



Adam Koontz, MA, LCMHCS

Senior Director, Patient Support Services, Novant Health

Age-Friendly Scholarship Recipient

Situation Analysis

The number of Americans age 65 or older is projected to increase to 95 million by 2060, nearly 25% of the total population. Novant Health launched a pilot program at Thomasville Medical Center, based on team buy-in and patient demographics, to assess and improve care for older adult patients.

Project Goals

- Attain level 1 “Participant” recognition in the Age-Friendly Health Systems initiative by identifying key successes at the medical center and selecting standard practices for each of the 4Ms — what matters, medications, mobility and mentation.
- Attain level 2 “Committed to Care Excellence” recognition in the AFHS initiative by identifying data points required for submission, creating a dashboard to capture data and identifying gaps and opportunities for improvement.
- Launch work group of key stakeholders to scale and advance age-friendly care across the entire health system.



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Actions Taken

- Ask “what matters” of each patient before admission and any scheduled procedure.
- Review medications within 24 hours of admission, upon any change in patient’s condition and when a new medication is ordered.
- Perform mobility assessment upon initial consult and for each consecutive evaluation.
- Assess each patient’s mentation at least once every 12 hours; follow steps for prevention including ensuring sufficient oral hydration and preventing sleep interruptions.

Positive Outcomes

- Reduced older adult patients’ length of stay by 0.81 days.
- Reduced mean LOS in intensive care unit by 0.98 days.
- Reduced falls rate by 2%.
- Recognized as level 1 Age-Friendly Health Systems “Participant.”

For detailed information, visit:

www.aha.org/center/next-generation-leaders-fellowship

