Post-Discharge
Follow-Ups**



LCS Training & Education



Mercer-Accredited LCS Curriculum:

13 Modules

CWC Alliance Virtual Training & CRM:

8 Interactive Lessons

LCS Practicum:

Clinical Rotations

Curriculum Modules

- Community Resiliency Model
- Opioid Education
- Addiction and Treatment
- Mental Health and Wellness
- Trauma-Informed Care and Toxic Stress
- Pain Management
- Grief and Mourning
- Cultural Competence
- HIPPA
- Social Determinants of Health
- Motivational Interviewing
- Adverse Childhood Experiences



TRAUMA RESOURCE
INSTITUTE

Research Studies:

Reported Outcomes

Results from all **5** trials demonstrate the LCS' success in *improving pain scores*, *increasing patient understanding* on the risks and side effects of Opioid medication, *reducing the need* for opioids at discharge, & *enhancing patient satisfaction* through pain management support.

Improved Pain Management

99%



Reduced Opioid Need at Discharge

25%



Increased Understanding on Opioid Risks

75–88%



Qualitative Feedback:

“When I have a patient experiencing pain, the only thing we have to give is an opioid...and maybe if we’re lucky we can find a heating pad. Other than that, I have no other way to help them.” –Hem/Onc Nurse

“When you’ve got multiple call buttons going off and difficult cases, call the LCS. They will be your lifeline.” –Med/Surg Unit Manager

“I became a nurse to do all the things an LCS does, but don’t have the time to do them.” –ED Nurse



Mountain Lakes Medical Center Snapshot

Site Status

1 Life Care Specialists
412 Patients Touchpoints
244 Interventions Provided

Reporting Period: January 2025 - October 2025



Workflow

- Receives referrals from Pain Mgmt.
- Floats all units and ED based on patient volume
- Regional Mental Health Taskforce - Hospital Rep.
- Leads biweekly chronic pain support groups

Connections by the numbers

- 55 Mental Health Treatment Services**
- 34 Addiction & Recovery Services**
- 7 Caregiver Assistance**
- 18 SDOH-Related (Food, Housing, Transport)**

Reporting Period: January 2025 - October 2025

Workforce Innovation

Our extensive training course catalog centers around skill-building, wellness integration, and community advocacy to address the underlying causes of addiction when and where it matters most.

The CWC Alliance PreventionLab:



The Prevention Foundation



Opioid Education & Substance Use



Personalized Pain Management



Mental Health & Wellness Strategies



Community Resources



Nurses, Allied Health, & other Frontliners



Behavioral Health Professionals



Medical Doctors/ Prescribers



Advocates & Community Orgs



Families & Care Takers

The Buzz:

"Realized that I need to be more mindful in daily conversations."

"I left with information that will be valuable in future discussion with patients that have been prescribed opioids."

"This training touched on a lot of important topics that I was not aware of!"

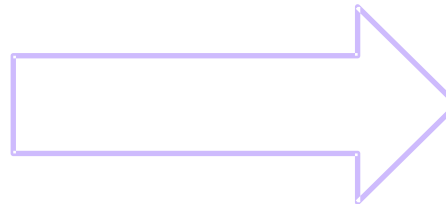
"These trainings fill the gaps in what I didn't receive in my medical education."

CWC Alliance

Hospital Readiness Assessment:

Interested in bringing a Life Care Specialist Program to your hospital? Take the first step by completing our Readiness Assessment! For more information contact partners@cwc.ngo.

Click [Here](#) or
Scan the QR
Code





Let's Keep in Touch!

Social Media

Follow us! @cwcalliance

Email Address

partners@cw.cngo

Website

Visit cw.cngo for more



Now Available on Audio Book!

100% of all proceeds from *The Flight* by Cammie Wolf Rice go to CWC Alliance



Project Timeline

Date	To-Do List
11/25/25	☐ Monthly call
10/25-11/25	☐ Complete Assessment sent by AHS



Email melody.brown@allianthealth.org to schedule a meeting.

Alliant Health Website and GA Flex Resources

<https://quality.allianthealth.org/ga-flex/>



GA Flex Resources

Hospital Resources

[Medicare Beneficiary Quality Improvement Project \(MBQIP\) 2025 Measure Core Set Information Guide – Version 2.2 – 3.1.2025](#)

[The Rural Quality Improvement Technical Assistance \(RQITA\) Resource Center](#)

Safe Use of Opioids

[Safe Use of Opioids – Concurrent Prescribing](#)

Social Determinants of Health (SDOH)

[Screening for SDOH Measure and the Screen Positive Rate Measure](#)

[FAQs Social Determinants of Health \(SDOH\) Measures](#)

[Discharge Referral List](#)

[Improving the Collection of Social Determinants of Health \(SDOH\) Data with ICD-10-CM Z Codes](#)

[Show More](#)

Resources

1. The Rural Quality Improvement Technical Assistance (RQITA) Resource Center: <https://www.telligen.com/rqita/>
2. Rural Health Information Hub website: <https://www.ruralhealthinfo.org/>
3. Rural Health Research Gateway: <https://www.ruralcenter.org/>



Questions?

