

Nebraska Hospital Association

# Age-Friendly Facility Guide

**NHA** | NEBRASKA  
HOSPITALS

Age-Friendly  
Health Systems

**H** Institute for  
Healthcare  
Improvement

# Introduction

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).

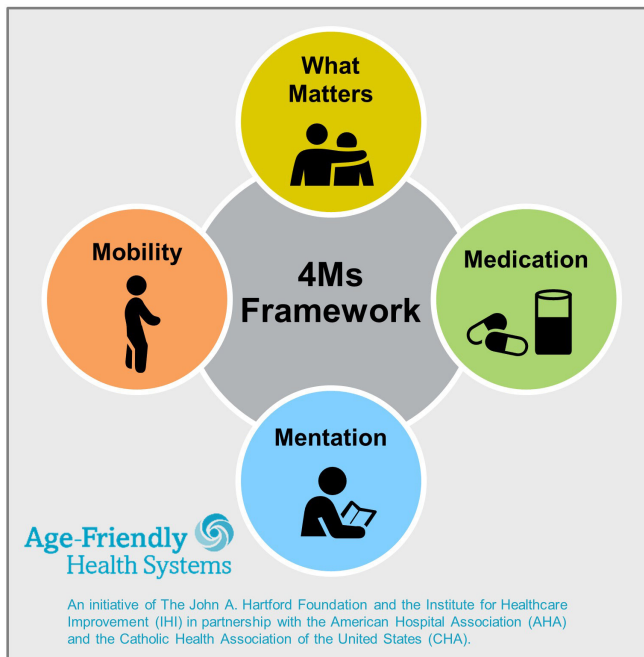
Age-Friendly Health Systems aim to:

- Follow an essential set of evidence-based practices
- Cause no harm
- Align with What Matters to the older adult and their family caregivers.

Becoming an Age-Friendly Health System entails reliably providing a set of four evidence-based elements of high-quality care, known as the “4Ms,” to all older adults in your system:

- What Matters
- Medication
- Mentation
- Mobility

(Institute for Healthcare Improvement, 2023)



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

## 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.

# Step 1:

## Get Interested and Join

The NHA and IHI offer a variety of ways of becoming informed about the Age-Friendly Health System and how they benefit elderly patients. Resources include, but are not limited to:

- Educational Calls by NHA
- State-Wide Convenings by NHA
- Annual Age-Friendly Symposium
- In-person education by NHA Facilitator
- NHA Website: [https://www.nebraskahospitals.org/quality\\_and\\_safety/Age-Friendly/](https://www.nebraskahospitals.org/quality_and_safety/Age-Friendly/)
- IHI Age-Friendly website: <https://www.ihf.org/Engage/Initiatives/Age-Friendly-Health-Systems/Pages/default.aspx>

Once you decide to pursue the Age-Friendly Initiative, there are two paths to obtain the designation:

1. DIY, this can be completed online through the IHI website

**OR**

2. With the assistance of an action community. This is led by national and state experts with the participation of several healthcare facilities to use learned experiences and educational sessions to enhance the Age-Friendly process implementation. The NHA Facilitator will assist you in signing up for the action community.

## Step 2: Meet with NHA facilitator

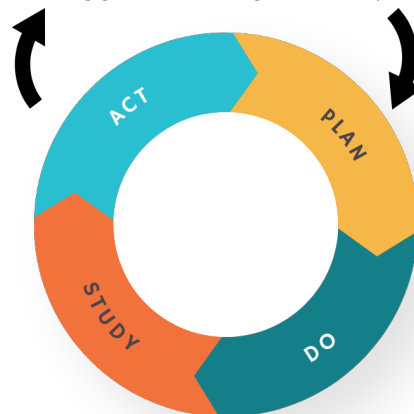
Once signed up with an action community, the NHA facilitator will assist you and your facility (usually with an in-person meeting) to complete:

- Assess your current state and processes. This will identify which areas may already be Age-Friendly accommodating and which areas may need modification.
- Ensure the Letter of Intent is signed and submitted.
- Identify the team necessary to be successful during implementation.
- Review quality measures outside of Age-Friendly that will show the impact of the new processes specific to your facility. Consider using measures such as fall rates, readmission rates, adverse drug events, ED utilization, and return on investment calculators.

WHAT ARE WE TRYING TO ACCOMPLISH?

HOW WILL WE KNOW THAT A CHANGE IS AN IMPROVEMENT?

WHAT CHANGE CAN WE MAKE THAT WILL RESULT IN IMPROVEMENT?



# Step 3

## Complete and Submit the Description worksheet

This form can be found on the IHI's website: <https://www.ihl.org/Engage/Initiatives/Age-Friendly-Health-Systems/Pages/Recognition.aspx>

- Hospital Worksheet: [Hospital 4Ms Description Form.pdf \(ihl.org\)](#)
- Ambulatory Worksheet: [Ambulatory 4Ms Forms.pdf \(ihl.org\)](#)
- Nursing Home Worksheet: [Nursing Home 4Ms Form.pdf \(ihl.org\)](#)
- Convenient Care Worksheet: [Convenient Care Clinic 4Ms Form.pdf \(ihl.org\)](#)

Complete the form and submit to the NHA facilitator and IHI.

After a review period (typically 2 weeks) IHI will return with a response to the worksheet

1. If the worksheet is accepted, congratulations, you have successfully completed level one and can move on to the next step. Celebrate and share your accomplishments.
2. If there are recommendations or requirements, review your processes and make the adjustments, then resubmit.

# Step 4

## Collect Data & Submit

Data is collected and documented at the bottom of the description worksheet. The worksheet can be found at: <https://www.ihl.org/Engage/Initiatives/Age-Friendly-Health-Systems/Pages/Recognition.aspx>

Data collection is completed over a 3-month period.

Submit your finding. Send the updated Description Worksheet with data to your NHA facilitator.

Response time is typically two weeks.

# Step 5

## Celebrate

You are now an Age-Friendly Health System

# Step 6

## Spread Age-Friendly

Spread across your facility and into your community. The goal of Age-Friendly is not only to implement in one department or one facility, but to make it a facility-wide and community-wide initiative.

- If your Age-Friendly implementation process did not involve the entire facility, expand the reach of the project to include all areas.
- Continue to assess and reassess your Age-Friendly implementation. Review quality metrics to identify opportunities for improvement.
- Attend IHI and NHA educational events to stay up to date with evidence-based practices.
- Begin to engage potential other health settings within the community about Age-Friendly. Consider using the NHA facilitator to assist with these engagements. Also use resources from IHI and the NHA along with your own experiences

# References

IHI Age-Friendly: <https://www.ihl.org/Engage/Initiatives/Age-Friendly-Health-Systems/Pages/default.aspx>

NebraskaHospitals.org: [https://www.nebraskahospitals.org/quality\\_and\\_safety/Age-Friendly/](https://www.nebraskahospitals.org/quality_and_safety/Age-Friendly/)

Measure Guide: [https://www.ihl.org/Engage/Initiatives/Age-Friendly-Health-Systems/Documents/IHIAgeFriendlyHealthSystems\\_MeasuresGuide.pdf](https://www.ihl.org/Engage/Initiatives/Age-Friendly-Health-Systems/Documents/IHIAgeFriendlyHealthSystems_MeasuresGuide.pdf)

Spreading Age-Friendly: <https://f.hubspotusercontent30.net/hubfs/241684/Scale-up%204Ms%20Abridged.pdf>

# Case Studies:

Hartford HealthCare: [Celebrate and tell your stories to drive spread](#)

University of Texas Health Science Center at Houston: [Calculate the financial impact of practicing the 4Ms](#)

Providence Health: [Get specific about which health system priorities are advanced by the 4Ms](#)

Maine Health: [Gather evidence of impact during piloting of the 4Ms](#)

# FAQ

## **What is a typical implementation time frame?**

For most facilities, an average time frame of 6 to 8 months can be expected, but each organization can vary dependent on size and available resources.

## **Who/What role is best to serve as the lead for a facility?**

The leader of this project should be passionate about improving quality of care for the elderly patients and have working knowledge on both the hands-on aspect of care and workflows to support the 4Ms framework. Ideal project managers should be good communicators and change agents

## **Who should be included on the facility implementation team?**

Successful teams usually have a champion from all areas involved in the 4Ms framework in addition to a C-Suite leader to drive improvement.

## **What are the best ways to stay up to date with changes with the Age-Friendly Health Systems implementation process?**

- Join the Friends of Age-Friendly Health Systems Community.
- Continue to commit and participate in the Age-Friendly Action Communities.
- Review best practices and resources regularly, i.e., IHI, AHA, NHA.

# Tips

- Utilize IHI resources and websites.
- Provide feedback to your team by sharing patient stories, data, HCAHPS scores, and quality metrics.
- Check-in frequently with your state facilitator.
- Start with small tests of change. Starting in a specific department allows organizations to fine-tune processes and be successful. This will allow for effective implementation and an opportunity to spread across an organization and/or community.