

HANYS' Age-Friendly Health Systems New York State Action Community:

An Invitation to Join Us

November 2024-October 2025



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).

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Action Community goal

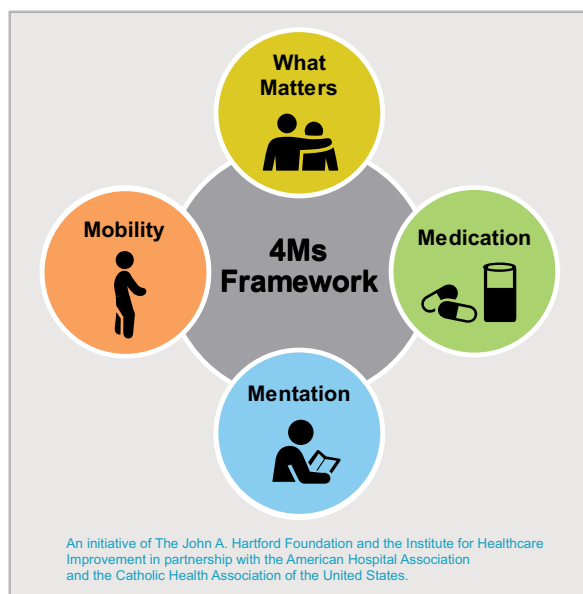
The goal of the Age-Friendly Health Systems New York State Action Community is to engage hospitals, health systems and providers across the continuum of care to provide age-friendly care to all older adults by implementing evidence-based interventions across four elements of care, known as the “4Ms”: What **M**atters, **M**edication, **M**entation and **M**obility. Teams will join the Action Community to launch and rapidly spread the age-friendly movement across New York.

The Healthcare Association of New York State, New York State Department of Health, The John A. Hartford Foundation and the Institute for Healthcare Improvement, in partnership with the American Hospital Association and the Catholic Health Association of the United States, will work together to support the Action Community to test and adopt the 4Ms framework to improve the quality of care for older adults.

The Action Community will:

- provide opportunities for participants to learn from one another and study the impact of 4Ms care on staff, patients and caregivers;
- support participants as they test, adopt and reliably practice 4Ms care;
- work with faculty and clinical quality experts to provide tailored education, coaching and technical assistance on 4Ms care and quality improvement processes; and
- coach hospital teams on how to assess their baseline performance, conduct regular data analysis and measure progress based on a set of standardized metrics.

The New York State Action Community will use IHI’s 4Ms framework of Age-Friendly Care and the [Guide to Using the 4Ms in the Care of Older Adults in Hospitals and Ambulatory Care Practices](#) to work toward reliably implementing each of the 4Ms. Since age-friendly care is a framework, not a program or model, teams will align their existing workflows with the 4Ms framework. The 4Ms framework can be tailored to help individual facilities meet their unique needs by redeploying existing resources and integrating tools such as visual aids, checklists, algorithms and clinical workflows to enhance team communication and achieve quality improvement goals.



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

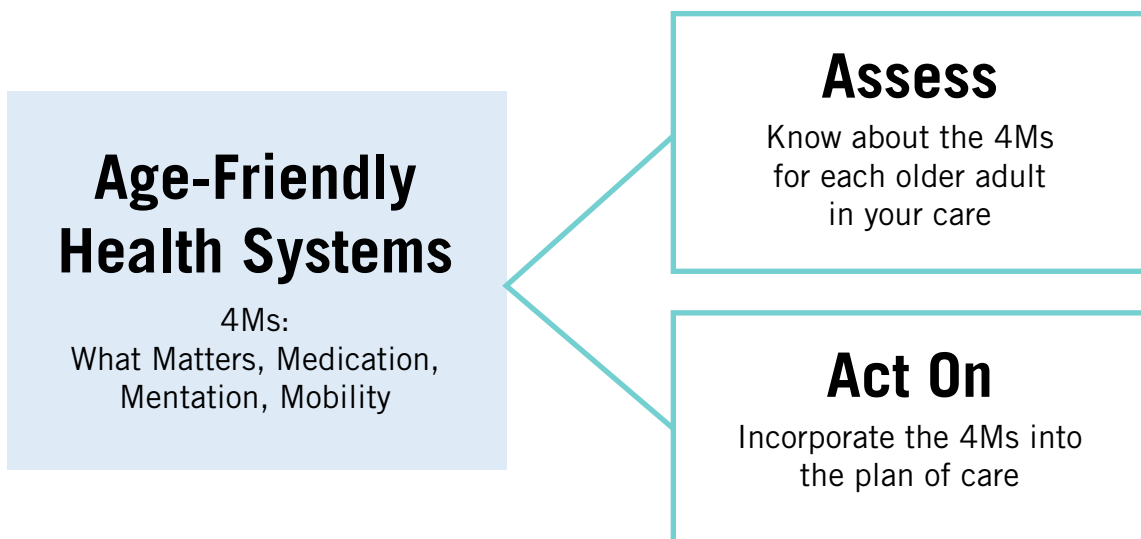
Prevent, identify, treat and manage dementia, depression and delirium across settings of care.

Mobility

Ensure that older adults move safely every day in order to maintain function and do What Matters.

The Action Community faculty will use the IHI [Model for Improvement](#) to guide participants through the quality improvement process, coaching them to identify and implement the 4Ms interventions that work best in their respective care settings. As a member of the Action Community, your team will learn quality improvement strategies, conduct a baseline survey and collect data to track and test the effectiveness of age-friendly interventions.

The New York State Action Community will provide ongoing opportunities to collaborate with other health systems to engage and motivate teams, share successes, remove barriers and generate innovative ideas. As teams work together to apply the two key drivers of age-friendly care — Assess and Act on the 4Ms — most systems will find that the care they provide aligns with at least one of the 4Ms already. The majority of the work is therefore focused on incorporating the remaining elements of 4Ms care. Understanding who is receiving this care and where the care is happening ensures that all 4Ms guide every encounter in every care setting reliably.



Levels of recognition

Age-Friendly Health Systems – Participant (level 1)

Upon enrollment into the HANYS New York State Action Community, your team will submit an AIM statement to HANYS which clearly communicates your plan and expected outcomes for implementing age-friendly care in 2025. Using the appropriate Care Description Form, your team will then outline your plan to operationalize 4Ms care. Within this form, you will be required to identify the tools you will use to address each of the 4Ms as well as indicate how you plan to assess and act on each of the 4Ms. Once complete, you will submit this form to IHI for approval. IHI will review your Care Description Form to ensure that it aligns with the 4Ms framework. Your team will receive feedback and you may need to adjust your plan. Once your form is approved, IHI will recognize your facility as an [Age-Friendly Health System – Participant](#).

Age-Friendly Health Systems – Committed to Care Excellence (level 2)

Upon recognition as an Age-Friendly Health System – Participant, your team may now work toward recognition as an Age-Friendly Health System – Committed to Care Excellence. Upon approval of your Care Description Form, your team may start implementing your plan for 4Ms care. To do this, your team will begin engaging in PDSA cycles and pilot projects to identify the interventions and workflows that work best within your care settings. Upon implementation, you must begin tracking the number of older adults who receive 4Ms care at your facility. Your team will use a set of standardized processes and outcome metrics to identify and address any gaps in care. After three months, you will submit data to IHI demonstrating that your facility is reliably practicing 4Ms care. Once you submit three months of data, IHI will recognize your facility as an [Age-Friendly Health System – Committed to Care Excellence](#).

Spreading 4Ms care

Upon recognition as an Age-Friendly Health System – Committed to Care Excellence, your team may now work toward spreading 4Ms care within and across your organization. Scaling and spreading 4Ms care is important to ensure the continuity of age-friendly care between units, departments and facilities within your organization.

New for 2025! For care settings that are ready to spread and scale 4Ms care, HANYS has developed an advanced track curriculum for its 2025 Age-Friendly Action Community that offers participants additional support, advanced deep dives and peer-learning opportunities. These new resources and opportunities will give your organization the technical expertise and education needed to sustainably deepen your commitment to Age-Friendly 4Ms care.

For each Age-Friendly Health Systems recognition achieved, IHI will send a badge to recognize your achievement. This badge can be displayed on your organization's website, in printed organizational materials or in your email signature.

You will also receive a communications kit so that you can celebrate this designation in your community. More information about the recognition process is available in this [FAQ sheet](#).

Benefits of participation

HANYS' next Action Community starts in January 2025. Action Community members will receive the following benefits:

- admission to a virtual summit to meet HANYS staff and expert faculty, learn about the fundamentals of Age-Friendly 4Ms care and identify key dates, deadlines and deliverables for the year;
- an invitation to attend monthly webinars led by faculty experts to identify strategies and best practices aligned with the implementation of Age-Friendly 4Ms care;
- one-on-one technical assistance while testing and implementing 4Ms care;
- opportunities to participate in peer-sharing webinars to learn from one another and accelerate the adoption of best practices;
- support to adopt evidence-based clinical workflows to improve the care delivered to older adults;
- the opportunity to apply for official IHI Age-Friendly Health Systems recognition;
- the opportunity for eligible care settings to apply for stipends to help support age-friendly work.
- **New for 2025!** Advanced sites will receive specialized education and resources to help with sustainability and spread.

Additional information about the potential financial benefits of becoming an Age-Friendly Health System are available in IHI's [The Business Case for Becoming an Age-Friendly Health System](#).

Costs of participation

There is no fee to participate in the Age-Friendly Health Systems New York State Action Community. A health system, hospital or practice in the state may enroll multiple sites or teams, (e.g., a hospital may elect to enroll three teams from different units or a health system may choose to enroll multiple hospitals, ambulatory care sites or nursing homes).

The “cost” of participation includes the time your team will spend participating in webinars, attending the virtual summit, testing changes in your daily workflows, working one-on-one with the HANYS team and the faculty, asking questions and sharing progress between program activities. An age-friendly team can expect to spend 8 hours per week on this work while stipend recipients can expect to spend more. This time commitment is best split between members of an interdisciplinary team.

Schedule of activities

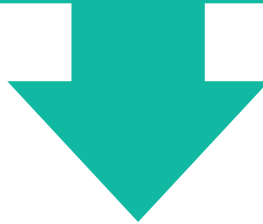
By participating in the New York State Action Community, you will build relationships and learn from expert faculty and peers from across the state and country. You will also have opportunities to share what your organization has learned and celebrate its progress towards providing age-friendly care. Below is an overview of the scheduled activities and timeframes.

November 2024 - January 2025	<ul style="list-style-type: none"> • Enroll in the New York State Action Community • Identify internal team • Complete and submit pre-work package • Participate in 1:1 kickoff call with HANYS staff
January - February 2025	<ul style="list-style-type: none"> • Virtual summit • AIM statement • Introduction to 4Ms care • Advanced webinar: Best Practices for Spread
March - April 2025	<ul style="list-style-type: none"> • Introductory webinar: Deep Dive – What Matters • Introductory webinar: Deep Dive – Mobility • Advanced webinar: Measurement • Coaching call: Leveraging interdisciplinary teams to create stronger Age-friendly Health Systems
May - June 2025	<ul style="list-style-type: none"> • Introductory webinar: Deep Dive – Mentation • Introductory webinar: Deep Dive – Medication • Advanced webinar: Equity considerations in 4Ms care • Submit 4Ms Care Description Form
September 2025	<ul style="list-style-type: none"> • Team presentations

Join us

The Age-Friendly Health Systems New York State Action Community will take place from **November 2024 through October 2025**. Once enrolled, you will receive a pre-work packet to prepare your team for participation in the New York State Action Community and a kickoff call with the HANYS age-friendly lead will be scheduled.

Ready to join the Action Community?



Enroll Now!

Questions?

Please contact the Age-Friendly Health Systems New York State Action Community by emailing Lance San Souci, associate director, aging programs, HANYS, at lsansouci@hanys.org or actioncommunity@hanys.org.

The Age-Friendly Health Systems initiative is supported by the New York State Health Foundation, Health Foundation of Western and Central New York, Fan Fox & Leslie R. Samuels Foundation and New York Community Trust.