



Age-Friendly Health Systems

October 21st, 2021

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).



Agenda

- Overview: Age-Friendly Health Systems
- HANY Age-Friendly Health Systems Team
- Our Partners
- Age-Friendly Health Systems – Dr. Berwick
- The New York State Action Community
- Age-Friendly Health Systems in New York State
- Age-Friendly Success Stories
- The Age-Friendly Team
- Funding Opportunities
- Enrollment and Next Steps

Overview: Age-Friendly Health Systems

- The Age-Friendly initiative addresses common issues older adults face navigating the healthcare system by structuring care around **what matters most** to each patient.
- The IHI framework of Age-Friendly care focuses on four areas of improvement, known as the “4Ms:” **What Matters, Medication, Mentation and Mobility.**
- While most health systems integrate at least one of the 4Ms into the care of older adults, an Age-Friendly Health System reliably practices all 4Ms with every older adult, every day.

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HANYS Age-Friendly Health Systems Team



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Our Partners

This work is made possible by the ongoing support and guidance from our funding partners.





Age-Friendly Health Systems

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Age Friendly Health Systems
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[#AgeFriendlyHealthSystems](https://twitter.com/AgeFriendlyHealthSystems)

Age-Friendly Health Systems: Evidence-Based Care for All Older Adults

October 21, 2021

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Welcome to the Age-Friendly Health Systems Movement

Our goal is to 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:

By 12/31/20: Reach older adults in 1000 places of care recognized as Age-Friendly Health Systems

By 6/30/23: Reach older adults in 2600 places of care recognized as Age-Friendly Health Systems

Age-Friendly Health System Partners

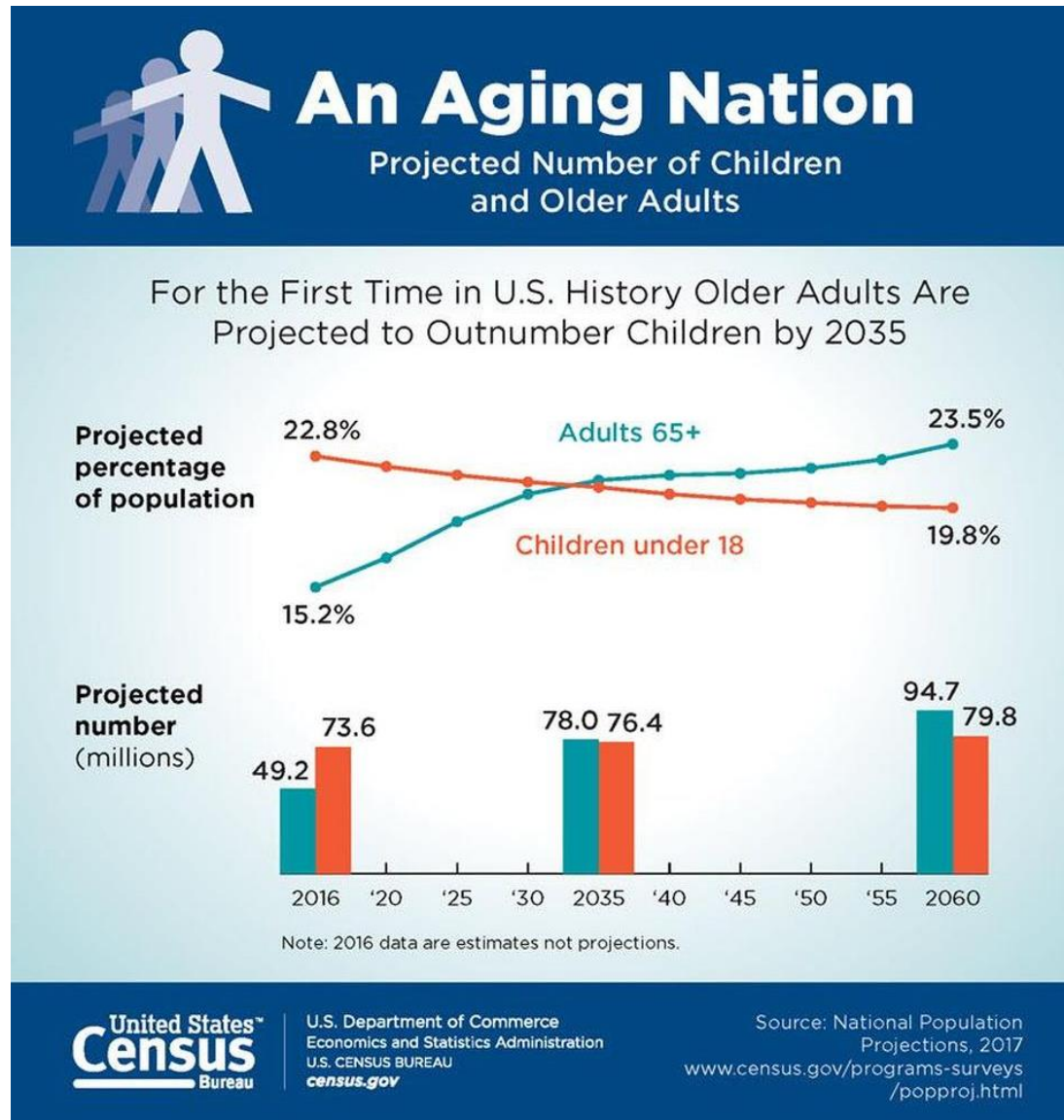


The John A. Hartford
Foundation



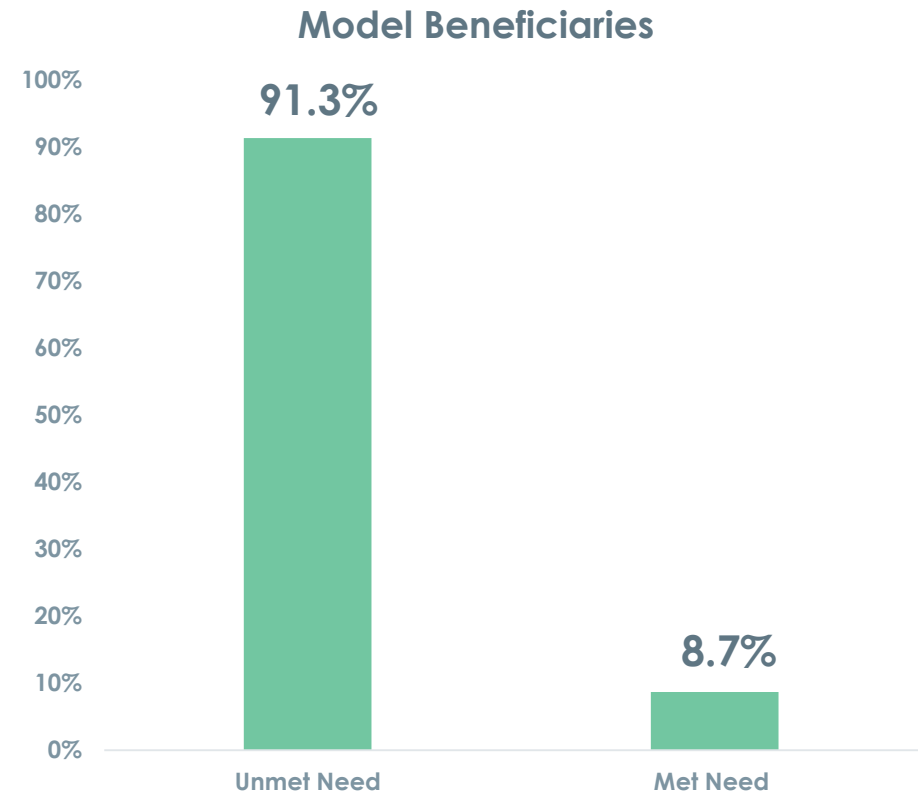
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Population of Older Adults is Growing



Evidence-Based Care Not Reliably Applied

- We have lots of evidence-based geriatric-care models that have proven very effective
- Yet, most reach only a portion of those who could benefit
- Why?
 - 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
Met Need – 8.7%
Unmet Need – 91.3%

What Do We Mean by “Age-Friendly Care”: Evidence-Based Practices Changes

Methods: Reviewed 17 care models with level 1 or 2a evidence of impact for model features

90 care features
identified in pre-work

Redundant concepts
removed and **13
discrete features**
found by IHI team

Expert Meeting led to
the selection of the
“vital few”: **the 4Ms**

The 4Ms Framework

Age-Friendly care is the reliable implementation of a set of evidence-based 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 goals of care and 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

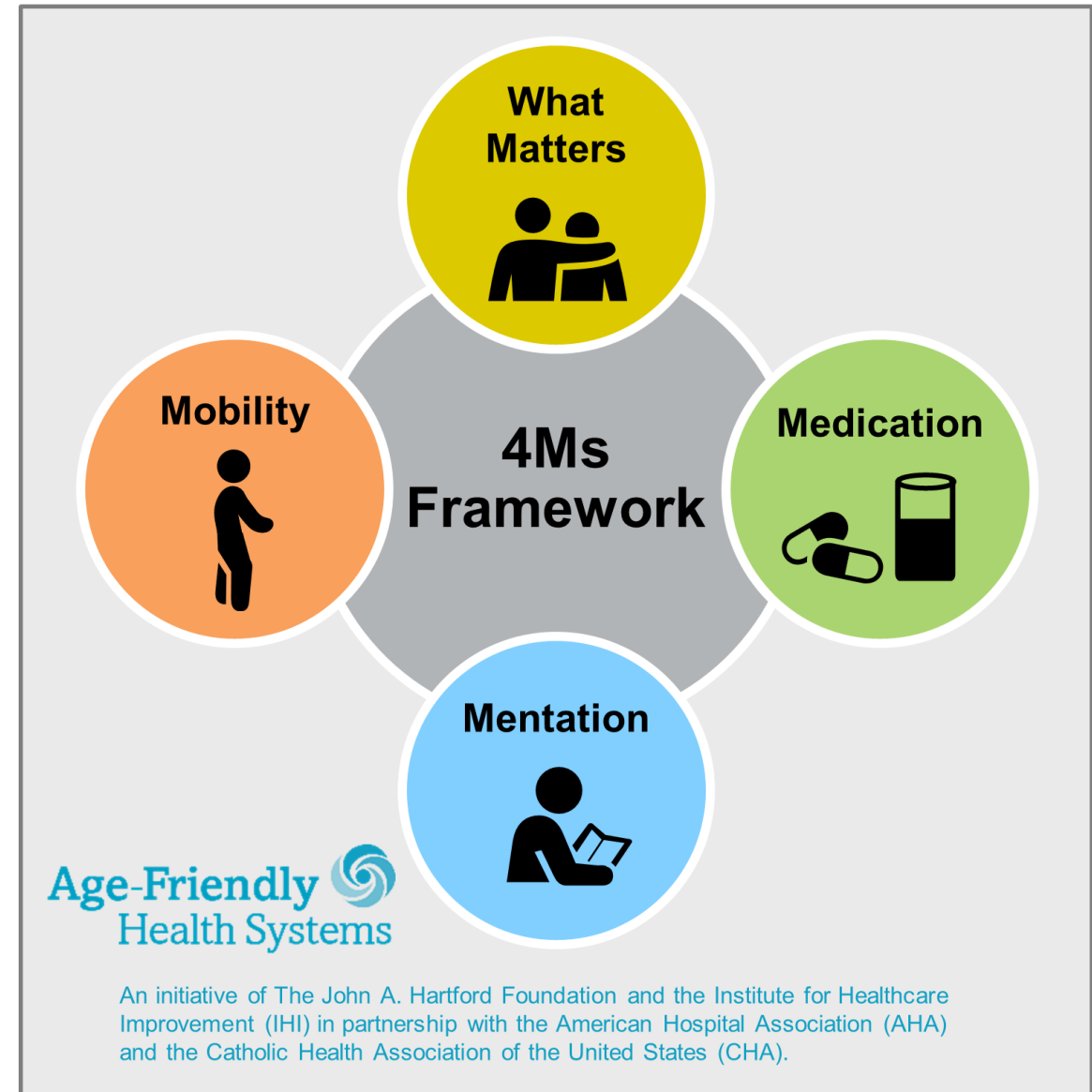
Evidence-base

- What Matters:
 - Asking what matters and developing an integrated systems to address it **lowers inpatient utilization (54% dec), ICU stays (80% dec)**, while increasing hospice use (47.2%) and pt satisfaction (AHRQ 2013)
- Medications:
 - Older adults suffering an adverse drug event have higher rates of morbidity, hospital admission and costs (Field 2005)
 - 1500 hospitals in HEN 2.0 **reduced 15,611 adverse drug events** saving \$78m across 34 states (HRET 2017)
- Mentation:
 - Depression in ambulatory care **doubles cost of care** across the board (Unutzer 2009)
 - **16:1 ROI on delirium detection and treatment programs** (Rubin 2013)
- Mobility:
 - Older adults who sustain a serious fall-related injury required an additional \$13,316 in hospital operating cost and had an increased LOS of 6.3 days compared to controls (Wong 2011)
 - **30+% reduction in direct, indirect, and total hospital costs** among patients who receive care to improve mobility (Klein 2015)

The 4Ms Framework

- Represents core health issues that matter to older adults
- Builds on very strong evidence
- Simplifies & reduces implementation and measurement burden while increasing effect
- Components are synergistic and reinforce one another

Fulmer T, Mate KS, Berman A. The Age-Friendly Health System imperative. *J Am Geriatr Soc.* 2018 Jan;66(1):22-24. doi: 10.1111/jgs.15076.



Age-Friendly Health System Measures

Outcome Measures (stratified by age and race and ethnicity):

- 30-day readmissions
- HCAHPS
- Length of stay
- ED utilization
- Delirium
- All stratified by race and ethnicity

Process Measures:

- What Matters:
 - ACP documentation (NQF 326)
 - What Matters documentation
- Medications:
 - Presence of any of 7 high-risk medications
- Mentation: Screened & documented for
 - Depression
 - Dementia
 - Delirium (hospital only)
- Mobility: Screened for mobility

Age-Friendly Health Systems

Participant

2,418



Age-Friendly Health Systems

Committed to
Care Excellence
for Older Adults

623

17

Age-Friendly Health System-Participants submitted a description to IHI of how they will assess, document, and act on all 4Ms.

Committed to Care Excellence places of care are working towards reliable adoption of the 4Ms and have shared at least three months' counts of the older adults reached with their description of 4Ms care.

www.ihi.org/AgeFriendly

Age-Friendly Health Systems

What Action Community Participants Have Said...

“Through this process, our teams developed confidence around data collection and quality improvement. Most importantly, our care improved as we focused on reliable and consistent performance.”

-- Maura Brennan, MD, Chief of the Division of Geriatrics, Palliative Care, and Post-Acute Medicine at Baystate Health

Age-Friendly Health Systems



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For resources and to learn more visit
www.ihl.org/AgeFriendly



Why Become an Age-Friendly Health System?



Who's Involved?

The New York State Action Community

The New York State Action Community is a learning collaborative that provides support and accountability to participating facilities as they test, implement and scale up 4Ms interventions in their care settings.

The Action Community has 37 Age-Friendly Health Systems:



23 Hospitals



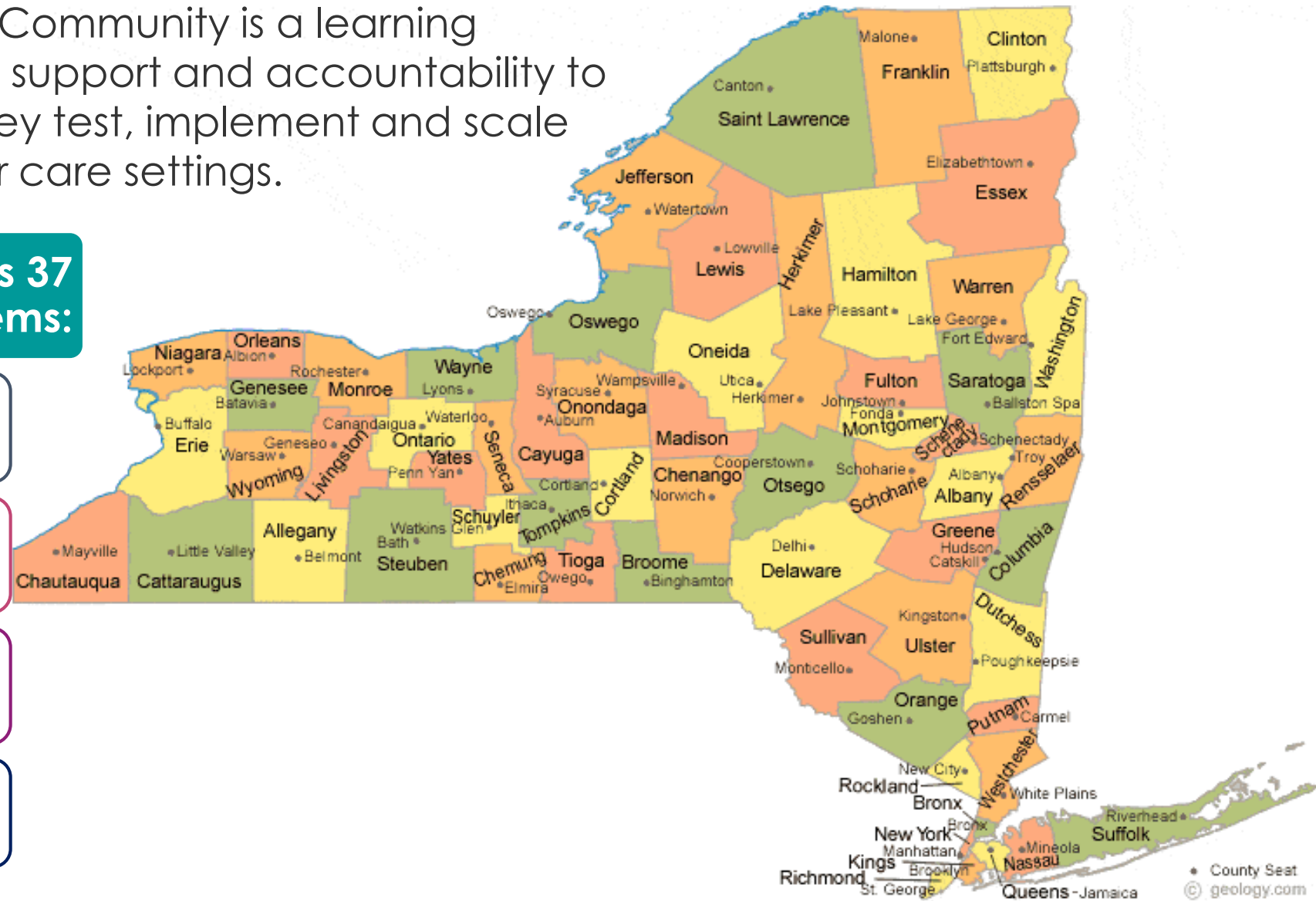
7 Post-Acute Care Facilities



2 Federally-Qualified Health Centers



5 Ambulatory Practices



Age-Friendly Health Systems in New York State

Age-Friendly Health Systems, Committed to Care Excellence (21)

Catholic Health

- Mercy Hospital of Buffalo

Jamaica Hospital Medical Center*

- Jamaica Hospital Medical Center,
- Flushing Hospital Medical Center,
- Jamaica Hospital Nursing Home

Montefiore Health System*

- Center of Excellence for Alzheimer's Disease

Mount Sinai Health System*

- Mount Sinai South Nassau,
- Mount Sinai Morningside

Northwell Health*

- Glen Cove Hospital,
- LIJ-Forest Hills Hospital,
- Mather Hospital,
- Phelps Hospital

NYU Langone Health

- NYU Langone Hospital Brooklyn,
- NYU Langone Orthopedic Hospital,
- Tisch Hospital

SUNY Downstate

- Center of Excellence for Alzheimer's Disease, Geriatric Psychiatry

Saratoga Hospital*

SBH Health System*

- SBH Geriatrics Ambulatory Clinic,
- SBH ED & Geriatric Inpatient Unit

United Health Services*

- Endwell Primary Care,
- Upper Front Street Primary Care,
- Vestal Primary Care

**New York State Age-Friendly Action Community participant, 2020-2021*

Age-Friendly Health Systems in New York State

Age-Friendly Health Systems Participants (47)

Adirondack Health

Bassett Healthcare Network*

- Bassett Medical Center
- Cobleskill Regional Hospital
- Little Falls Hospital
- O'Connor Hospital

Brownsville Family Health Center

Crouse Hospital*

Elizabethtown Community Hospital*

Institute for Family Health, Harlem*

Jamaica Hospital Medical Center

- Ambulatory - Family Medicine Center

Janian Medical Care*

Mount Sinai Health System

- Mount Sinai West ED

New York-Presbyterian Hospital

Northwell Health*

- Geri & Palliative Medicine New Hyde Park,

Northwell Health (cont.)*

- Geri & Palliative Medicine Phelps,
- Glen Cove Family Medicine Group,
- Glen Cove Hospital,
- North Shore University Hospital,
- Peconic Bay Medical Center,
- Plainview Hospital,
- Stern Family Rehab Center,
- Syosset Hospital

NYC Health & Hospitals

- Bellevue Hospital Geriatrics Clinic
- Kings County Adult Primary Care

Rochester Regional Health*

- Clifton Springs Hospital & Clinic,
- Clifton Springs Living Center,
- DeMay Living Center,
- Edna Tina Wilson Living Center,

Rochester Regional Health (cont.)*

- Newark Wayne Community Hospital,
- Rochester General Hospital,
- United Memorial Medical Center,
- Unity Hospital,
- Unity Living Center

University of Buffalo*

- Erie County Medical Center

University of Rochester*

- UR Medicine Geriatrics Group,
- Highland Hospital Unit West 6,
- Strong Memorial Hospital,
- Noyes Memorial Hospital

Veterans Health Administration*

- Northport Community Living Center,
- Northport Home Based Primary Care,
- Northport Palliative Care

Wyoming County Community Hospital*

**New York State Age-Friendly Action Community participant, 2020-2021*

Age-Friendly Success Stories

Saratoga Hospital

- Formed an interdisciplinary team to design and implement 4Ms interventions across the hospital;
- Asking each patient what is most important to them every 12 hours; communicating patient responses across shifts and during interdisciplinary rounds;
- Using a visual tool to help patients identify what is important to them, leading to a decrease in agitation and less reliance on sitters;
- Implemented the NuDesc scale to assess for delirium every 12 hours;
- Designed and built an Electronic Visual Flowsheet for 4Ms care so that all disciplines can view all 4Ms in one location, helping with Age Friendly care planning and transitions.



 **Age-Friendly**
Health Systems

**Committed to
Care Excellence
for Older Adults**

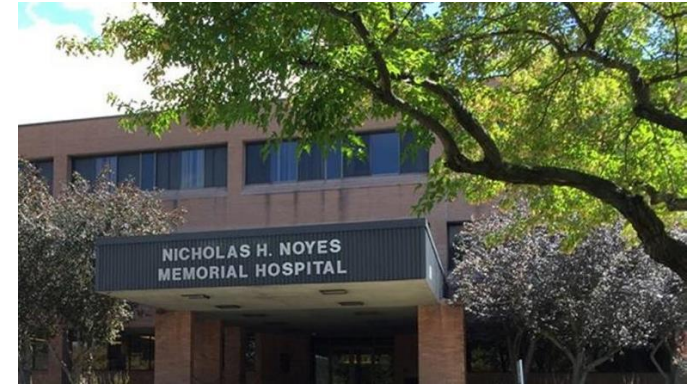
Saratoga Hospital Earns “Age-Friendly Health System” Designation

SARATOGA SPRINGS, N.Y., Sept. 14, 2021—Saratoga Hospital has been designated an “Age-Friendly Health System – Committed to Care Excellence” for focusing on what matters most to geriatric patients and their families.

Age-Friendly Success Stories

University of Rochester – Noyes Hospital

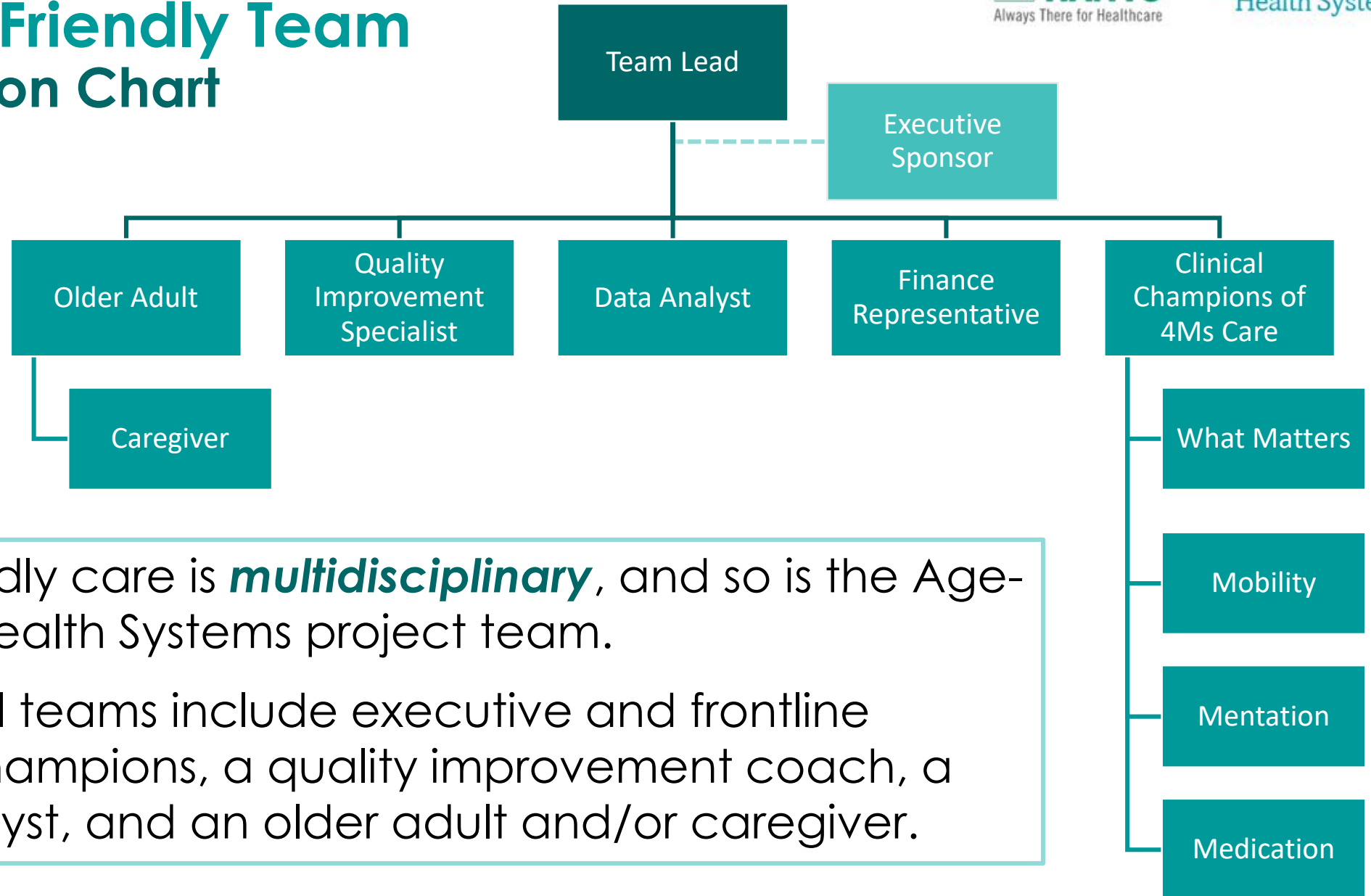
- Developed a longitudinal case management and collaborative discharge program to support patients before, during, and after their hospital stay;
- A pharmacist was available to consult with older adult patients and caregivers before discharge, reaching over half of all older adults in the hospital in the first 6 months.



"If it weren't for HANYS basically spoon feeding us what we needed, it would have been very easy to slip off track. Knowing we had a solid resource to reach out to throughout the process made it much easier and the reminders were great! The tools that were provided gave us everything we needed to be successful. I have taken part in many projects over the years, and this one was, by far, the most organized and best supported project I have taken part in."

-Patty Derowitsch, Director, Medical Surgical Unit & Community Outreach Services

The Age-Friendly Team Organization Chart



- Age-Friendly care is ***multidisciplinary***, and so is the Age-Friendly Health Systems project team.
- Successful teams include executive and frontline clinical champions, a quality improvement coach, a data analyst, and an older adult and/or caregiver.

The Age-Friendly Team: Patient Co-Design

Don't wait to get started!

1. Reach out.
2. Have a conversation, ask about their experiences.
3. Invite them to participate on your team.
4. Set expectations for what that will look like.
5. Above all, get started!

Funding Opportunities

HANYS will provide 20 stipends of \$10,000 to Action Community participants with demonstrated financial need. Funds can be used to support:

- **Cross-setting partnerships:** projects in partnership with post-acute care facilities, primary care practices, public health and the aging services network.
- **Patient engagement and co-design:** engaging Patient and Family Advisory Committees to review any new health system resources meant to connect older adults to resources in their care settings and in the community; and testing new workflows and gathering feedback from small groups of older adults before implementing them on a large scale.
- **EHR redesign** to improve documentation, interdisciplinary communication and data collection for 4Ms care.
- **Staff time spent on the Age-Friendly initiative.** This may include patient-facing, project management and quality improvement staff.

Applications will be evaluated based on project feasibility, financial need, potential impact and sustainability. Proposals are due to actioncommunity@hanys.org by November 15th, 2021.

Enrollment and Next Steps

Enroll in the Action Community:

- You will receive an email after this event with a link to register for the Age-Friendly Health Systems Action Community webinars.
- Once you have registered, you will receive a second email with a commitment form. Please complete this to confirm your enrollment.

Timeline:

- After you enroll, the HANYS team will reach out in November to schedule an introductory call. We will discuss pre-work activities and the stipend application and respond to any questions.
- In November and December, you will complete the pre-work activities and identify your team members. Stipend recipients will be announced in mid-December.
- Join the Action Community Kick-Off Call on January 10th, 2022.

October 2021

- Complete registration form
- Confirm your enrollment

November 2021

- Stipend applications due November 15th
- Intro call with HANYS team
- Begin pre-work activities

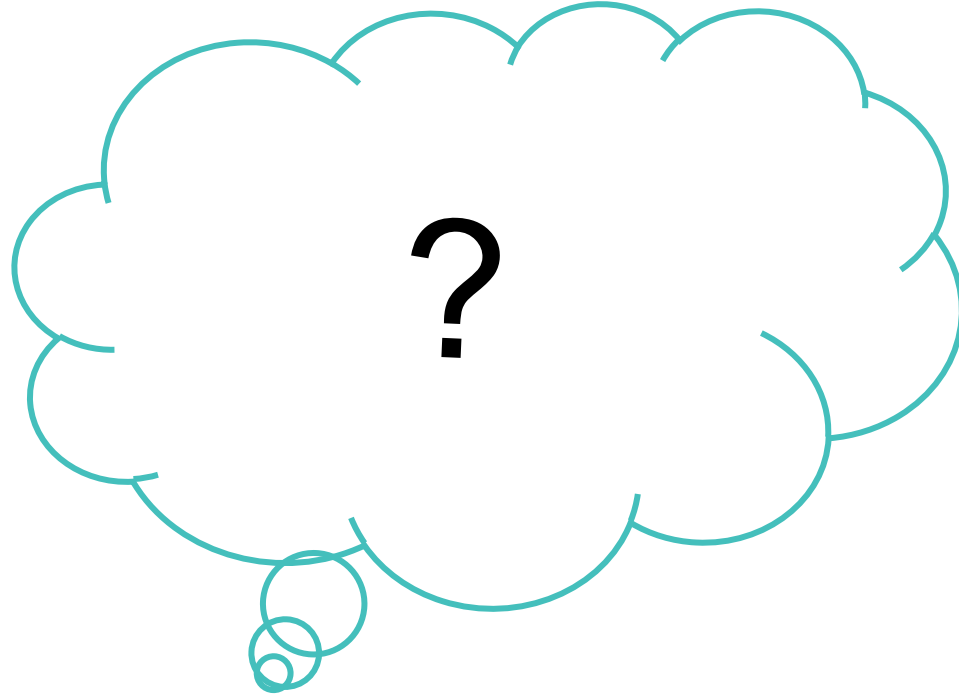
December 2021

- Complete pre-work activities
- Assemble your project team
- Stipend recipients announced mid December

January 2022

- Action Community Kick-Off Call January 10th

Questions?



Thank You!

Helpful Links:

- Complete the [registration form](#) to enroll in the New York State Action Community.
- Complete the [commitment form](#) to confirm your enrollment.
- Visit ihi.org/Engage/Initiatives/Age-Friendly-Health-Systems/ for more information on the Age-Friendly movement.
- Visit hanys.org/age-friendly/ for more information about the New York State Action Community.

Please reach out to actioncommunity@hanys.org with any questions.