

MHA Keystone Center Age-Friendly Health Systems Action Community: An Invitation to Join Us

March – September 2021

This content was created especially for:

Age-Friendly 
Health Systems

An initiative of John A. Hartford Foundation and Institute for Healthcare Improvement in partnership with American Hospital Association and Catholic Health Association of the United States.



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Introduction

According to current census data, over 1.5 million of the 7.7 million adults in Michigan are over the age of sixty-five. This older adult population is rapidly growing, which has implications for healthcare — with advanced age, medical care and treatment becomes more complex. **As a patient safety and quality organization committed to better outcomes, we are pleased to launch the second cohort of the MHA Keystone Center Age-Friendly Action Community with the goal of preventing harm to older adults, decreasing overall healthcare costs from readmissions and to better meet the goals of the triple aim.**

The Age-Friendly Health Systems Action Community seeks to provide evidence-based, high quality care for older adults by focusing on the unique needs of this population, with a goal to create a broad shift in focus to the needs of older adults. Integration of the Age-Friendly 4Ms Framework will increase the likelihood that all care with older adults is age-friendly.

An overview brochure of the Age-Friendly Health Systems Action Community is available on the MHA Keystone Center [website](#). We encourage you to share this brochure with your hospital's trustees and senior leadership to increase understanding and engagement in the Age-Friendly Health Systems movement.

We invite you to consider joining this exciting opportunity in helping to improve care for older adults through partnerships with experts and organizations across the nation.

**If you are ready to join the
Action Community,
[enroll here!](#)**

What Are Age-Friendly Health Systems and Why Are They Important?

Three factors that impact caring for older adults in the United States today are occurring simultaneously. Together, the factors make a compelling case for health systems to better support the needs of older adults and caregivers:

- *Demography*: The number of adults over the age of 65 is projected to double over the next 25 years.ⁱ
- *Complexity*: Approximately 80 percent of older adults have at least one chronic disease, and 77 percent have at least two.ⁱⁱ Many of our health systems are ill-equipped to deal with the social complexity many older adults face.ⁱⁱⁱ
- *Disproportionate Harm*: Older adults have higher rates of healthcare utilization compared to other age groups. This population also experiences higher rates of healthcare-related harm, delay and discoordination. One consequence of disproportionate harm is a rate of emergency department utilization that is four times that of younger populations.^{iv}

Health systems are often not prepared for this complexity, and older adults suffer a disproportionate amount of harm while in the care of the health system. To address these challenges, in 2017, [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), set a bold vision to build a social movement so that all care with older adults is age-friendly care, which:

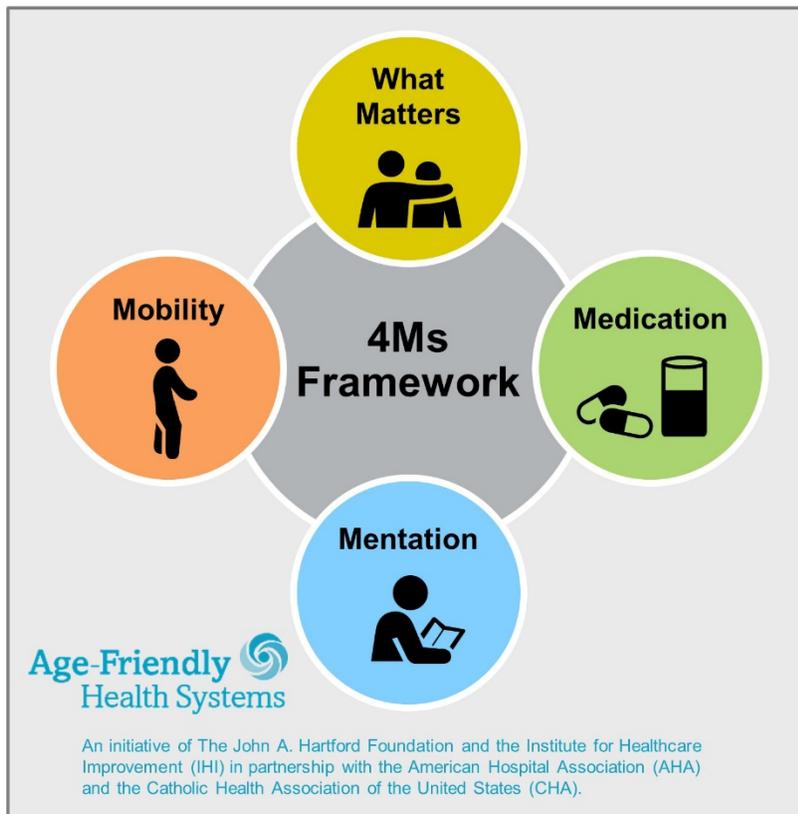
- Follows an essential set of evidence-based practices.
- Causes no harm.
- Aligns with What Matters to the older adult and their family caregivers.

Becoming an Age-Friendly Health System entails reliably providing a set of specific, evidence-based geriatric best practice interventions to all older adults in your health system. This is accomplished primarily through redeploying existing health system resources to achieve:

- Better health outcomes for this population.
- Reduced waste associated with low-quality services.
- Increased utilization of cost-effective services for older adults.
- Improved reputation and market share with a rapidly growing population of older adults.

The 4Ms Framework of Age-Friendly Care

In 2017, The John A. Hartford Foundation and the IHI, in partnership with the AHA and the CHA, set the bold aim that 20% of U.S. hospitals and health systems would be Age-Friendly Health Systems by 2020.^v Five prototyping health systems, Anne Arundel Medical Center, Ascension, Kaiser Permanente, Providence St. Joseph Health, and Trinity, stepped forward to learn what it takes to be an Age-Friendly Health System.



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

The 4Ms Framework for Age-Friendly Care that emerged is both evidence-based and able to be put into practice reliably in the healthcare setting. The 4Ms are: What Matters, Medication, Mentation, and Mobility.

The 4Ms are the essential elements of high-quality care for older adults and, when implemented together, indicate a broad shift by health systems to focus on the needs of older adults. Reliable implementation of the 4Ms is supported by board and executive commitment to becoming an Age-Friendly Health System, older adult and caregiver engagement and community partnerships.

What is an Age-Friendly Health Systems Action Community and How Can We Join?

The Age-Friendly Health Systems Action Community is a community of teams across different health systems and settings who come together to accelerate their own adoption of the 4Ms Framework. Guided by expert faculty and an “all teach, all learn model”, teams participate in monthly webinars, attend in-person and/or virtual meetings and test specific changes to improve care for older adults.

The Action Community is designed as an on-ramp for hospital-based teams (e.g. emergency departments, ICUs, general wards, medical-surgical units), ambulatory care teams (e.g. primary care, specialty care), and extended care facilities (e.g. long-term care/skilled nursing facilities) to test and adopt the 4Ms. Health systems, hospitals or outpatient settings in Michigan can choose to enroll at the unit/site level or organizationwide. Participants can engage as many sites/units/teams as it would like to participate in the MHA Keystone Center Action Community. The instruction and coaching will focus on setting-specific aims and address transitions in care between settings.

The next MHA Keystone Center Age-Friendly Health Systems Action Community will occur March through September 2021.

**If you are ready to join the
Action Community,
[enroll here!](#)**

Before the Action Community begins in March 2021, enrolled teams will be asked to:

- Identify a clinical care setting and patient population to test the 4Ms.
- Bring together an interdisciplinary team (please consider engaging a diverse team that reflects your older adult community, including an older adult on the team, and enlisting an individual with prior experience using quality improvement methodology).
- Identify a leader with authority over the selected care setting or population to support the team’s activities and progress and participate in the leadership track.

For additional information about the Action Community, please join one of the informational calls:

Dec. 15, 2020: 9 – 10 a.m. Register here!	Jan. 21, 2021: 2 – 3 p.m. Register here!
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Action Community Activities

Note: The following dates are subject to change.

Enrollment	<ul style="list-style-type: none"> • Enrollment is now open. The deadline to enroll is March 31, 2021.
Monthly Team Webinars <i>Third Wednesday of each month starting in March.</i>	<ul style="list-style-type: none"> • Team Webinars are 60-minute webinars focused on understanding the steps for testing and implementing age-friendly care in your setting and illustrating the 4Ms Framework through examples. • Purpose: Teams can describe how the 4Ms will be adapted and implemented in their setting and count the number of older adults receiving all 4Ms of age-friendly care.
Monthly Topical Peer Coaching Webinars <i>First Thursday of each month starting April.</i>	<ul style="list-style-type: none"> • Topical Peer Coaching Webinars provide an opportunity for participants to learn from one another and share ideas, successes and challenges related to a specific topic or setting (e.g., optimizing the electronic health record, developing measurement systems, acute care of the elderly units, etc.). • Purpose: Through peer sharing, teams identify specific ideas they can test and ways to address challenges.
Monthly Scale-up Webinars for Leaders and Sponsors <i>Second Tuesday of each month.</i>	<ul style="list-style-type: none"> • Scale-up Webinars are designed to support leaders to advance age-friendly care. Topics will provide guidance on how to make the case for age-friendly care within your organization, including how to make the business case. • These webinars are open to leaders and participants from current and past Action Communities. • Purpose: Leaders will have tools and approaches to scale-up the 4Ms Framework.
In-person/Virtual Meetings with Action Community Teams <i>Tentative – May 2021</i>	<ul style="list-style-type: none"> • The Action Community will host a one-day in-person and/or virtual meeting in May focusing on all teach, all learn approaches with health systems from around the state. A second half-day virtual training will take place in September focusing on spread and sustainability strategies. Additional details will be provided after enrollment in the Action Community. • Purpose: Teams will come together across the Action Community to share learnings and build relationships to accelerate the adoption of the 4Ms Framework.
Ongoing Testing of Age-Friendly Interventions	<ul style="list-style-type: none"> • Informed by the Monthly Team Webinars and the Guide to Using the 4Ms in the Care of Older Adults, participants will test and begin to implement specific key actions in their setting.
Recognition as an Age-Friendly Health System	<ul style="list-style-type: none"> • Action Community participants work towards two levels of recognition as an Age-Friendly Health System. This will be explained in detail on Team Webinars: <ol style="list-style-type: none"> 1. Recognition as an Age-Friendly Health System – Participant: determine how you will practice the 4Ms in your clinical care setting and submit your 4Ms Care description electronically. You will receive feedback from IHI on whether the 4Ms Care description meets the minimum definition of an Age-Friendly Health System. A worksheet version of the description can be found on page 22 in the Guide to Using the 4Ms in the Care of Older Adults. 2. Recognition as an Age-Friendly Health System – Committed to Care Excellence: Once your description is approved by IHI, count the number of older adults that receive 4Ms care in your setting according to your description. You will receive this recognition after submitting three months of counts.

What Are the Benefits of Participating?

- **Improved care for older adults through the organization and delivery of evidence-based care.** At the end of the seven-month Action Community, participating organizations will have implemented specific changes of the Age-Friendly Health Systems 4Ms Framework in their unit, clinic, emergency department or program.
- **Recognition by the IHI and The John A. Hartford Foundation as Age-Friendly Health Systems.** By submitting a description of how you are operationalizing the 4Ms in your setting, as well as monthly counts of the older adults reached by 4Ms care in your setting, you will be recognized and celebrated on IHI's and MHA Keystone Center website, press releases and other venues as being an Age-Friendly Health System – Committed to Care Excellence.
- **All teach, all learn model.** By participating in the Action Community, you will have the opportunity to build relationships and learn from expert faculty, as well as peers around the country that have found innovative solutions to similar challenges and obstacles that you may face. In addition, you will have opportunities to share your organization's learning and celebrate its progress with the movement.

What Is the Cost to Participate?

There is no fee to participate in the Age-Friendly Health Systems Action Community. Any health system, hospital, practice or extended care facility in Michigan can enroll as many sites/teams as it would like to participate in the MHA Keystone Center Action Community.

The cost of participation includes the time teams must allocate to engage in Action Community activities listed above (e.g. webinars and calls, data collection and measurement), test the specific changes in their daily work, and report on progress in between calls.

Each participating organization will build its own team. The Action Community testing and learning is designed to occur as part of each person's existing activities and is, therefore, a repurposing of time rather than adding time increments. For example, a hospital or practice will generate and review quality reports as part of standard work. As part of the Age-Friendly Health Systems Action Community, certain quality indicators may be segmented by age. Testing of specific age-friendly changes by clinicians will occur as part of standard clinical activities.

Teams that include access to the following resources are often more successful:

- An older adult and caregiver who are core members of the team.
- A sponsor who can authorize and support team activities and participate in the leadership cohort.
- Engaged trustees who play a critical role in providing guidance, raising questions and providing support in moving forward with age-friendly efforts.
- Clinicians who represent the disciplines involved in the 4Ms (this will be specific to your context, but may include a physician, nurse, physical therapist, social worker, pharmacist, and others that represent the 4Ms in your context).
- A local leader who is vested in quality improvement methods and tools and has authority to design and lead improvement tests.
- An improvement coach.
- A data analyst.

- A finance representative.

What Data Submission Is Required to Participate?

Monthly 4Ms Description Survey

To participate in the Action Community and be recognized as an Age-Friendly Health System, you will share how you plan to put the 4Ms into practice with IHI. Completion of this initial step will result in recognition as an **Age-Friendly Health System – Participant**. Once IHI reviews your description of putting the 4Ms into practice for alignment with an Age-Friendly Health System, you will be invited by IHI to share a count of older adults whose care includes the 4Ms each month, for three months. Completing this step will result in recognition as an **Age-Friendly Health System - Committed to Care Excellence**. All your information will be submitted [electronically to IHI](#).

Outcomes Measures

To assess impact of the 4Ms interventions, the table below provides an overview of the MHA Keystone Center Action Community's measures and the data source. The [Age-Friendly Health Systems Measure Guide](#) contains a comprehensive list of measure specifications.

Outcome Measures	Hospital	Ambulatory/ Primary Care	Data source
Average Length of Stay	X		Michigan Inpatient Database
Delirium	X		Michigan Inpatient Database
ED Utilization		X	Michigan Outpatient Database
Readmission within 30 Days- Any Facility	X		Michigan Inpatient Database
CAHPS survey questions	HCAHPS	CGCAHPS	Manual Entry
Optional Recommended Measures			
collaboRATE	X	X	Manual Entry

Partners

The MHA Keystone Center Age-Friendly Health Systems Action Community is generously supported by the [Michigan Health Endowment Fund](#), a philanthropic foundation that works to improve the health and wellness of Michigan residents while reducing healthcare costs.



Nationally, Age-Friendly Health Systems is an initiative of The John A. Hartford Foundation and the IHI in partnership with the AHA and the CHA. The initiative draws on the expertise of the [advisory group](#) and faculty experts in the 4Ms Framework, testing and scale-up methodology and organizational psychology.



MHA Keystone Center Facilitator Team

<p>Ewa Panetta</p>	<p>Project Manager MHA Keystone Center epanetta@mha.org (517) 886-8364</p>	 A portrait of Ewa Panetta, a woman with long blonde hair, wearing a black blazer over a purple top and a gold necklace. She is smiling and standing in front of a building.
<p>Melanie Sprinkle</p>	<p>Project Coordinator MHA Keystone Center msprinkle@mha.org (517) 886-8279</p>	 A portrait of Melanie Sprinkle, a woman with long blonde hair, wearing a black blazer over a white lace top. She is smiling and standing outdoors with greenery in the background.
<p>Allyson Berthiaume</p>	<p>Data Lead MHA Keystone Center aberthiaume@mha.org (517) 886-8247</p>	 A portrait of Allyson Berthiaume, a woman with blonde hair, wearing a black top. She is smiling and standing in front of a brick wall.

Questions?

Please do not hesitate to contact the MHA Keystone Center team by emailing keystone@mha.org. We look forward to working together to ensure that every older adult always receives age-friendly care.

**If you are ready to join the
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[enroll here!](#)**

References

ⁱ *The State of Aging and Health in America 2013*. Atlanta: Centers for Disease Control and Prevention, US Department of Health and Human Services; 2013. <https://www.cdc.gov/aging/pdf/State-Aging-Health-in-America-2013.pdf>

ⁱⁱ "Fact Sheet: Healthy Aging." National Council on Aging; 2016. <https://www.ncoa.org/resources/fact-sheet-healthy-aging/>

ⁱⁱⁱ Abrams M, Milstein A. NAM Workshop Series on High-Need Patients. National Academy of Medicine; October 2016. <https://nam.edu/wp-content/uploads/2016/12/Taxonomy-and-care-model-presentation-FINAL.pdf>

^{iv} Institute of Medicine Committee on the Future Health Care Workforce for Older Americans. *Retooling for an Aging America: Building the Health Care Workforce*. Washington, DC: National Academies Press; 2008. 2, Health Status and Health Care Service Utilization. <https://www.ncbi.nlm.nih.gov/books/NBK215400/>

^v Age-Friendly Health Systems initiative. <http://www.ihl.org/Engage/Initiatives/Age-Friendly-Health-Systems/Pages/default.aspx>