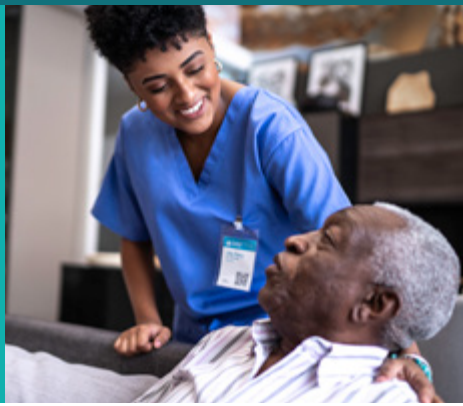


Spreading 4Ms care throughout your health system



Level 2: An Age-Friendly Health System — Committed to Care Excellence Site is working toward reliable practice of the 4Ms

Thinking about “reliable practice of 4Ms care” from an older adult’s perspective, how seamless is the care provided by your health system? Despite the substantial progress your health system has made, fragmented care may still exist because:

- not all settings within your health system may be providing 4Ms care;
- there is a lack of communication and coordination of 4Ms care from one setting to another; and
- patients might receive care from providers outside your health system.

GET STARTED

- Identify and convene a multidisciplinary team to spread age-friendly 4Ms care throughout your health system.
- Engage your patient experience team and/or patient-family advisory council to map out the patient journey of an older adult. Identify a comprehensive view of settings and situations to be addressed.
- Raise awareness of 4Ms care throughout your health system with both staff and patient/family/caregiver education and communication materials.

UNDERSTAND THE PROBLEM

- Review the lessons learned from pilot sites that implemented 4Ms care.
- Identify and prioritize additional care settings for implementing 4Ms care.
- Develop a communication plan outlining how 4Ms care will be communicated across the continuum to ensure consistent care and minimize duplication efforts.
- Consider if interdisciplinary team huddles are warranted for a subset of high-risk/high-cost older patients.
- Evaluate and address electronic health record functionality and interoperability barriers to enable sharing each older patient’s 4Ms care plan with their extended care team.
- Evaluate the care patients receive outside of your health system and determine if collaborative care agreements or data sharing are necessary to ensure better coordinated, comprehensive care.

- Identify community-based organizations that care for older adults in your catchment area and share this information with your team’s care management and care coordination staff.
- Develop a measurement plan to analyze and interpret both process and outcome measures.
- Create a project plan for implementation throughout the health system, including both short- and long-term actions and goals.
- Secure senior leadership endorsement and board approval.

DESIGN AND TEST SOLUTIONS

- Finalize change ideas, methods and measures.
- Plan for implementation of changes incrementally.
- Identify risks and challenges, and plan out mitigation strategies.

IMPLEMENT AND SUSTAIN CHANGES

- Use Plan-Do-Study-Act cycles to formally implement and sustain changes.
- Develop a sustainability plan.
- Formalize and standardize changes that demonstrated improvement into policies and procedures and incorporate into new staff orientation.
- Share new processes creatively, widely, regularly and review often.
- Create an ongoing measurement plan to monitor uptake and impact of new processes.

Questions? actioncommunity@hanys.org