

Age-Friendly Health System

Hospital-Wide Education

April, 2021



Phelps Hospital
Northwell Health®

What is an Age-Friendly Health System?

A comprehensive organizational approach to age- friendly care for patients age 65 and over.

It aligns care with each older adult's specific health outcome goals and care preferences.

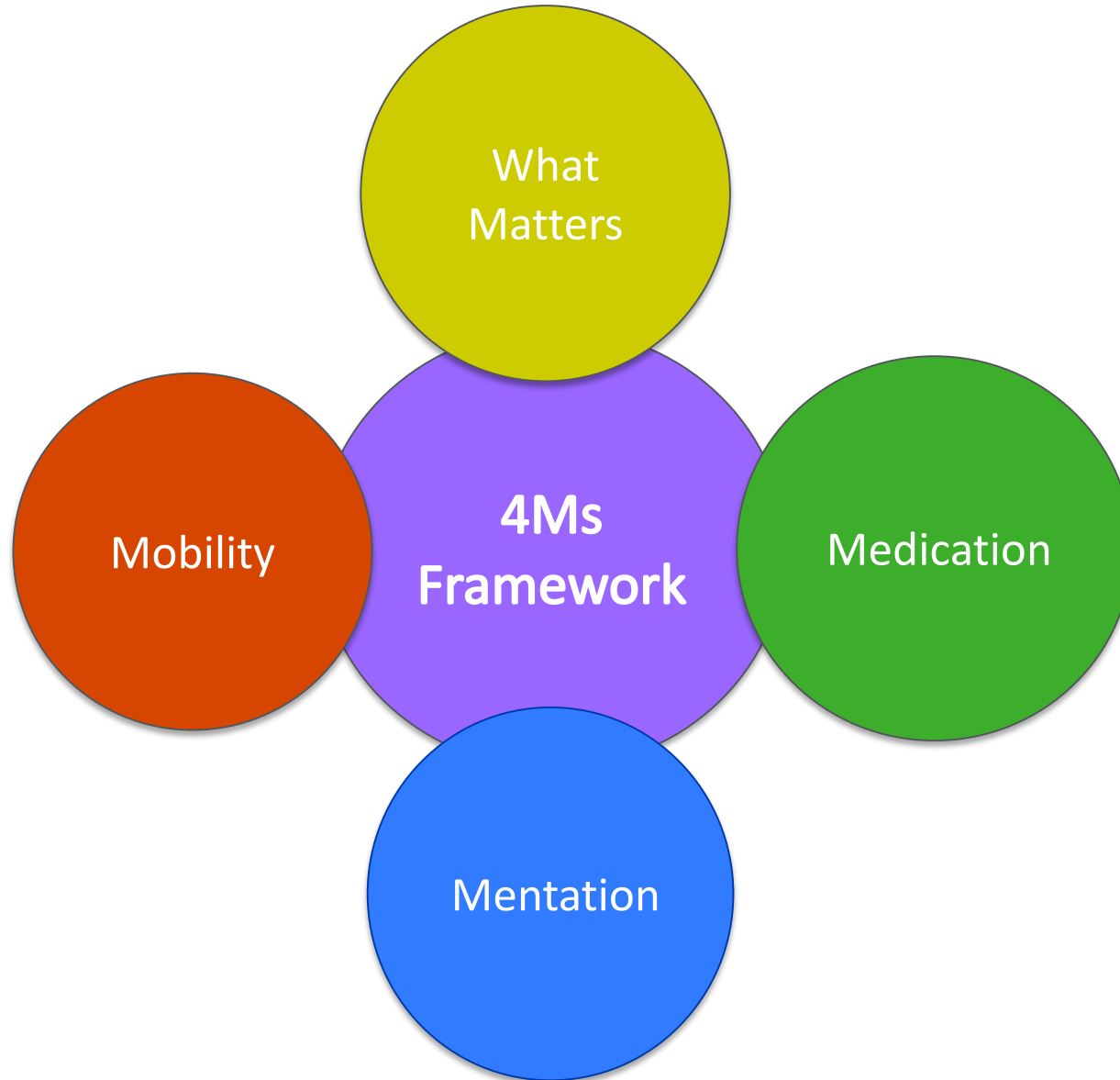
Framework to develop efficient and effective delivery of care to patients 65 years old and over

Follows an essential set of evidence-based practices

Causes no harm

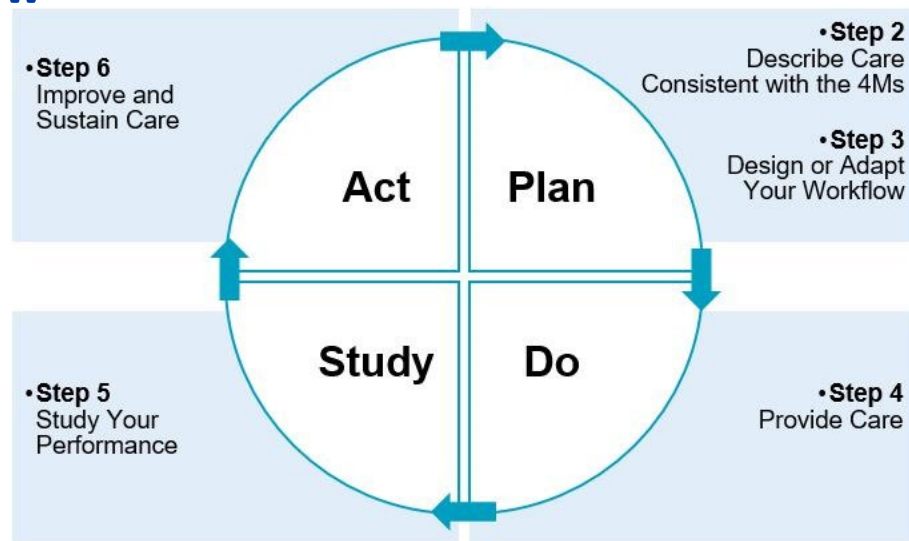
The 4Ms framework drives all care and decision-making for adults 65+ in the inpatient and ambulatory setting.

Evidence-Based 4Ms Framework



Process

- Understand Your Current State
- Describe Care Consistent with the 4Ms
- Design or Adapt Your Workflow
- Provide Care
- Study Your Performance
- Improve and Sustain Care



Level I (First Three Steps): *Age-Friendly Health System Recognition*

Level II (Last three Steps): *Age-Friendly Health System: Committed to Care Excellence*

Patient ID Label

What Matters, Medication, Mentation and Mobility



On Admission

Question	Answer/response
What Matters Most (age =>65 years)	
Pt over 65 & willing/able to answer what matters questions	<input type="radio"/> Yes <input type="radio"/> No, unable to answer <input type="radio"/> No, declines to answer
What Matters Responses provided by	<input type="checkbox"/> Patient <input type="checkbox"/> Family <input type="checkbox"/> Other
While you are here, what matters most to you?	<div> <input type="checkbox"/> Advance Directives <input type="checkbox"/> Cultural Concerns <input type="checkbox"/> Financial concern <input type="checkbox"/> Housing concern <input type="checkbox"/> Medical condition <input type="checkbox"/> Medication concern <input type="checkbox"/> Mobility concern <input type="checkbox"/> Nutritional concern </div> <div> <input type="checkbox"/> Pain Management <input type="checkbox"/> Respiratory concern <input type="checkbox"/> Social concern <input type="checkbox"/> Family communication <input type="checkbox"/> Community Communication <input type="checkbox"/> Other: <input type="checkbox"/> _____ <input type="checkbox"/> _____ </div>
What Matters Most Comment	
RN Name, Date and Time:	

**3 North
Pilot:**

**February
March
April**

Daily Assessment *(Medications are handled by Pharmacy)*

Day 1: _____		
CAM Assessment done	<input type="radio"/> Yes <input type="radio"/> No	Comment:
Mobility Assessment done	<input type="radio"/> Yes <input type="radio"/> No	Comment:
Patient's What Matters Most response from admission reviewed (Done at Shift Report).	<input type="radio"/> Yes <input type="radio"/> No	Comment:
4Ms Reviewed during Interdisciplinary Rounds (Minimum of RN and MD).	<input type="radio"/> Yes <input type="radio"/> No	Comment:
RN Name, Date and Time:		
Day 2: _____		
CAM Assessment done	<input type="radio"/> Yes <input type="radio"/> No	Comment:
Mobility Assessment done	<input type="radio"/> Yes <input type="radio"/> No	Comment:
Patient's What Matters Most response from admission reviewed (Done at Shift Report).	<input type="radio"/> Yes <input type="radio"/> No	Comment:
4Ms Reviewed during Interdisciplinary Rounds (Minimum of RN and MD).	<input type="radio"/> Yes <input type="radio"/> No	Comment:
RN Name, Date and Time:		

	ACCESS	ACT ON
Hospital	Key Actions (to occur at least daily):	
	<input type="checkbox"/> Ask the older adult What Matters <input type="checkbox"/> Document What Matters	<input type="checkbox"/> Align the care plan with What Matters
	<input type="checkbox"/> Review for high-risk medication use	<input type="checkbox"/> De-prescribe or do not prescribe high-risk medications
	<input type="checkbox"/> Screen for delirium at least every 12 hours	<input type="checkbox"/> Ensure sufficient oral hydration <input type="checkbox"/> Orient older adults to time, place, and situation <input type="checkbox"/> Ensure older adults have their personal adaptive equipment <input type="checkbox"/> Prevent sleep interruptions; use non-pharmacological interventions to support sleep
	<input type="checkbox"/> Screen for mobility limitations	<input type="checkbox"/> Ensure early, frequent, and safe mobility

Going Forward

- **Staff Education**
 - iLearn in May
 - Meditech Modifications
 - Identify AFHS Champions
- **Community Education**
 - Print, Digital, and Social Media
- **Standards of Care**
 - Interdisciplinary Rounds
- **Outcomes**
 - Reported to Shared Governance and PICG



STANDARDS of CARE



- **What Matters Most (WMM)**
Nursing History and Database Interview
- **Mentation**
CAM and CAM ICU
- **Mobility**
Mobility and Gait Shift Assessment
- **Medication**
Pharmacy and Provider Modules

OUTCOMES

- 30 Day Readmissions
 - LOS
 - Falls and Falls w/o Injury
 - Ambulation*
OOB and pt. activity
 - Delirium*
 - Pressure Injuries
 - Incontinence*
Urinary Incontinence and Voiding Method
 - Nutrition*
Current Diet and Percent Meal Consumed
 - Adverse Drug Events
Beers Criteria/Risk Medications
 - Patient Satisfaction
HCAHPS
 - Discharge Disposition*
Discharge/Transfer Mode and Disposition; and
Discharged Home
- * *Compare Admission and Discharge Statuses*



Thank You