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Age-Friendly Scholarship Recipient

### Situation Analysis

Adults age 65 or older who live in affordable housing communities lack easy access to health care, which typically results in poor health outcomes. In addition, among older adults, low wealth is associated with a decline in physical and psychosocial functions. Presbyterian SeniorCare Network has developed a wellness model designed for at-risk supportive housing residents that integrates Curana Health's primary care services.

### Project Goals



Integrate the Age-Friendly Health Systems evidence-based 4Ms framework — focused on what matters to patients, medications, mentation and mobility — into Curana Health's electronic health record for Medicare annual wellness visits.



Educate providers, team members and older adults who live in supportive housing communities about the Age-Friendly Health Systems framework.



Work with service coordinators within each affordable housing community to connect older adults with age-friendly care resources.



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### Actions Taken

- Added this question in the EHR: "What do I need to know about you as a person to provide the best care possible?"
- Developed a patient worksheet based on the 4Ms to empower patients in their health care decisions.
- Established monthly meetings with a work group committed to developing and sustaining 4Ms care for affordable housing residents.
- Formed a focus group with older adults living in the housing communities to engage them in the process.
- Provided formal education by age-friendly experts for health care workers in Curana Health Clinics to support implementation of the 4Ms framework.
- Developed a crosswalk between the 4Ms framework and the Medicare annual wellness visit.
- Developed an electronic resource guide on age-friendly care for service coordinators.

### Positive Outcomes

- Received provider buy-in on using the Age-Friendly Health Systems 4Ms framework during annual wellness visits for Medicare beneficiaries.
- Gave medication tote bags to older adults, making it easier for them to bring all current medications to appointments and thus improving the medication reconciliation process.
- Presbyterian SeniorCare Network and Curana Health Clinic were co-recognized as Age-Friendly Health Systems "Participants" by the Institute for Healthcare Improvement.
- Improved patient satisfaction as well as patient commitment to seeking preventive and follow-up care. One comment from an older adult patient: "To have a team of providers that wants to listen to me and what matters is going to be life-changing, and I will be more willing to go to a doctor instead of pushing it off."

For detailed information, visit:

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