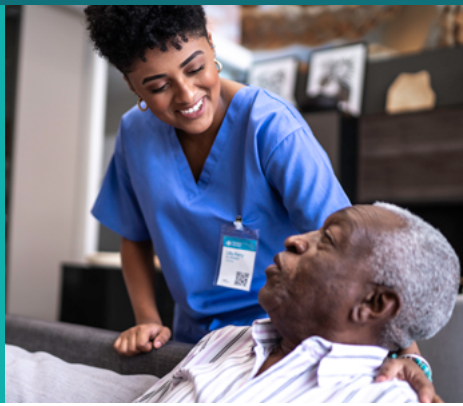


Achieving Age-friendly At-a-glance



Follow these steps to age-friendly success

What Matters

The most challenging of the 4Ms to implement. Identify a process that fits your team's unique needs and ensure staff are trained to ask and comfortable asking *What Matters* to patients.

Limited staff/clinician time and knowledge

The biggest obstacle to implementing 4Ms care. Crosstrain, create accessible standard operating procedures, incorporate 4Ms care into daily staff goals.

Establish reliable lines of communication

Such as DIRECT, fax or electronic health record access with hospitals to ensure timely information-sharing.

Closely track patient admissions and discharges

Using established communication lines, closely track hospital inpatient and emergency care episodes for your patient population.

Any role can lead

The implementation of age-friendly care (e.g., geriatricians, executive leadership, chief medical officer, quality improvement or care management).

Engage an interdisciplinary team

Including a physician, nurse, care manager, pharmacist, psychologist/neurologist and physical therapist.

Accelerate and spread age-friendly care

After completing implementation at your pilot site, dedicate time and resources to spread age-friendly care across your health system.

Measure performance

Specifically, track patients assessed for all 4Ms care, and adjust as needed to achieve Level 2 "Committed to Care Excellence" recognition. Track additional process and outcome measures to demonstrate the value of providing age-friendly care at your health system.

Looking for more age-friendly resources?

Go to hanys.org/age-friendly or contact RuthAnn Craven, MS, program manager, Age-Friendly Health Systems, at rcraven@hanys.org or actioncommunity@hanys.org.