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### Situation Analysis

Older adults are at greatest risk for health care-associated complications and disability. In the Veterans Health Administration, about 50% of the veterans served are age 65 or older, and that percentage is expected to increase in the coming years.

### Project Goals



Operationalize assessment of the 4Ms framework — focused on what matters to the patient, medications, mentation and mobility — when caring for patients age 65 or older admitted to inpatient units.



Apply for “Participant” recognition as part of the Age-Friendly Health Systems movement.



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### Actions Taken

- Identified pilot unit for Age-Friendly Health Systems initiatives.
- Established nursing documentation workgroup to review and revise current documentation of “what matters” — i.e., the patient’s goals.
- Initiated trial using bCAM (Brief Confusion Assessment Method) on admission and then every 12 hours, to screen for delirium.
- Implemented an interprofessional behavioral management program for patients with dementia
- Implemented STRIDE (Strategies to Reduce Injuries and Develop confidence in Elders) program, which includes mobility assessment and supervised walking for inpatient veterans.
- Started review of all high-risk medications by the pharmacy technician.
- Implemented training of unit staff in STAR-VA protocol for non-pharmacological behavior management for patients with dementia. STAR-VA is based on the staff training in assisted living residences framework.

### Positive Outcomes

- Plan for delivery of care for all 4Ms has been developed.
- Patient goals are documented on admission.
- The bCAM to screen for delirium is completed every 12 hours.
- STRIDE was implemented on one unit, which provided 294 walks with patients; average walking times ranged from 6-10 minutes to over 20 minutes. On that unit, patient falls decreased from 2.64 to 0.56 per 1,000 bed days.
- Program funding was approved for the recruitment of a pharmacy technician, which will be crucial for addressing the medication piece of the 4Ms framework.
- As of October 2023, 59% of staff members on the pilot unit have received education and training on STAR-VA protocols.

For detailed information, visit:

[www.aha.org/center/next-generation-leaders-fellowship](http://www.aha.org/center/next-generation-leaders-fellowship)