

Review: Leave in Action

- An ounce of prevention is worth a pound of cure..... Have a conversation with 1 or more CNAs and check in.
 - What matters to them?
 - What makes their day great?
 - What opportunities for improvement have they observed? How can they be a part of the improvement efforts?
 - Do they feel appreciated? How are the relationships?
 - How is their work/life balance?
- What did you find out?
- Any surprises?

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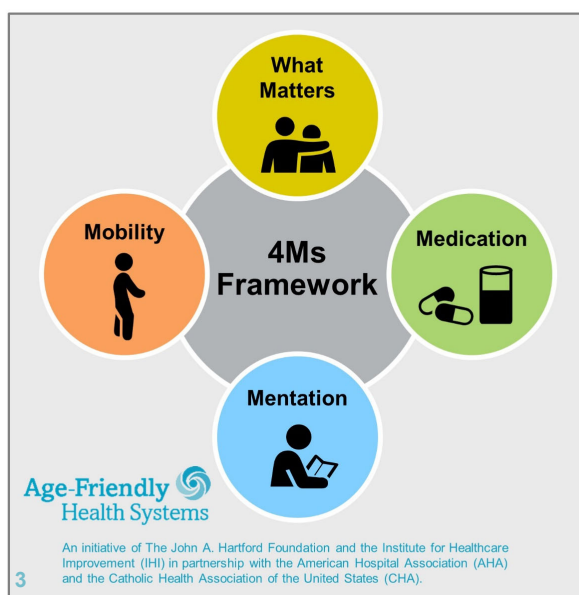
Asking and Acting on ‘What Matters’

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The 4Ms Framework



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.

Age-Friendly Health Systems

For related work, this graphic may be used in its entirety without requesting permission. Graphic files and guidance at: hi.org/AgeFriendly

Why Ask and Action on What Matters?

- For older adults
 - Vary in What Matters most (it will include more than just “end of life” issues!)
 - Feel more engaged, listened to
 - Avoid unwanted care & receive care that is desired
- For everyone (residents, care partners, clinicians)
 - Everyone on same page
 - Improved relationships
 - It is the basis of everything else

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Tips on how to ask What Matters Most

P5

- Agree on what information important
- Involve residents, families, staff
- Feasible (time, format)
- How documented, transmitted, shared
- Consider culture, cognition, etc.
- Reliable, specific, actionable (preferably vetted and tested)
- **AFHS What Matters toolkit**



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Getting to know person & what's important: Commonly used & vetted questions

- What is important to you today?
- What brings you joy? What makes life worth living?
- What do you worry about?
- What are goals you hope to achieve in the next six months, one year?
- What do we need to know about you to take better care of you?
- What else would you like us to know about you?



What Matters Toolkit http://www.ihl.org/Engage/Initiatives/Age-Friendly-Health-Systems/Documents/IHI_Age_Friendly_What_Matters_to_Older_Adults_Toolkit.pdf

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Leave in Action: What Matters to Your Residents?

- Test asking a 'What matters' question from the list provided (or your own version) on 2-3 residents during the next week
- Note if anything surprising comes up or how it might impact the daily or weekly activities or care of the resident