



Age-Friendly Health Systems

Improving Care for Older Adults

Age-Friendly Health Systems is an initiative of The John A. Hartford Foundation and the Institute for Healthcare Improvement (IHI) in partnership with the American Hospital Association (AHA) and the Catholic Health Association of the United States (CHA).



Today's Speakers



Terry Fulmer
President, The John
A. Hartford
Foundation



Kedar Mate
Chief Innovation and
Education Officer,
Institute for
Healthcare
Improvement



Marie Cleary-
Fishman
Vice President,
Health Research
and Educational
Trust



Denise Lyons
Clinical Nurse
Specialist, Christiana
Care Health System



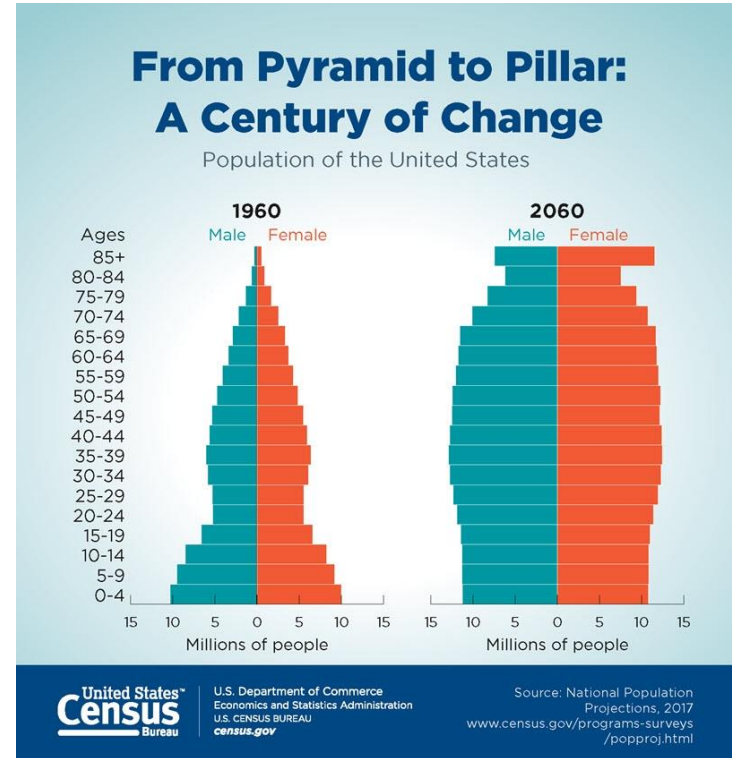
Patricia Curtin
Section Chief of
Geriatric Medicine,
Christiana Care
Health System



Julie Trocchio
Senior Director,
Catholic Health
Association of the
United States

Why Age-Friendly Health Systems?

- Demography
- Complexity
- Disproportionate harm



What is our aim?

To establish Age-Friendly care in **20 percent of US hospitals and health systems by 2020.**

An Age-Friendly Health system is one where every older adult:

- Gets the best care possible;
- Experiences no healthcare-related harms; and
- Is satisfied with the health care they receive.

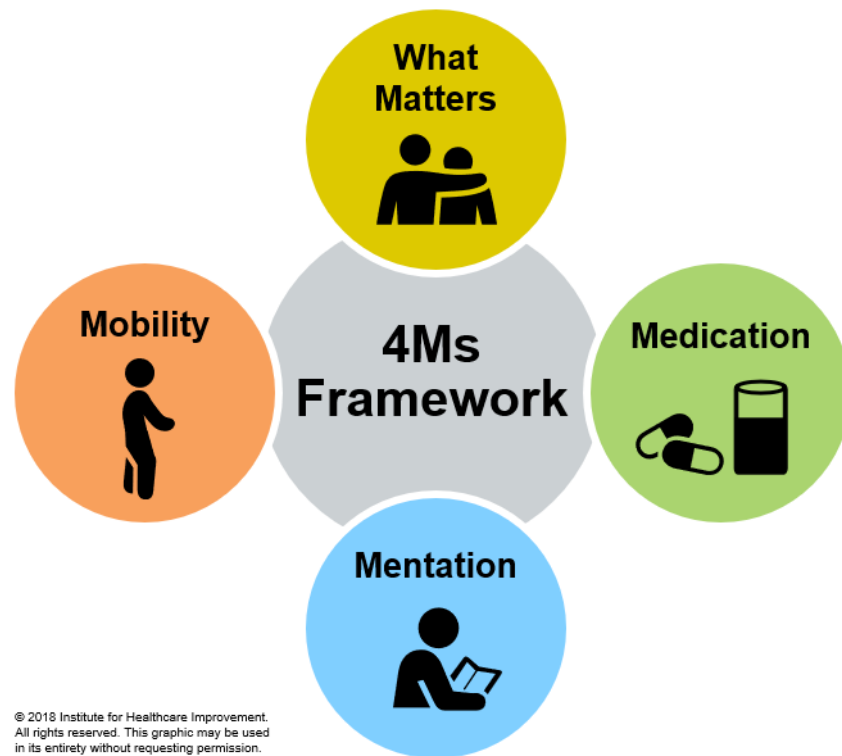
The 4Ms Framework

Age-Friendly Care is the reliable implementation of a set of evidence-based geriatric best practice interventions across four core elements, known as the 4Ms, to all older adults in your system.

The 4Ms	Description
What <u>M</u>atters	Know and align care with each older adult's specific health outcome goals and care preferences including, but not limited to end-of-life care, and across settings of care
<u>M</u>edications	If medication is necessary, use Age-Friendly medications that do not interfere with What Matters to the older adult, Mobility, or Mentation across settings of care
<u>M</u>entation	Prevent, identify, treat, and manage dementia, depression, and delirium across settings of care
<u>M</u>obility	Ensure that older adults move safely every day to maintain function and do What Matters

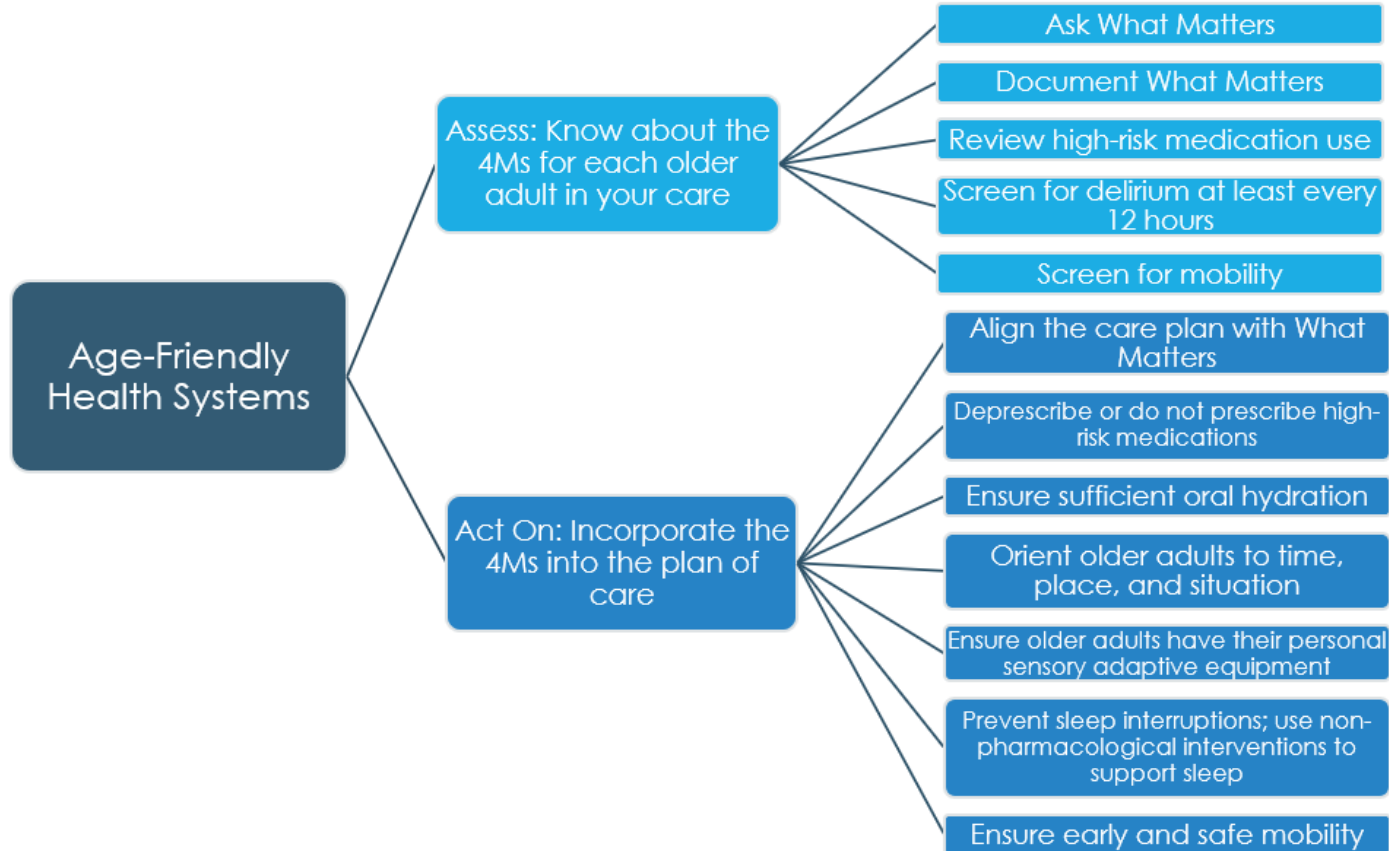
Why the 4Ms?

- Provides a feasible framework for implementation and measurement
- Addresses older adults' core health issues
- Builds on a strong evidence base
- Synergistic relationships with opportunity to simplify and reduce burden on care team

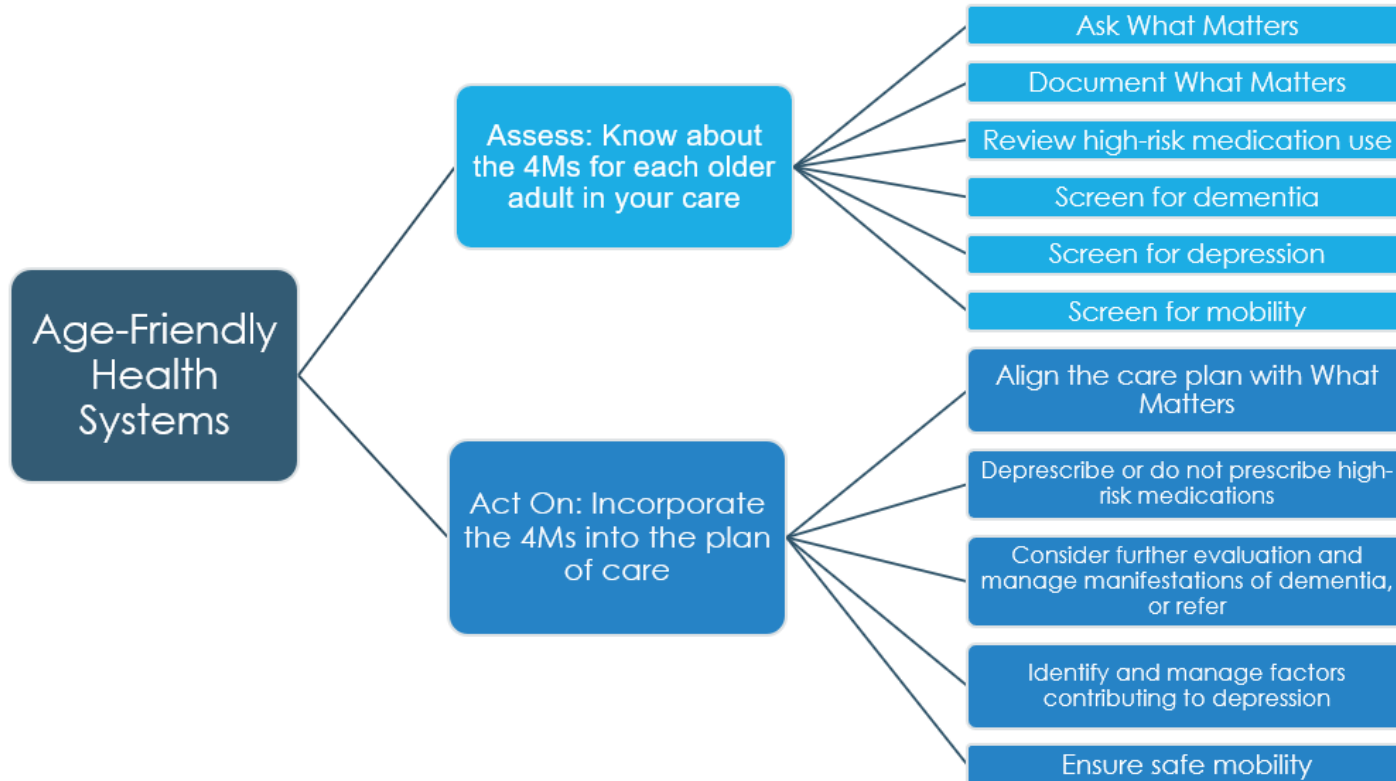


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Graphic files and guidance at ihi.org/AgeFriendly

4Ms Framework: Hospital



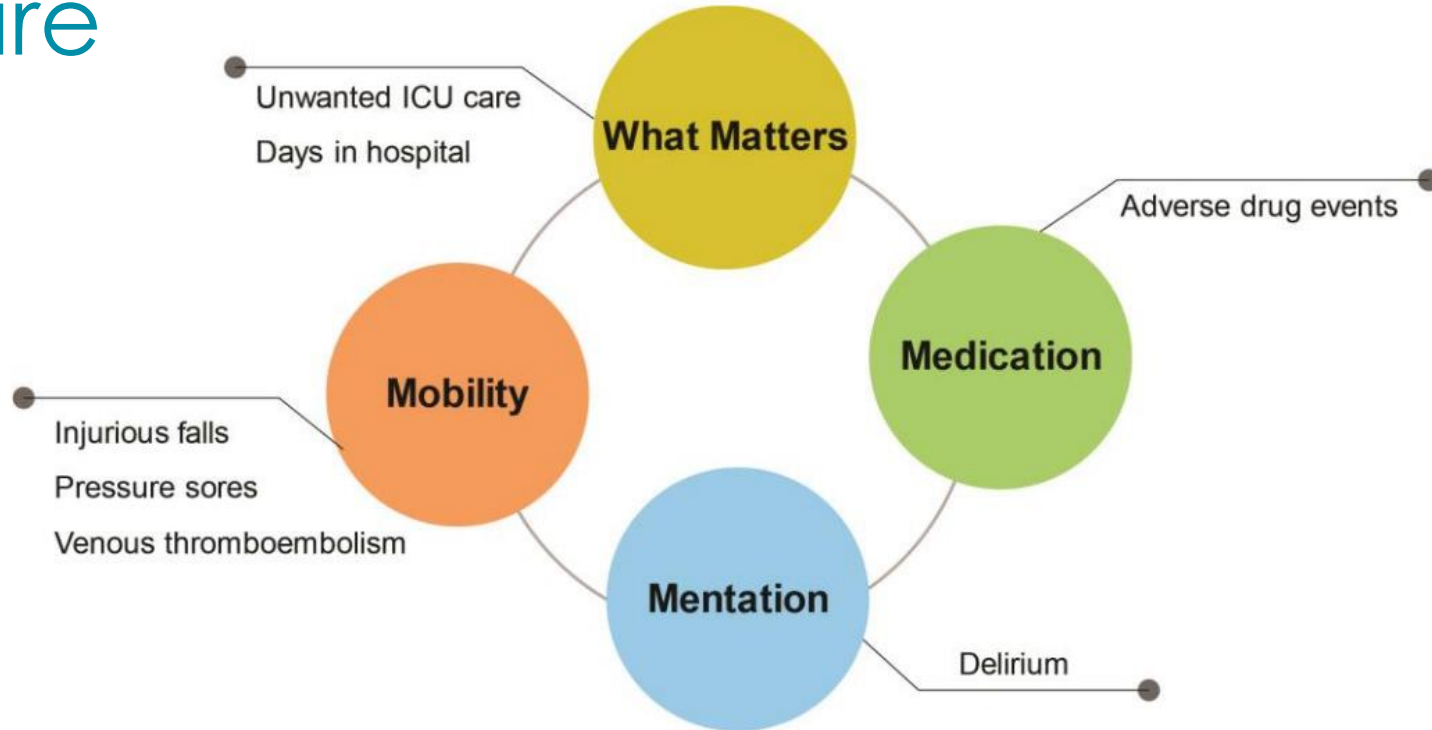
4Ms Framework: Ambulatory



The Business Case for Age-Friendly Care

- It makes good business sense. Delivering better care can achieve...
 - Fewer hospital readmissions
 - Better outcomes
 - More satisfied patients and families
 - Lower overall costs

The Business Case for Age-Friendly Care



Engage in the AHA Action Community

7 Months

-  Participate in monthly interactive webinars
 - Monthly content calls focused on 4Ms
 - Opportunity to share progress and learnings with other teams
-  In-person meeting
 - One in-person meeting (TBD)
-  Test Age-Friendly interventions
 - Test specific changes in your practice
-  Share Description of 4Ms Care at your site
 - Submit monthly qualitative feedback on your progress and description of 4Ms Care
-  Join one drop-in coaching session
 - Join other teams for measurement and testing support in monthly drop-in coaching sessions
-  Leadership track to support system-level scale up
 - Leaders join monthly C-suite/Board level calls to set-up local conditions for scale up

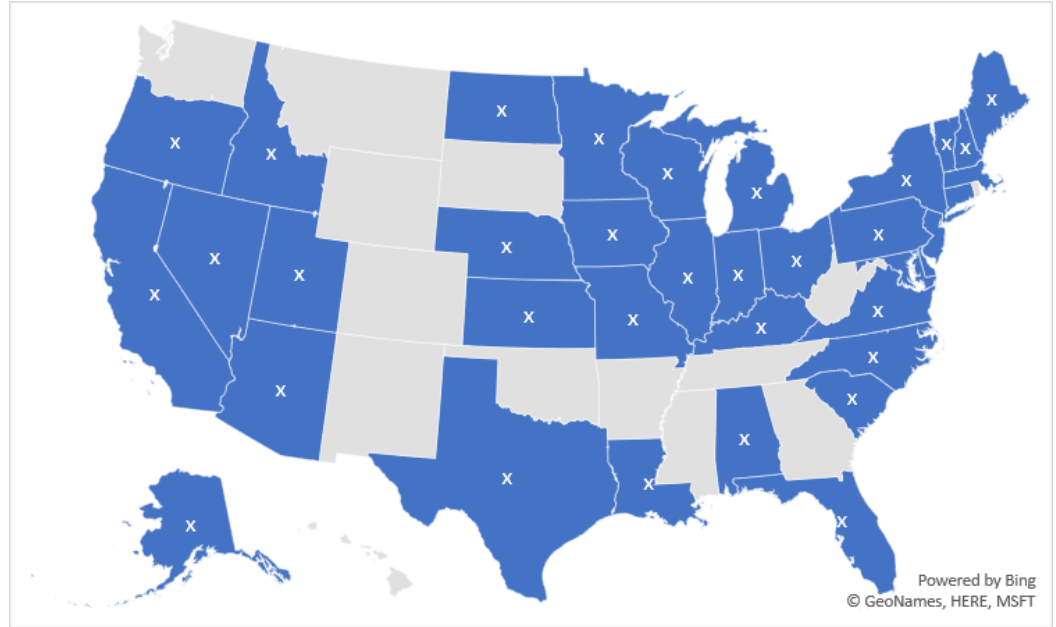


Age-Friendly
Health System
Action
Community

Age-Friendly across the U.S.

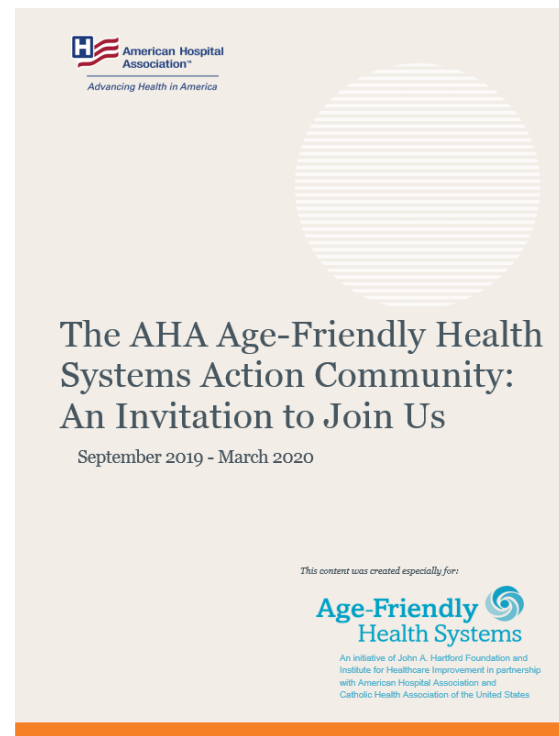
Sept. 2018: First Action Community starts with 131 care teams at 73 organizations

Today: The Age-Friendly initiative has spread to more than 350 care teams across more than 40 states.



Join the AHA Action Community

- Visit www.aha.org/AgeFriendly to download invitation with more information and to register to join!
- Participate in AHA's Action Community (Sept. 2019 - April 2020)
 - Monthly all-team webinars
 - Scale-up leaders webinars
 - Listserv, sharing learnings
 - Monthly reports on testing and learnings
 - Celebration of joining the movement!
- Email ahaactioncommunity@aha.org with any questions.



Creating an Age-Friendly Health System: Christiana Care

- Early adopter: Selected to be in first action community
 - 1 patient care unit in acute care
 - 1 wellness nurse in primary care

Creating an Age-Friendly Health System: Christiana Care

- Acute care
 - Meeting with Acute Medicine Service Line Nursing VP & physician leadership
 - Unit-based educator, Nursing Professional Practice Council
 - Pharmacist, Physical Therapist & Patient Advisor
- Primary care
 - Meeting with Office Practice Supervisor, Wellness Nurse, Educator & Pharmacist

Creating an Age-Friendly Health System: Christiana Care

- FY20 Nursing Strategic Plan
 - Implement the 4 Ms on the
 - Acute Medicine Service line (9 units: 2 ICU; 3 Step Down; 4 Medicine)
 - Primary care practices working with the Annual Wellness Nurses (Embedding into onboarding for ALL nurses)
- FY20 Patient Experience Strategic Plan
 - 4Ms & “What Matters Most” Systemwide Campaign

Creating an Age-Friendly Health System: Christiana Care

Measuring Success

- Reduce emergency department visits, LOS, 30-day readmissions
- Increase HCAHPS
- Reduce potentially inappropriate medications
- Increase mobility
- Reduce falls with major injury/ fall rate
- Early identification, management & treatment of Delirium

Join Us in the Movement

- Visit www.ihl.org/AgeFriendly to stay up-to-date and access resources, including the 4Ms Framework Change Package and Business Case, or email AFHS@ihl.org to learn how to join the movement
- Participate in an upcoming **Age-Friendly Health Systems Action Community** for support implementing the 4Ms Framework in your health system
 - Next Action Community organized by AHA launches in Fall 2019 – for more information visit www.ihl.org/AgeFriendly or www.aha.org/agefriendly.

Thank You!

Questions?