



The John A. Hartford Foundation
Dedicated to Improving the Care of Older Adults

Research Centers Collaborative Network of the National Institute on Aging, NIH

Topic 5: The Health System's Role in Improving the Health of Older Adults: Building an Age-Friendly Health System

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The John A. Hartford Foundation

The John A. Hartford Foundation: A private philanthropy based in New York, established by family owners of the A&P grocery chain, 1929

\$580,000,000

Grants authorized since 1982 to improve health care

- Building the field of aging experts
- Testing & replicating innovation

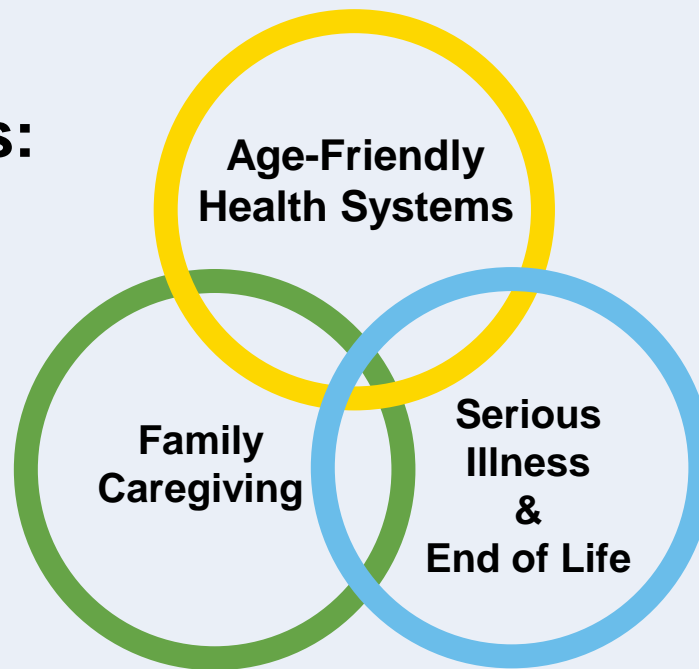


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The John A. Hartford Foundation: Mission and Priorities

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Priority Areas:



Priority Area:

**Age-Friendly
Health Systems**

Few hospitals and health systems alone meet the needs of older adults. Evidence-based, age-friendly approaches to better care exist.

- Focusing on what *matters* to older adults receiving care
- Improving health outcomes and reducing harm
- Achieving lower costs and better value



Priority Area:

**Serious Illness
&
End of Life**

Care during serious illness or at end of life often fails to meet goals and preferences.

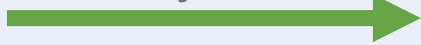
Palliative care reduces harm and burden.



- Making palliative care more widely available
- Supporting clinician training
- Promoting advance care planning



Priority Area:



**Family
Caregiving**

More than 18 million people are family caregivers of older adults.

They are often invisible and unprepared, better support can improve outcomes.

- Helping health systems assess and address needs of family caregivers
- Advancing policies for family-centered care

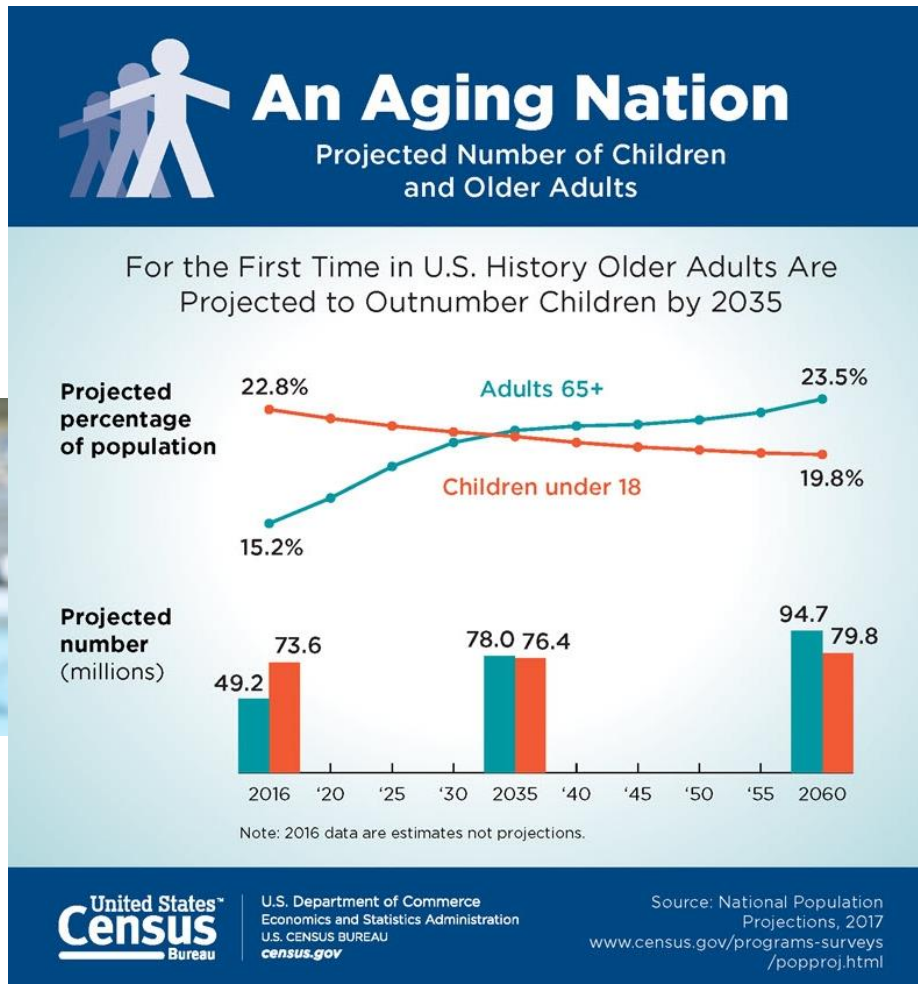


Photo: Health Canada/Santé Canada



Why Age-Friendly Health Systems?

- Demography
- Complexity
- Disproportionate harm



Dr. John Beard, MBBS PhD, Australian Physician WHO: Global Network for an Age-Friendly World

Age-Friendly...

Cities

Communities

States

Countries

- Health Systems
- Public Health



Age-Friendly, as we plan, do, study, act....anything, it is the LENS



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Partners



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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).



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What is Our Aim?

The partners adopted the bold and important aim of establishing Age-Friendly Care in...

20 percent of US hospitals and health systems by 2020.

An Age-Friendly Health System, where every older adult:

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



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Pioneer Health Systems



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Selection of the Vital Few

90 discrete core features identified by model experts in pre-work

Redundant/similar concepts remove and **13 core features** synthesized by IHI team

Expert Meeting – Selection of the “vital few” the 4Ms



Why the 4Ms?

- Provides a feasible framework for implementation and measurement
- Addresses older adults' core health issues
- Builds on a strong evidence base

4Ms Framework of an Age-Friendly Health System



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 Bundle, 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>edication	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



Gateways to Age-Friendly Care and Support



Institution-based
Care



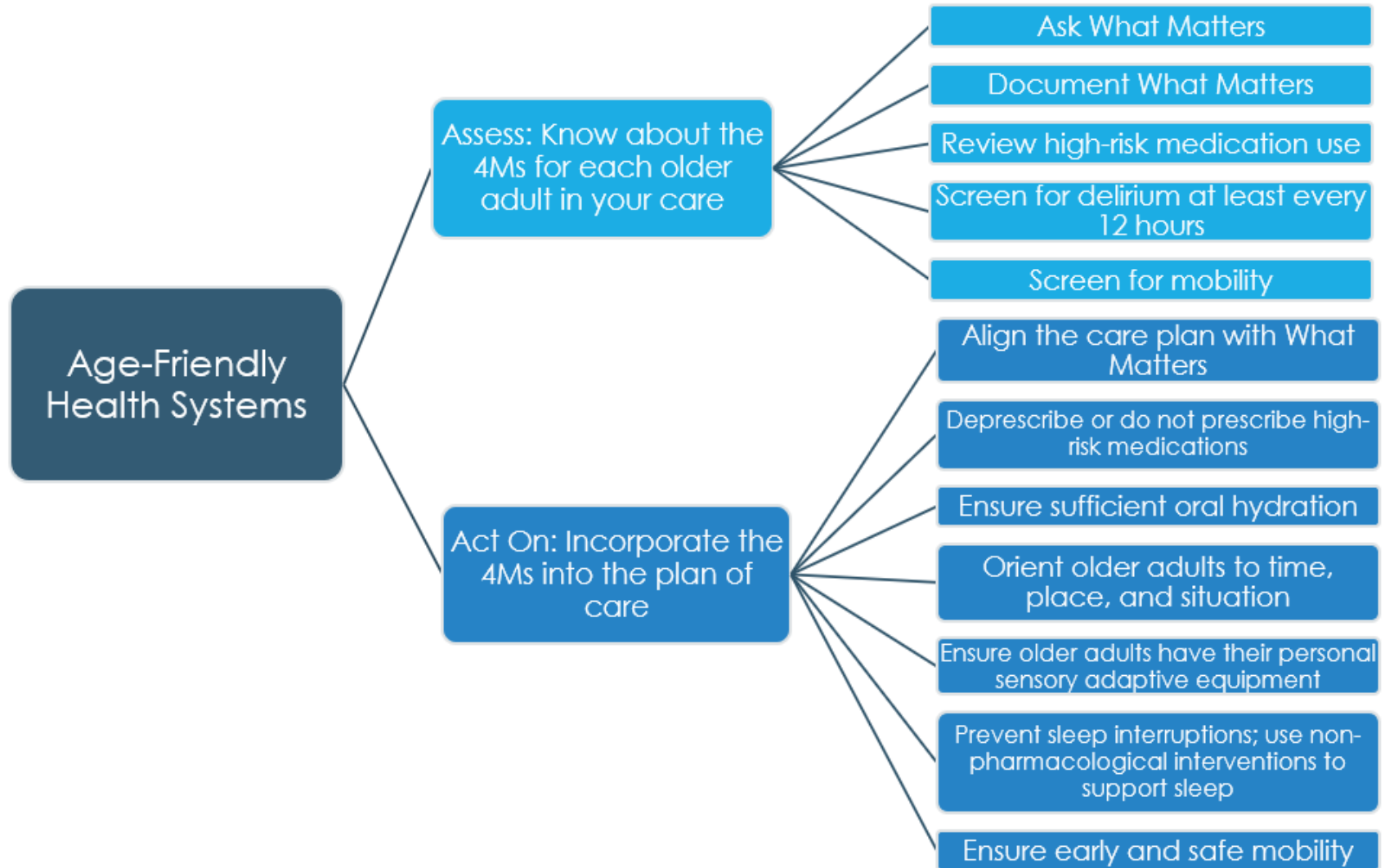
Ambulatory/
Primary Care



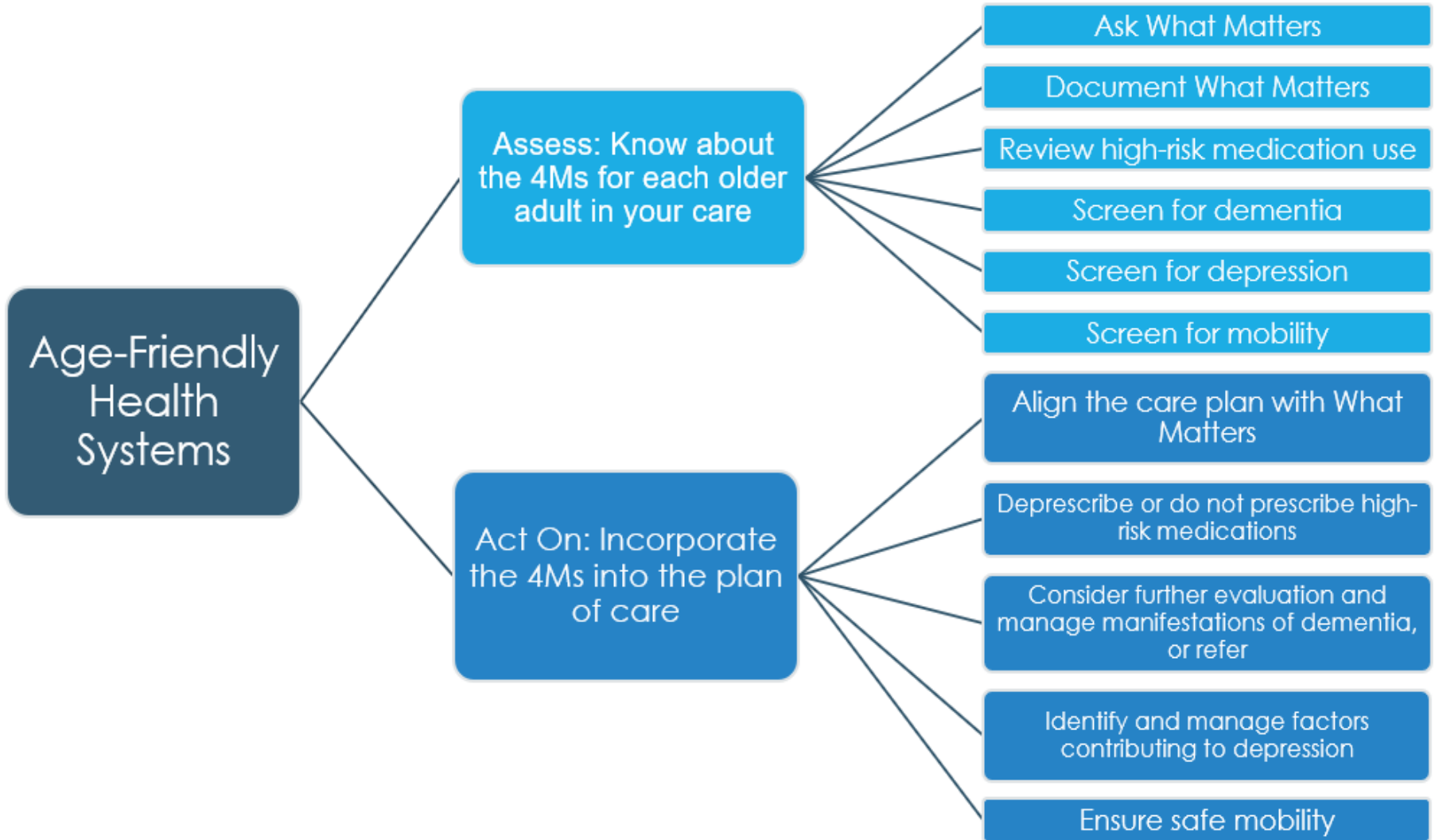
Community-based
Organizations



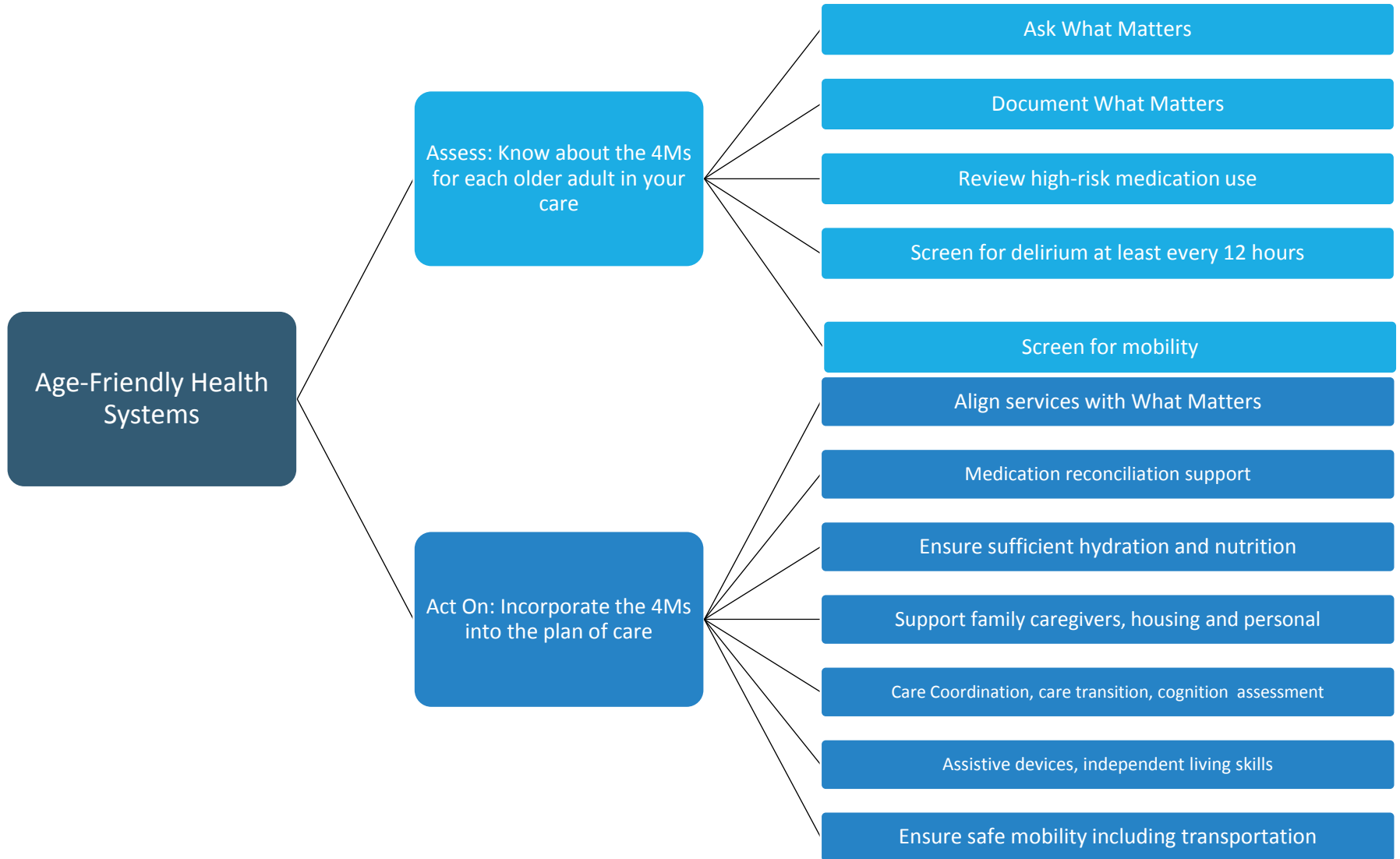
4Ms Framework: Hospital



4Ms Framework: Ambulatory/Primary Care



4Ms Framework: Community-based Organizations



Measures (stratified by age where applicable)

Outcome:

- 30-day readmissions, stratified by race/ethnicity
- Emergency department visits (rates for systems, primary care; volumes for hospitals, EDs)
- Delirium (hospital)
- CAHPS
- Goal-concordant care/older adults experience (by **collaboRATE** survey)
- Health care workforce: Joy-in-work
 - Staff turnover (excluding pediatrics, nursery, and obstetrics/gynecology)

Process:

- What Matters:
 - ACP documentation (NQF 326)
 - What Matters documented in patient record
- Medications:
 - Presence of any high-risk medications (7 categories: benzodiazepines, opioids, anticholinergics, muscle relaxants, TCAs, anti-psychotics)
- Mentation: Screened for
 - Dementia
 - Depression
 - Delirium (hospital only)
- Mobility: Screened for mobility



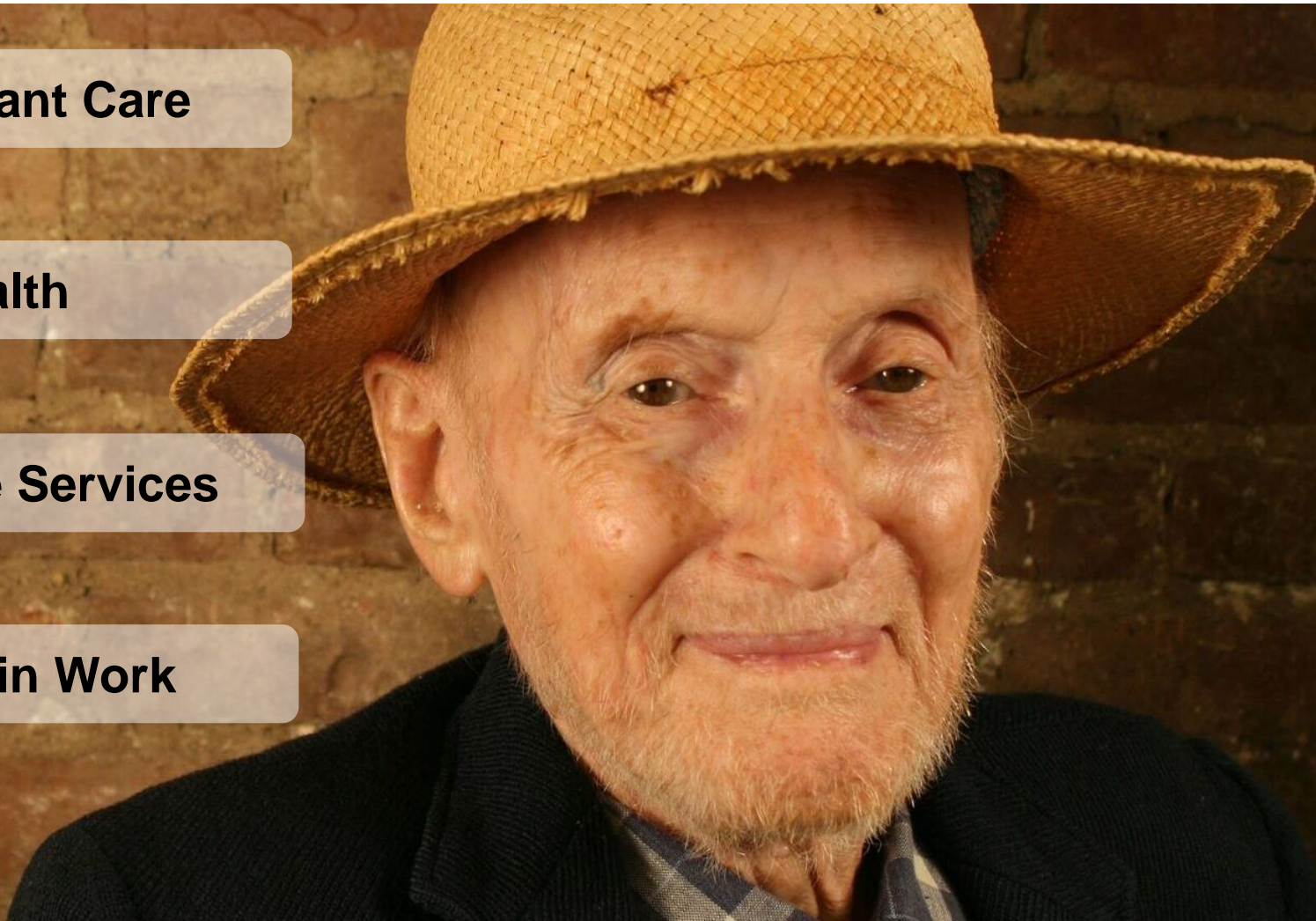
Age-Friendly Care Results in...IHI Quadruple Aim

Goal Concordant Care

Improving Health

Cost Effective Services

Attaining Joy in Work



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Action Community = Way for Health Systems to Test 4Ms + Measure Impact + Share Learning

7 Month Action Community



Participate in 90 minute interactive webinars

- Monthly content calls focused on 4Ms
- Opportunity to share progress with other teams by brief case study



Test Age-Friendly interventions

- Test implementing specific changes in your practice



Submit data on a standard set of Age-Friendly measures (brief)

- Submit a data dashboard on a standard set of process and outcome measures



Option to join two drop-in coaching sessions

- Join other teams for measurement and testing support.

Leadership Track to Support Scale-Up



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Age-Friendly Health Systems Action Community

- 1st Action Community started Fall 2018
 - 1) 73 Systems
 - 2) 122 Sites
- Testing the 4Ms Framework in hospital and ambulatory settings
- Measuring impact of 4Ms Framework with process and outcome level measures
- Accelerating adoption of the 4Ms through shared learning



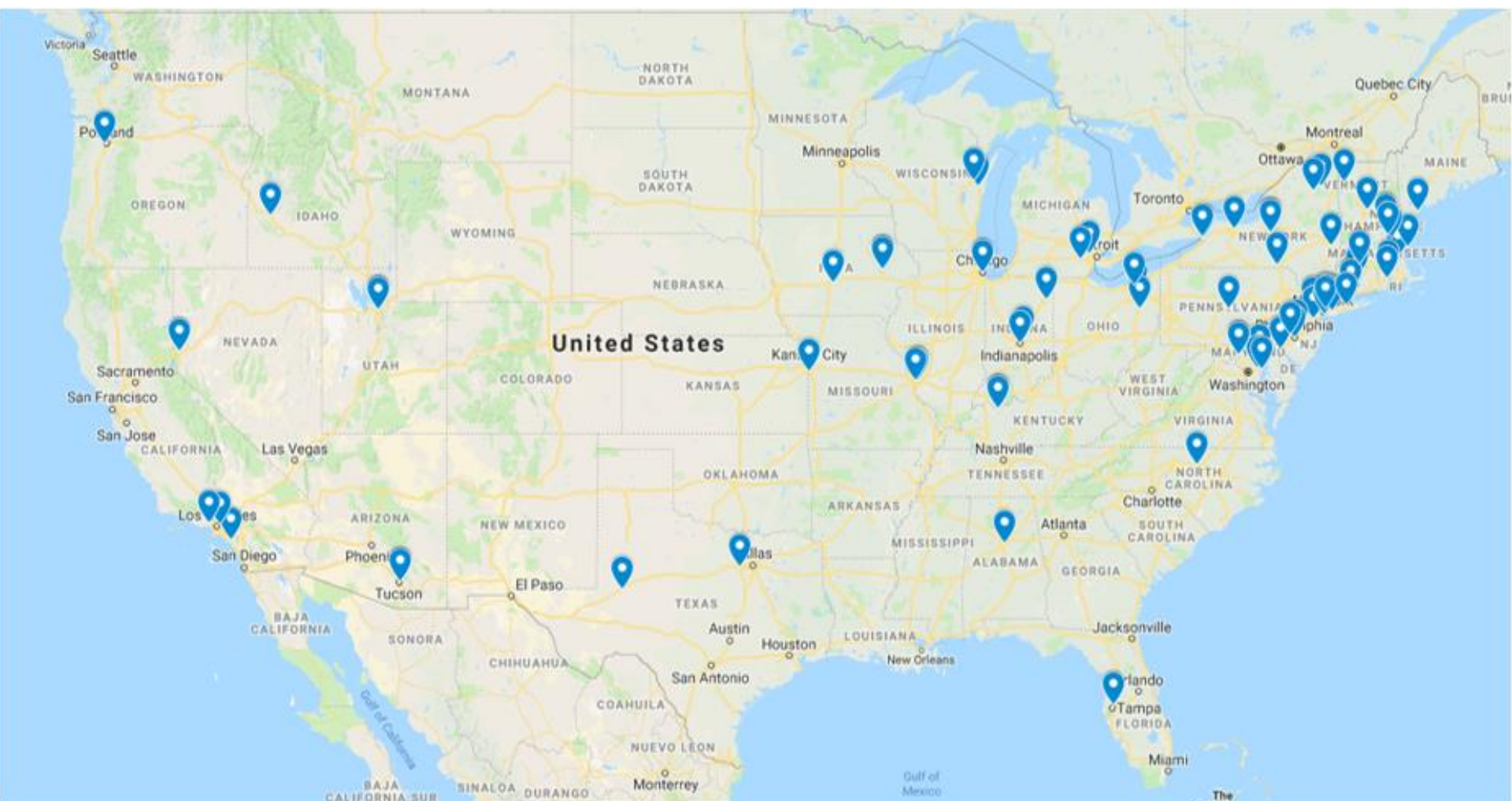
Jane Carmody, "Achieving and Sustaining Behavior Change to Benefit Older Adults" Dec 6-7, 2018



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Testing the 4Ms Framework Across the United States



Jane Carmody, "Achieving and Sustaining Behavior Change to Benefit Older Adults" Dec 6-7, 2018



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Extranet

My Projects

You currently do not have a role on any Extranet Projects. If you are supposed to have a role on a project, please contact either your team's Key Contact or IHI's Customer Service Department.
Phone: (617) 301-4800
Toll-Free: (866) 787-0831.

[Request access to a project...](#)

Extranet Documents

-  [Accessing the Members List](#)
(updated: 9/6/2011)
-  [Editing the Self-Assessment Value Labels](#)
(updated: 9/6/2011)
-  [How to Undo a Checked Out Report](#)
(updated: 9/2/2011)
-  [Using Compatibility Mode in Internet Explorer 9](#)
(updated: 8/15/2011)
-  [Extranet User Quick Reference Guide](#)
(updated: 8/15/2011)
-  [Extranet Examiner Volume 2 Issue 2](#)
(updated: 2/6/2008)
-  [Frequently Asked Questions](#)
(updated: 7/20/2007)
-  [Extranet Help](#)
(updated: 7/20/2007)

Extranet News

no current news available

An Age-Friendly Health System Begins and Ends at the Kitchen Table



Age-Friendly is a world-wide health and social movement



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**Institute for
Healthcare
Improvement**



Join Us in the Movement

- Visit www.ihf.org/AgeFriendly to access resources, including the 4Ms Framework Change Package, or email AFHS@ihf.org to learn how to join the movement
- Learn the 4Ms Framework and ideas for trying the 4Ms in a series of five calls – [Becoming an Age-Friendly Health System Expedition](#) – February and March 2019
- Participate in an upcoming **Age-Friendly Health Systems Action Community** for support implementing the 4M Framework in your health system, and share progress and results with a growing Age-Friendly Health System community
 - Next Action Community launches in April 2019





Thank you!



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www.johnahartford.org

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