

INTRODUCTION TO AGE FRIENDLY CARE AND IMPLEMENTATION OF THE 4M'S

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WHAT IS AGE-FRIENDLY HEALTH CARE?

- **Initiative of the Institute for Healthcare Improvement (IHI)**
 - ✓ Evidence-based, best practices based on the 4Ms
 - ✓ 2017- First Pioneer Group
 - ✓ 2019- Implementation at OU Health

Age-Friendly Health Systems Action Community

Join the movement with the
September Action Community



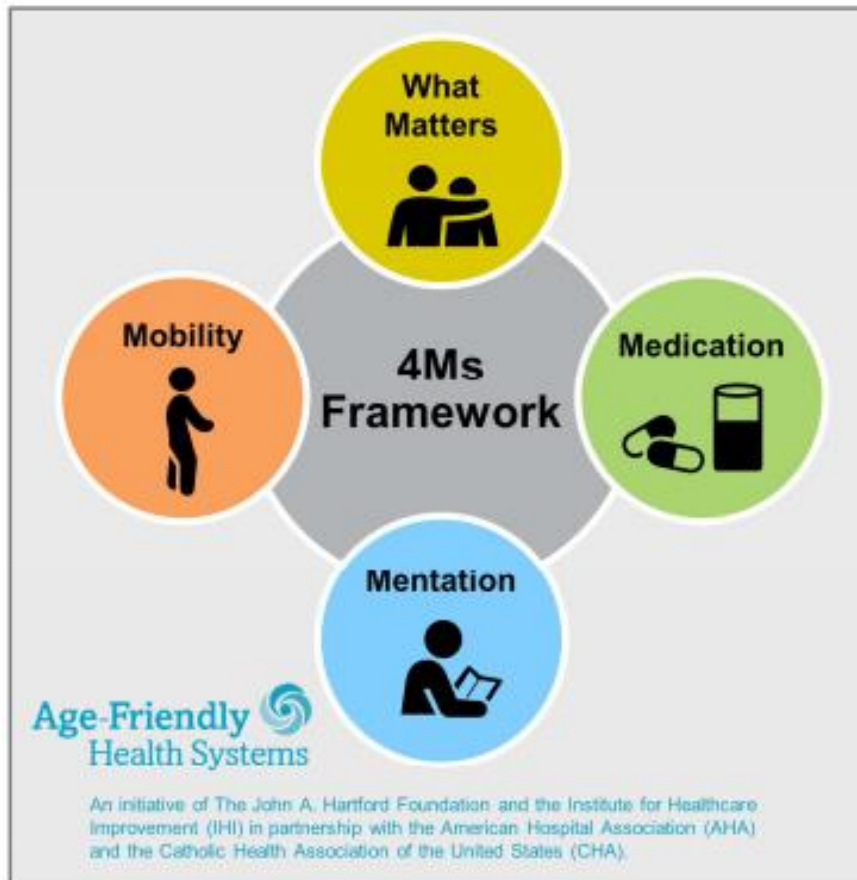
7 months of virtual calls, 1 in-person meeting

A community of teams from different health systems that come together to accelerate their own adoption of the 4Ms

Path to recognition

Enroll on ihi.org/AgeFriendly or AFHS@IHI.ORG

Figure 1. 4Ms Framework of an Age-Friendly Health System



What Matters

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.

Medication

If medication is necessary, use Age-Friendly medication that does not interfere with What Matters to the older adult, Mobility, or Mentation across settings of care.

Mentation

Prevent, identify, treat, and manage dementia, depression, and delirium across settings of care.

Mobility

Ensure that older adults move safely every day in order to maintain function and do What Matters.

Goal of Age-Friendly Health Systems Movement

Build a social movement so ***all care*** with older adults is ***age-friendly care***:

- » Guided by an essential set of evidence-based practices (4Ms);
- » Causes no harms; and
- » Is consistent with What Matters to the older adult and their family.

Specific Aims:

- » 12/31/2020: Reach older adults in 1000 hospitals, practices and post-acute communities recognized as Age-Friendly Health Systems
- » 6/30/2023: Reach older adults in 2500 hospitals & practices and 100 post-acute communities recognized as Age-Friendly Health Systems

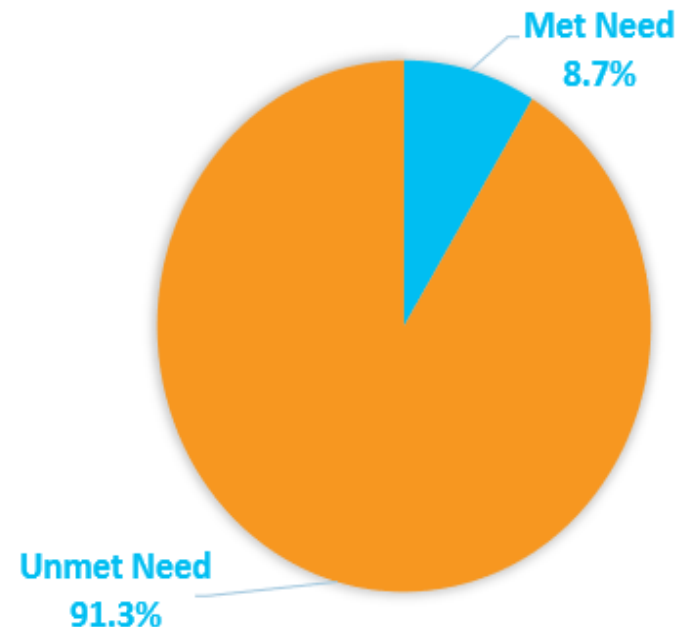
4M's Framework:

Not a Program, But a Shift in CARE

- The 4Ms Framework is not a program, but a shift in how we provide care to older adults
- The 4Ms are implemented together (i.e., all 4Ms as a set of evidence-based elements of high-quality care for older adults)
- Your facility probably practices at least a few of the 4Ms in some places, at some times. Engage existing champions for each of the 4Ms. Build on what you already do and spread it across your system
- The 4Ms are practiced reliably (i.e., for all older adults, in all settings and across settings in every interaction)

Evidence-based care not reliably applied

- » We have lots of evidence-based models of care for older adults that have proven very effective
- » Yet, most reach only a portion of those who could benefit
 - » Difficult to disseminate and scale
 - » Difficult to reproduce in settings with less resources
 - » May not translate across care settings



IHI analysis of model beneficiaries 2016

The know-do gap

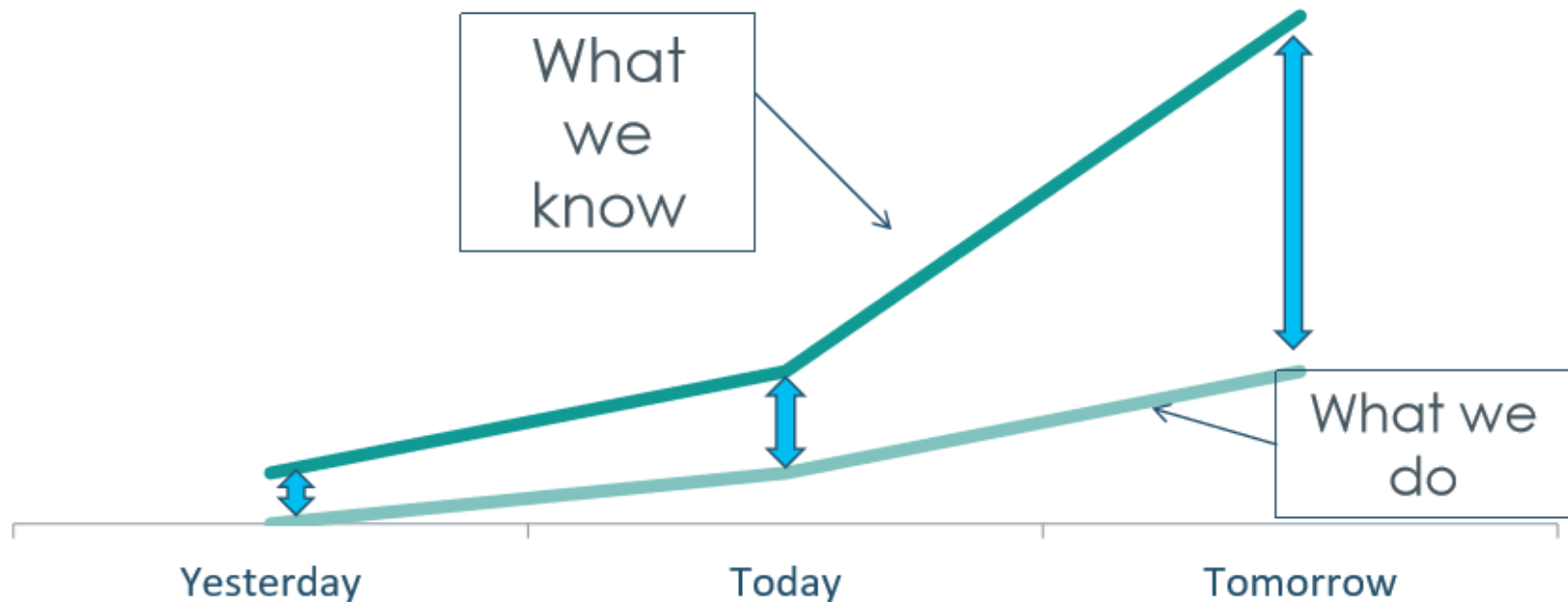
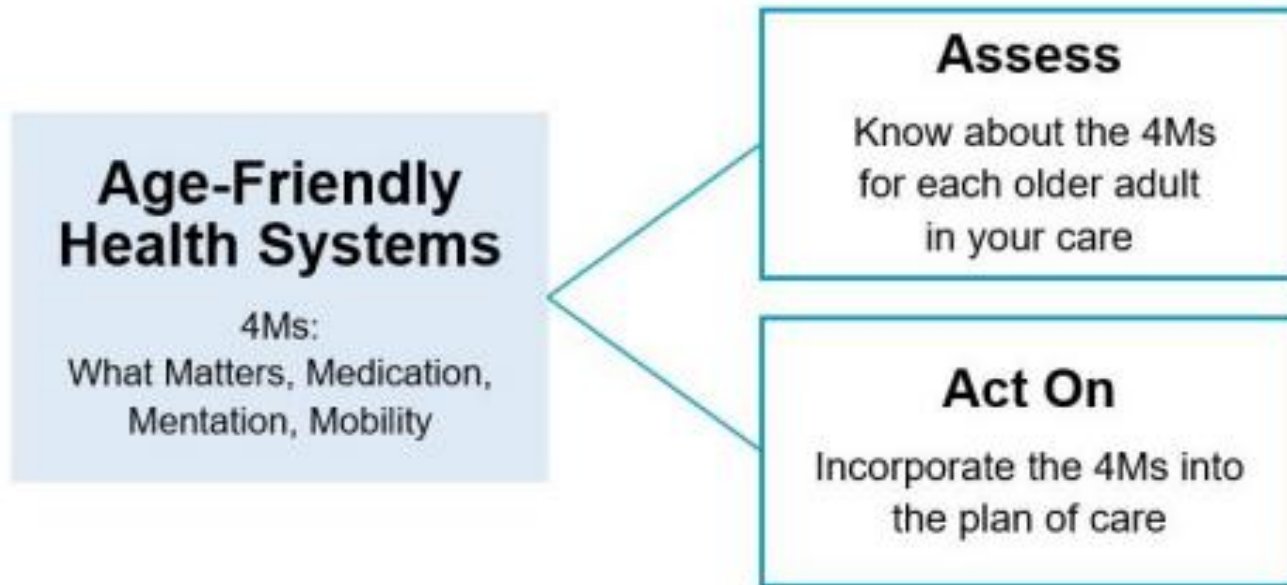


Figure 2. Two Key Drivers of Age-Friendly Health Systems



Getting Started

- Develop Facility 4Ms Team
 - Identify NH Leaders and Champions
- Use Implementation Guide
- Participate in IHI Age-Friendly Health Systems Action Community

Setting an Aim

The aim statement articulates what you are trying to accomplish.

- Serves as focus for your work
- Enables you to measure progress

Example Aim Statement:

“By October 2020, ABC Nursing Home will articulate how it operationalizes 4M care and will have provided 4M care to # residents.”

Appendix C: 4Ms Age-Friendly Care Description Worksheets

- Document your description of age-friendly (or 4Ms) care as your team currently describes it
- To be considered age-friendly, you must explicitly engage or screen/assess people ages 65 and older for all 4Ms (What Matters, Medication, Mentation, Mobility), document 4Ms information, and act on the 4Ms accordingly

Implementation

Use Appendix B: Process Walk-Through: Know the 4Ms in Your Facility

1. What are current activities and services related to each of the 4Ms?
2. Where is the prompt or documentation for the care team?
3. What experience do your team members have with 4Ms?
4. Do your current 4Ms activities appear to be having a positive impact?
5. What works well?
6. What could be improved?

Appendix G: Implementing Reliable 4Ms Age-Friendly Care

The goal is to reliably integrate the 4Ms into the way you provide care for every older adults, in every setting, every time.

How will you know that 4Ms care, as described by your site, is reliably in place?

1. Direct observation (rounding, audit checklists)
2. Sample record review

Appendix H: Measuring the Impact of 4Ms Age-Friendly Care

- 30-day hospital readmissions
- Emergency department utilization
- CMS Five-Star Rating
- Quality Measures
- Composite Score

WHY IS THIS IMPORTANT TO YOU?

- Increase staff retention
- Improve leadership skills
- Develop systems and processes
 - Decrease use of high-risk medications
 - Earlier detection and treatment of delirium
 - Improve or maintain mobility
- Designation as an “Age-Friendly” organization

“Do the best you can until you know better, Then when you know better, do better.”

--Maya Angelo

CONTACT INFORMATION

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Link to IHI:

<https://www.ihl.org/initiatives/age-friendly-health-systems/join-the-movement>