AHA Team Training

Transforming Care Through Age-Friendly Health Systems

July 14, 2021

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Rules of Engagement

- Audio for the webinar can be accessed in two ways:
  - Through the phone (*Please mute your computer speakers)
  - Or through your computer
- All hyperlinks on the screen are active if you click on them
- Q&A session will be held at the end of the presentation
  - Written questions are encouraged throughout the presentation
    - To submit a question, type it into the Chat Area and send it at any time during the presentation
Upcoming Team Training Events

**Webinars**
August 25, 2021 | 12:00 – 1:00 PM CT
Bonus webinar coming soon! [Join our mailing list for updates.](#)

**Online Community Platform**
[Join Mighty Network](#) to access exclusive content and connect with your peers to share stories, tools, and content.

**New: Advancing Care Conference**
This brand-new interactive conference experience, that will use cutting-edge design thinking exercises, equip attendees with custom strategies and an actionable plan to tackle their challenges. Conference registration will opening soon! We hope to see you there. Registration is now open! [Click here to register.](#) [Click here to view our website for more information.](#)
Introduction:

Maureen Moriarty, DNP, ANP-BC, FAHS, FAANP

Dr. Moriarty is the Director for the Malek School of Nursing Professions

As an adult nurse practitioner, she maintains a practice caring for headache patients.
Marymount is a comprehensive Catholic university in Arlington, VA, guided by the traditions of the Religious of the Sacred Heart of Mary, and emphasizes intellectual curiosity, service to others, and a global perspective.
Care with Purpose

Our nursing programs focus on advanced clinical education, compassionate care and service-oriented learning experiences that empower nurses to make a difference in the global community.

- Post-Master's Doctor of Nursing Practice (MSN to DNP)
- Master of Science in Nursing – Family Nurse Practitioner (MSN-FNP)
- Doctor of Nursing Practice – Family Nurse Practitioner (DNP-FNP)
- Family Nurse Practitioner – Post-Master's Certificate (PMC-FNP)
- Accelerated Bachelor of Science in Nursing (ABSN)
Today’s Presenters

Marie Cleary-Fishman, MS, MBA
Vice President, Clinical Quality, American Hospital Association

Magdalena Bednarczyk, M.D.
Medical Director
Rush Center for Excellence in Aging
Section Chief, Geriatric Medicine
Rush University Medical Center

Mosmi Surati, M.D. MPH
Unit Medical Director, 9N
Assistant Professor of Internal Medicine
Rush University Medical Center
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).
The John A. Hartford Foundation

A private philanthropy based in New York, established by family owners of the A&P grocery chain in 1929.

Dedicated to Improving the Care of Older Adults

Priority Areas:

- Age-Friendly Health Systems
- Serious Illness & End of Life
- Family Caregiving
Why Age-Friendly Health Systems?

Demography

Complexity

Disproportionate Harm

Fast Facts: Adults Age 65 and Older

- 80% Have 1 chronic condition
- 77% Have 2 chronic conditions
- 75% Will require long-term care
- 40% Will require care in skilled nursing facility


Figure 1. COVID-19 death rates by age and race

Source: CDC data from 2/1/20-6/6/20 and 2018

Census 2010
What is Our Goal?

Build a social movement so all care with older adults is age-friendly care:
- Guided by an essential set of evidence-based practices (4Ms);
- Causes no harms; and
- Is consistent with What Matters to the older adult and their family.

Specific Aims:
- By 12/31/20: Reach older adults in 1000 hospitals and practices recognized as Age-Friendly Health Systems
- By 6/30/23: Reach older adults in 2500 hospitals and practices, and 100 post acute communities recognized as Age-Friendly Health Systems
What is an Age-Friendly Health System?

- Represents core health issues for older adults
- Builds on strong evidence base
- Simplifies and reduces implementation and measurement burden on systems while increasing effect
- Components are synergistic and reinforce one another
Age-Friendly Health System Pioneers

Anne Arundel Medical Center
ASCENSION
KAISER PERMANENTE®
Providence St. Joseph Health
Trinity Health

Pioneer
Age-Friendly Action Communities

In an Age-Friendly Health Systems Action Community, teams from across different health systems come together to accelerate their work of putting the 4Ms into practice. During the 7-month virtual learning community, your team will test the 4Ms Framework and share learnings.
Engage in the AHA Action Community

7 Months

- Participate in monthly interactive webinars
  - Monthly content calls focused on 4Ms
  - Opportunity to share progress and learnings with other teams

- In-person meeting
  - One in-person or virtual meeting (TBD)

- Test Age-Friendly interventions
  - Test specific changes in your practice

- Share data on a standard set of Age-Friendly measures
  - Submit an electronic submission to IHI on a standard set of processes to identify opportunities for improvement

- Join monthly topical coaching sessions
  - Join other teams for measurement and testing support in monthly coaching sessions

- Leadership track to support system-level scale up
  - Leaders join quarterly C-suite/Board level calls to set-up local conditions for scale up (Hosted by IHI)
AHA Action Community Activities

- 2 Kick Off Calls in September
- Test Age-Friendly interventions
- Monthly brief data submissions

Webinar 1
October 2021
Learning & Action Period 1

Webinar 2
November 2021
Learning & Action Period 2

Webinar 3
December 2021
Learning & Action Period 3

Webinar 4
January 2022
Learning & Action Period 4

Webinar 5
March 2022
Learning & Action Period 5

Celebratory Webinar
April 2022

Some of the 4Ms sometimes with some older adults

Monthly Webinars and Topical Coaching on Measurement and Changes

Reliable 4Ms implementation at the scale of the system
What’s the Work of Each Participating Team

• Know where and how the 4Ms are already in practice and secure leadership support and commitment
• Define what it means to provide care consistent with the 4Ms
• Design/adapt your workflow to deliver care consistent with the 4Ms, including how you will assess, document and act on the 4Ms
• Provide care consistent with the 4Ms
• Study your performance. Measure and share – how reliable is your care? What impact does your care have?
• Improve and sustain care consistent with the 4Ms and share learnings with others

Model for Improvement

<table>
<thead>
<tr>
<th>What are we trying to accomplish?</th>
</tr>
</thead>
<tbody>
<tr>
<td>How will we know that a change is an improvement?</td>
</tr>
<tr>
<td>What change can we make that will result in improvement?</td>
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</tbody>
</table>

Age-Friendly Health System Recognition

An Age-Friendly Health System...

- **Defines** the 4Ms for its hospital and/or practice
- **Counts** the number of 65+ people whose care includes the 4Ms (reported by each site)
- **Scales** the work and **celebrates** recognition nationally
A Goal Met and a Growing Movement!

Our Goal: **Spread to 1,000 sites by end of 2020**

Success! **2,065** hospitals, practices, convenient care clinics and nursing homes in all 50 states have joined the initiative!

As of April 2021
Connecting Age-Friendly Measures with Value

Figure 3: Age-Friendly Measures Contribute to Value

<table>
<thead>
<tr>
<th>Age-Friendly Measures</th>
<th>Hospital Setting</th>
<th>Ambulatory/Primary Care Setting</th>
<th>The Value Equation</th>
</tr>
</thead>
<tbody>
<tr>
<td>Basic Outcome Measures</td>
<td></td>
<td></td>
<td>Components</td>
</tr>
<tr>
<td>30-day readmission</td>
<td>Hospital setting</td>
<td></td>
<td>Patient outcomes, cost</td>
</tr>
<tr>
<td>ED utilization</td>
<td></td>
<td></td>
<td>Patient outcomes, cost</td>
</tr>
<tr>
<td>Consumer Assessment of Healthcare Providers and Systems (CAHPS) survey</td>
<td>Hospital setting</td>
<td>HCAHPS</td>
<td>CGCAHPS</td>
</tr>
<tr>
<td>Length of stay</td>
<td>Hospital setting</td>
<td></td>
<td>Patient outcomes, cost</td>
</tr>
<tr>
<td>Advanced Measures</td>
<td></td>
<td></td>
<td>Components</td>
</tr>
<tr>
<td>Delirium</td>
<td>Hospital setting</td>
<td></td>
<td>Patient outcomes, cost</td>
</tr>
<tr>
<td>Collaborate (or similar tool to measure goal-concordant care)</td>
<td>Hospital setting</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
Improve Outcomes - Case Examples

Cedars-Sinai Medical Center
- Length of stay in the hospital was cut 11%, down to four-and-a-half days.
- Program saved $330,000 in direct costs its first year, when it served 153 patients.
- Annual savings of about $1 million are projected.

Hartford Hospital
- Actions for Delirium Assessment Prevention and Treatment (ADAPT) program
  - Reduced delirium attributable days
  - Decrease in length of stay from 16 to 10.6 days
  - Average of $6.5 million in savings annually from 2012-2019
Join AHA Action Community 2021-2022

- Join and get your Age-Friendly Recognition. It’s FREE
- AHA AFHS Action Community is from September 2021 – April 2022
  - Starts Mid-September with 2 Kick off Calls
  - Starting October
    - Monthly all-team webinars
    - Scale-up leaders webinars
    - Listserv, sharing learnings
    - Monthly reports on testing and learnings
  - Celebration of joining the movement!

- Download AHA’s Invitation Guide
- Visit aha.org/agefriendly to learn more
- Email ahaactioncommunity@aha.org with any questions.
Putting the 4Ms into Practice: Rush University Medical Center

Magdalena Bednarczyk, M.D., Medical Director
Rush Center for Excellence in Aging Section Chief, Geriatric Medicine, Rush University Medical Center

Surati Mosmi, M.D, Unit Medical Director, 9N
Assistant Professor of Internal Medicine
Rush University Medical Center

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).
Vision: Rush will be the unparalleled destination for older adult and family health and wellbeing.

Bridging the hospital, university, health system, community and nation

Cores

- Research
- Older Adult and Family Care
- Education
- Community Health Equity
- Health Policy
Age-Friendly Health Communities

Age-Friendly Implementation

Completion of IHI self-assessment → Joined IHI Action Community → 4M subgroups → Pilot testing using PDSA cycles → Rush System → Community
Completion of IHI self-assessment

Leadership support to join IHI Action Community

4M subgroups

Pilot testing using PDSA cycles

Rush System

Community

Pilot test examples:

Inpatient
- 4AT delirium chaplains
- What Matters MD
- Mobility Coach
- Medication dosing

Ambulatory care
- Adv Dir with
- 4M documentation
- AWV RN pre-visit
- Pre-op clinic

Approvals
- Committees
- Leadership
- IT
- Education

Context
- Project overload
- Rush Leadership changes
- Data locations
- GWEP
- Neuroscience Institute
- Primary Care Re-Design

Age-Friendly Implementation
Diffusion of Innovation: AFHS Network Mapping
# What Matters Initiatives

**Inpatient**
- What Matters on nursing rounds/boards

**Inpatient/Outpatient**
- What Matters events
- Advance Directives
  - Updating materials
  - Chaplain pilot in primary care
  - Pre-op clinic
- Caregiver Initiative
  - Identify ready, willing, and able
  - Teach-back clinic
  - Support

**Community**
- Schaalman Senior Voices
Mentation Initiatives

Delirium

**Assess:** 4AT; CAM-ICU

**Act On:**
- Provider order sets
- Dot phrases
- Resident education

Depression

**Assess:** PHQ-2 → PHQ-9 / GDS

**Act On:** Collaborative Care Team

Dementia

**Assess:** Screening, Annual Wellness Visit

**Act On:**
- Caregiver education and support
- Dementia Friends
- Dementia Friendly Communities
Annual Wellness Visit 4Ms

Rush University Senior Care
- Ongoing AWV by NP

Rush Primary Care + Quality Improvement
- RN completes HRA via phone
- Physician completes cognitive screen and care planning in person
- Hired 2 RNs targeting 1500-2000 visits in first 12 months

Redesigning Template
- Human Factors Design expert reconfiguring Epic template
- Re-designing 4M after-visit summary as educational tool
Additional Value

Workforce
• Joy in talking about What Matters
• Mobility tech
• Increasing interest in geriatrics
• Creating connections
• Making a difference

External Measures
• Vizient
• U.S. News and World Report
Transitions of Care

30-day Nursing Home Readmissions
Rush Geriatric Medicine SNF team

Age-Friendly Health Systems
Reflections for Continued Engagement

Major challenges
• Large, complex system
• Data accessibility and analysis
• Leadership changes
• Project overload

Major enablers
• Center for Excellence in Aging
• 4M subgroups, member spread
• Diffusion of innovation
• DNP projects
• Existing What Matters initiatives
• CEO and nursing leadership support
Reflections for Continued Engagement

Wish we had known

- Map of how Rush and Epic operate for system change
- Process for getting data from disparate sources

Wish we had done differently

- Announced AFHS to all Rush staff at outset
- More education and focus groups earlier
- Engaged Marketing earlier
- Connected with other areas in hospital doing 4M work earlier

Glad we did the way we did it

- Engage key disciplines and executive leadership from start
- Grassroots engagement
- Shared design and leadership
Joy in work

- Decreased burnout
- Mentorship
- Networking
- Professional Development
- Academic Promotion

[Image of a diagram showing the relationship between mentorship, shared overarching research goal, friendship, structure, characteristics, and collective scholarly productivity.]
Recommendations and Words of Advice for Other Hospitals

• Participate in an Action Community
• Dedicated staff person to track processes, outcomes, and rationale for each decision made
• Physician and nursing leader champions
• Each member bring a new member to the team
• Learn from your own experience
AHA Case Studies

Learn what other organizations are doing around the nation to spread and sustain this work

Kent Hospital
Rush University Health System
Banner Healthy Together Care Partnership
TVI-Cedars-Sinai Medical Center

Overview

In February 2019, Kent Hospital, part of Care New England, opened an Adult Care for Eliders (ACE) unit to test and implement the Age-Friendly Health Systems 6M Framework. The unit focuses on delivering what matters to the patient and implementing unified screening and a prevention plan on admission. Since opening, the unit has seen a reduction in both length of stay and total cost, along with an increase in patient and staff satisfaction.

Rush University Health System

Becoming an Age-Friendly Health System

Kent, Hospital, is a member of Care New England (CNE), which is based in “your center in health” and creates a community of health for people in the areas served by the hospital’s system’s hospitals and partners. The 734-bed health system includes four hospitals, a medical group, and a wellness center. Additionally, the Urgent Community Care Network is an accountable care organization (ACO) home to that more than 35% of hospital inpatient visits are to patients over the age of 65, and these patients over the age of 65, and are more than 80, CNE’s participation in the Health Systems Initiative is considered an “in and out” strategy for quality improvement and cost savings.

Recognizing the synergy of the Age-Friendly Health Systems Initiative with the US Value Initiative, Rush University Medical Center (Chicago) offered a new ACO strategic plan and the priority of the ACO’s health system’s implementation and improvement of care for older adult patients, that is, in the process, US Value Initiative.

Value Initiative

Banner Healthy Together Care Partnership

Healthcare Girvin Center, - Los Angeles, Calif.

Age-Friendly Health Care Improves Value for Older Adults with Fractures

The AAO’s Membership in Action series highlights how hospitals and health systems are implementing new value-based strategies to improve healthcare affordability. This includes work to redesign the delivery system, manage risk and new payment models, improve quality and outcomes, and implement operational solutions.

Cedars-Sinai Medical Center (CSMC) serves more than 1 million people each year, many of whom are older adults. Nearly 47% of CSMC’s discharges are adults over the age of 65, and the medical system cares for more patients over the age of 65 than any other academic health care system in the country.

CSMC is focusing on improving mobility for important geriatric fracture patients to help them regain the quality of the importance to them in order to manage potential complications and optimize patient care outcomes. In July 2013, CSMC launched the Geriatric Fracture Program (GFP) to prioritize the care needs of patients age 65 and older who are admitted to the hospital with a bone fracture. The program was developed following well-known interventions and protocols by a multidisciplinary team, including physicians and nurses from orthopedics and geriatrics, pharmacists, case managers, and physical and occupational therapists that work with the department of geriatrics to provide comprehensive care for these patients.

CSMC started with a quality improvement pilot program for the first year to provide standardized treatment for geriatric fracture patients. Developing the GFP involved recruiting an interdisciplinary care team; providing geriatric training to non-geriatricians, defining goals, scope, and communication; and implementing a process for collecting patient data daily and reporting. CSMC also standardized geriatric-centered preparative assessments and implant revisions for the GFP. Follow-up in process improvement period, the blueprint for the GFP was shared with additional medical practices groups to expand the program.

To improve care for this population, CSMC is implementing an Age-friendly health care, which integrates the Age-Friendly Health Systems Initiative (AHI) Framework into the core assessments and initiatives.
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THANK YOU
Questions? Stay in Touch!

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