



AHA Team Training

Putting the 4Ms into Practice: Real-World Insights from Morristown Medical Center

August 6, 2026

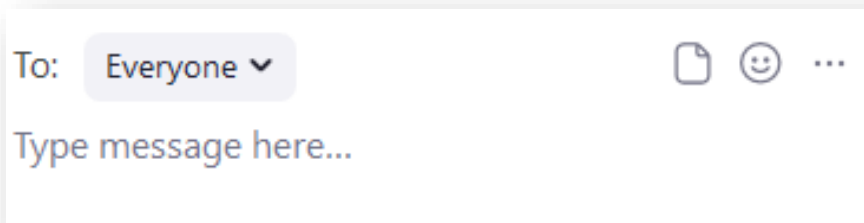


American Hospital
Association™

Advancing Health in America

Rules of Engagement

- **Audio for the webinar can be accessed in two ways: 1) through your computer speakers or 2) dialing in by phone – *listen only mode***
- **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
- **Other notable Zoom features:**
 - This session is being recorded, the chat will not be included in the recording
 - Utilize the chat throughout the webinar. To chat everyone, make sure your chat reflects the picture below:



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To receive 1.0 CE credit hour for this webinar, you must:

- **Create a Duke OneLink account.** You only need to create an account once – you may use it for all future webinars. Instructions will be chatted in and/or you may find them in your registration confirmation email.
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In support of improving patient care, the Duke University Health System Department of Clinical Education and Professional Development is accredited by the American Nurses Credentialing Center (ANCC), the Accreditation Council for Pharmacy Education (ACPE), and the Accreditation Council for Continuing Medical Education (ACCME), to provide continuing education for the health care team.



**Speakers have no financial disclosures*

Upcoming Team Training Events

○ TeamSTEPPS Master Training

- September-November 12 – *Virtual*
- September 24-25 – Houston Methodist
- October 5-6 – Northwell
- October 14-15 – AHA/Chicago
- November 5-6 – UCLA

○ TeamSTEPPS Sustainment – Virtual

- Strategies for Long-Term Sustainability – October 20

*For registration information – [check out our website!](#)

Upcoming Team Training Events Cont.

○ Webinars

- **September 9, 12 – 1 pm CT** | *Leading Without Certainty: Six Superpowers for Today's Healthcare Leaders* – [Register](#)

Interested in speaking at an upcoming webinar? [Complete our speaker interest form!](#)

Contact us at teamtraining@aha.org with questions.

AHA Speaking Opportunity



Spotlight the Work Your Organization Does to Improve Community Health

The AHA's Healthier Together Conference's call for content is open through Aug. 31! Submit a proposal to speak at the May 4-6 convening in Anaheim, Calif., where you'll be able to share tactical insights, and increase your organization's brand, reach and visibility among hundreds of healthcare leaders. [Learn more.](#)

Speakers



Kimmie Sciancalepore
Geriatric Nurse Educator,
NICHE Coordinator
Morristown Medical Center



Autumn Branch
Program Manager,
American Hospital Association

Agenda

- Welcome
- Age-Friendly Health Systems
- Overview of the Action Community
- Case Presentation
 - Morristown Medical Center
- Q&A
- Next Steps

What does Age-Friendly mean to you?



Please share in the chat box.

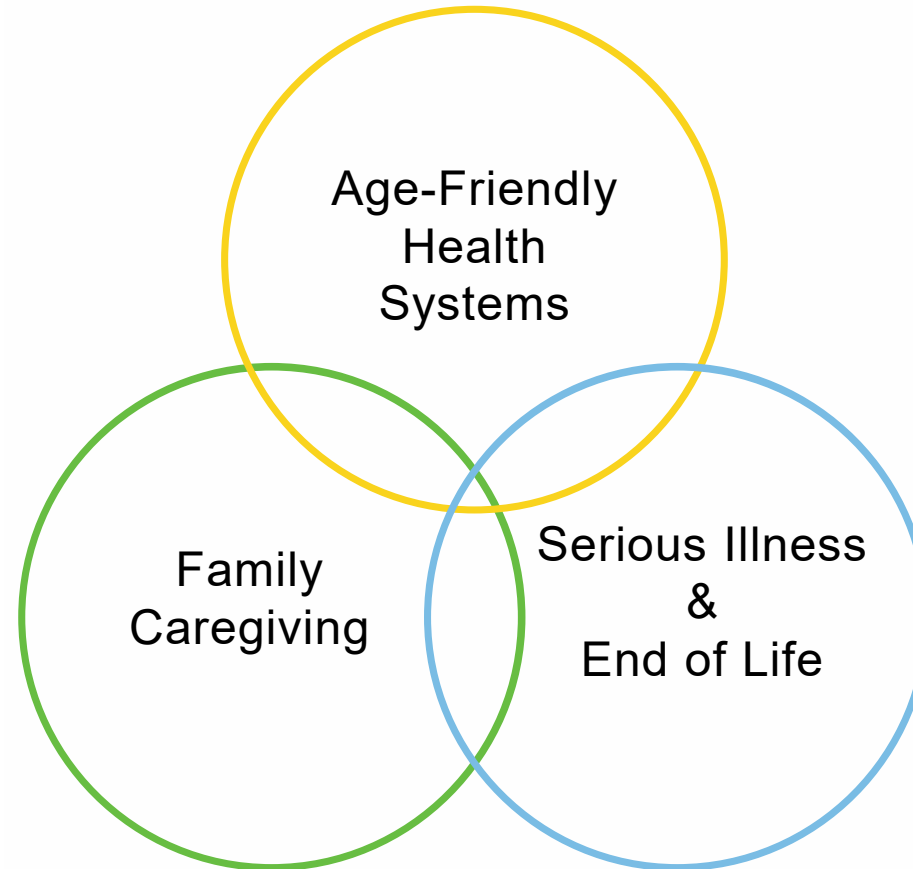


The
John A. Hartford
Foundation

JAHF Mission & Priorities

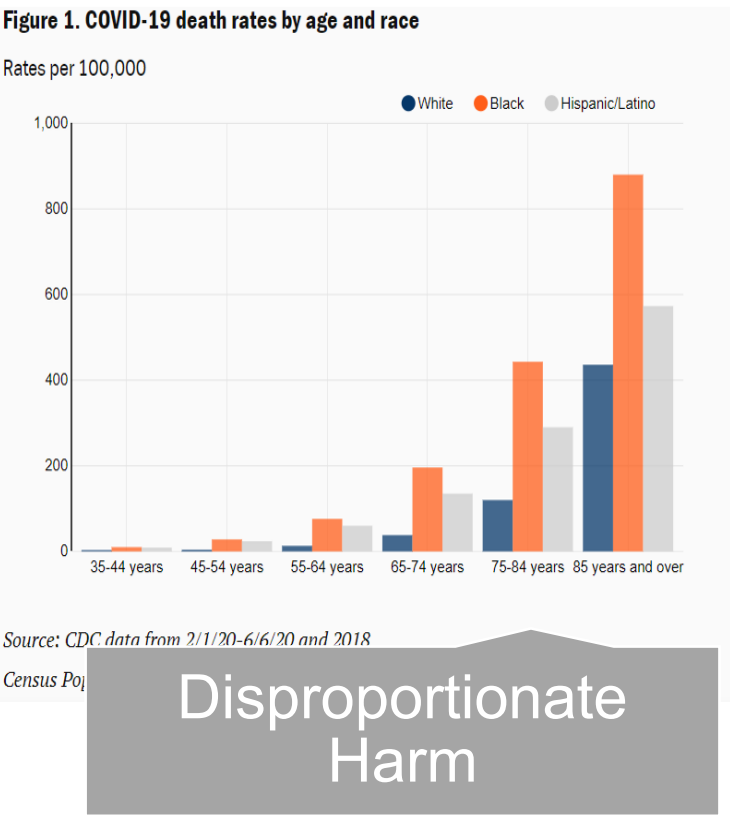
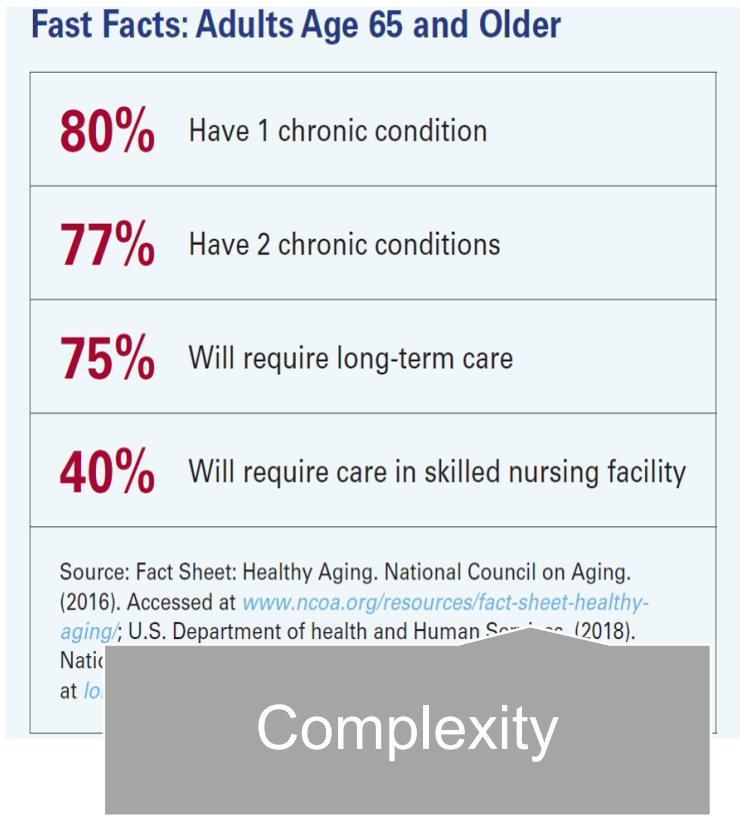
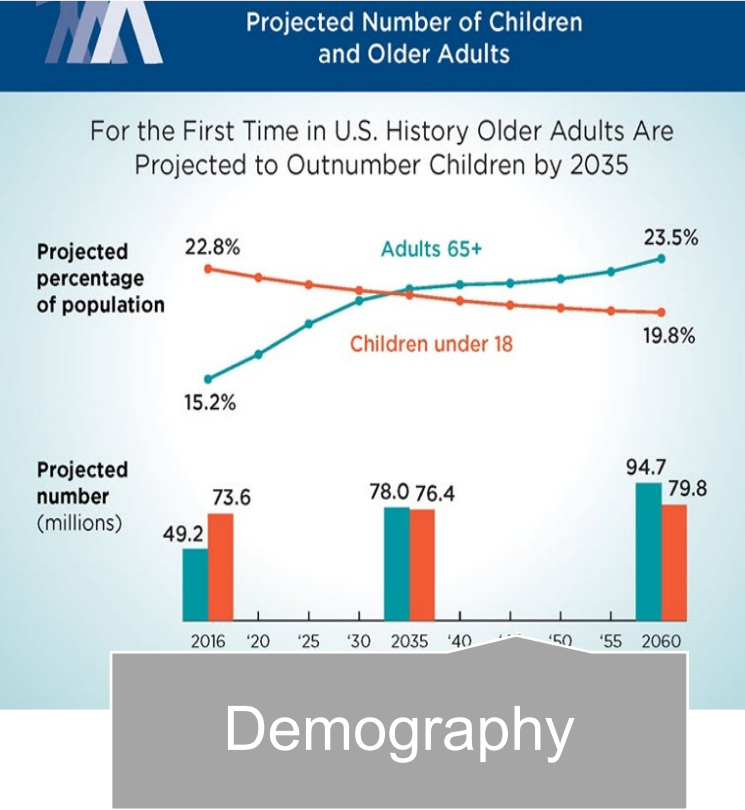
DEDICATED TO IMPROVING THE CARE OF OLDER ADULTS

PRIORITY AREAS



DEDICATED TO IMPROVING THE CARE OF OLDER ADULTS

Why Age-Friendly Health Systems?



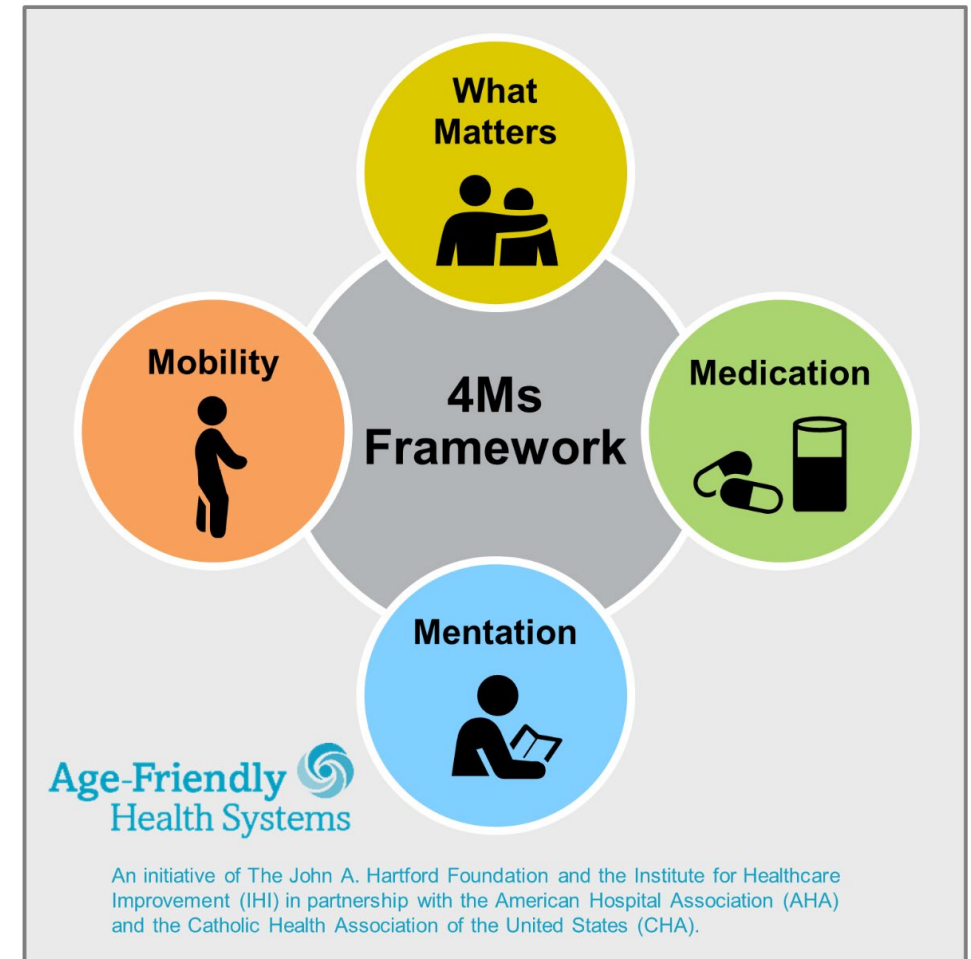


The
John A. Hartford
Foundation

Age-Friendly Health Systems

Our aim: Build a movement so ***all care*** with older adults is **equitable, age-friendly care**:

- Guided by an essential set of evidence-based practices (**4Ms**)
- Causes no harm
- Is consistent with **What Matters** to the older adult and their family



Fulmer, T., Mate, K. S., & Berman, A. (2018). The age-friendly health system imperative. *Journal of the American Geriatrics Society*, 66(1), 22-24.



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Association™

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Overview of the Action Community

Age-Friendly Action Communities

In an Action Community, teams from across different organizations 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.

- Multiple sites of care within an organization can join at the same time
- No cost to participate. The cost of participation includes the time teams must allocate to engage in the 7 month Action Community activities
- The Action Community testing and learning is designed to occur as part of each person's existing activities and is, therefore, a re-purposing of time

Pioneers



Engage in the AHA Action Community



Participate in monthly interactive webinars

- Monthly content calls focused on 4Ms
- Opportunity to share progress and learnings with other teams



Attend the Virtual Convening

- Virtual learning event held January 2026



Test Age-Friendly interventions

- Test specific changes in your practice



Share data on a standard set of Age-Friendly measures

- Submit a 4Ms Care Description worksheet 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



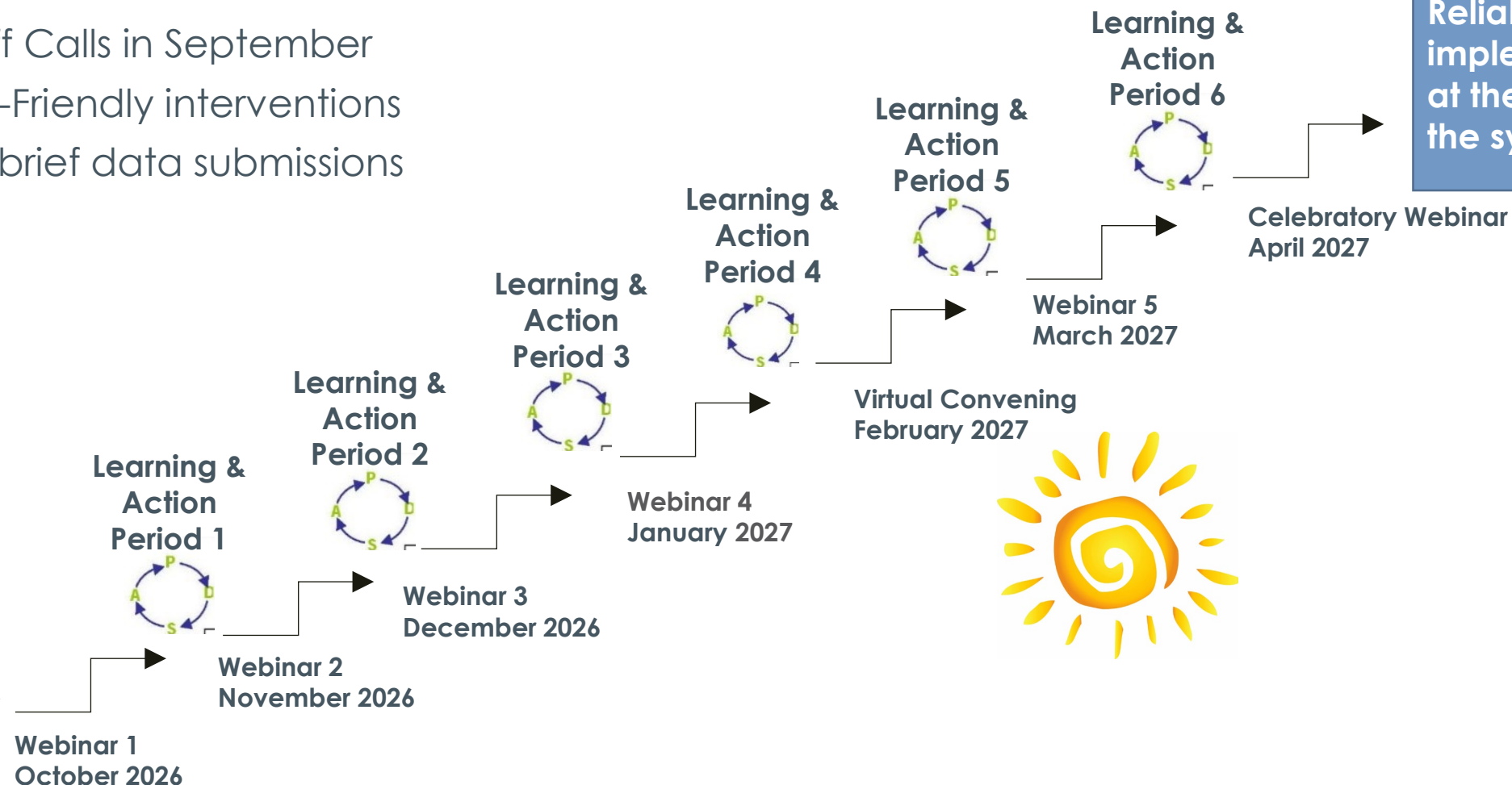
Age-Friendly
Health System
Action
Community

AHA Action Community Activities

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



Reliable 4Ms
implementation
at the scale of
the system



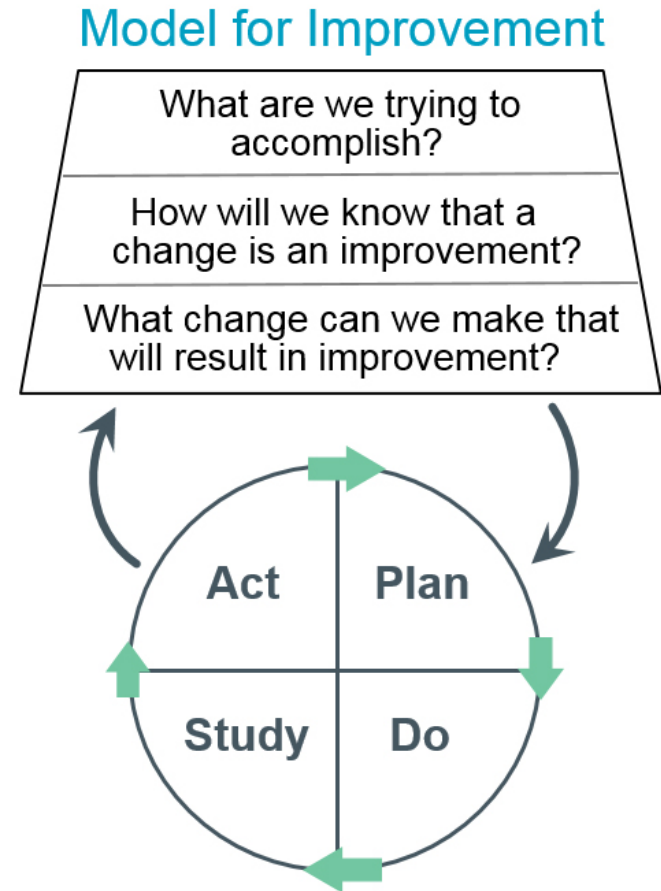
Some of the
4Ms sometimes
with some
older adults

← Monthly Webinars and Topical Coaching on Measurement and Changes →

7 Months

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



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

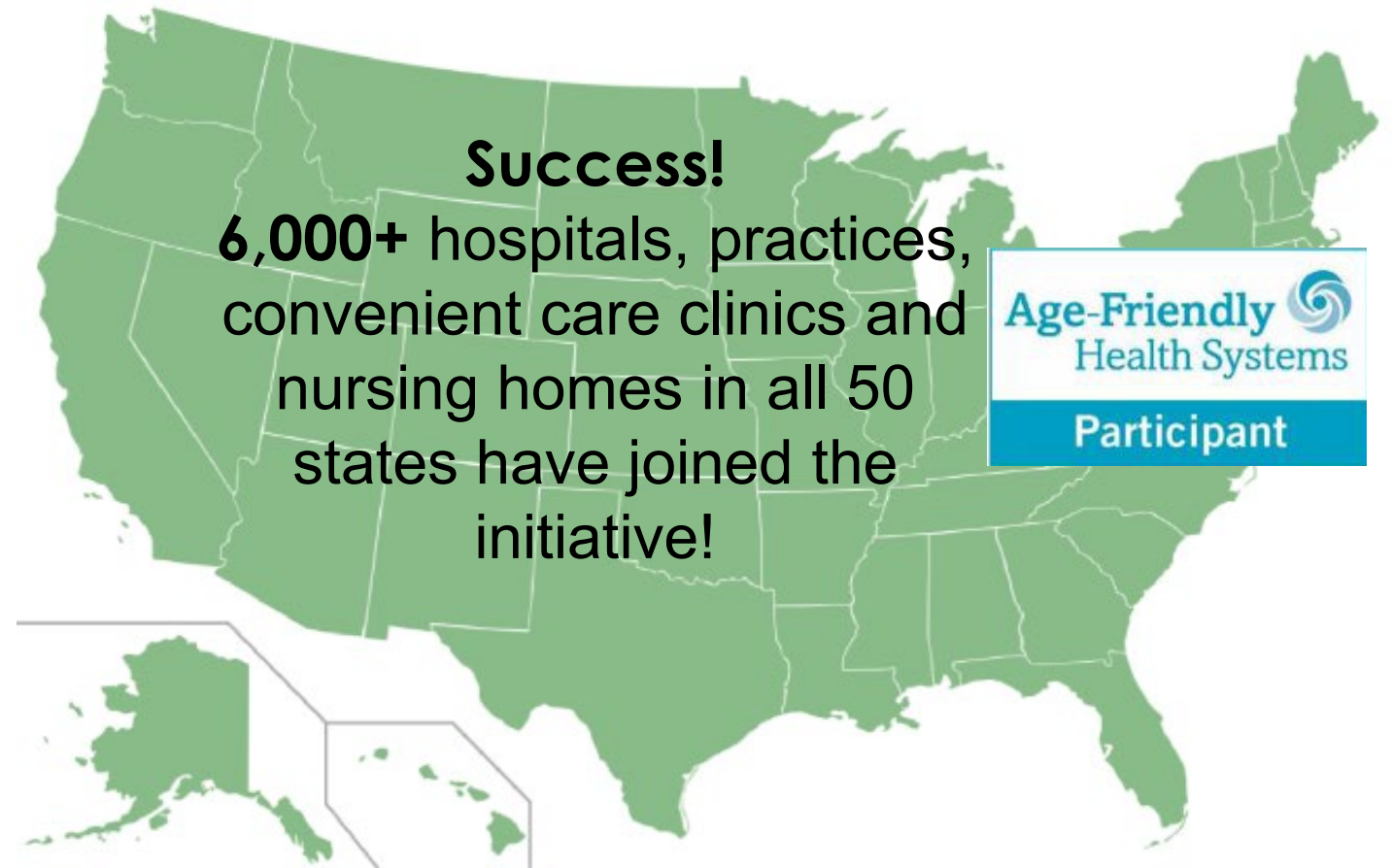


A Goal Met and a Growing Movement!

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

Goal #2 Achieved:
**Spread to 2,600 sites by
June 2023**

3,008



As of July 2026

Improve Outcomes- Case Examples

Cedars-Sinai Medical Center

Length of stay in the hospital was cut **11%**, down to **4.5 days**

Program saved **\$330,000 in direct costs** its first year, when it served 153 patients.

Annual savings of about **\$1 million** are projected.

Atrium Health - Mercy

Decreased fall rate from **2.5 to 1.4**

Saw a cost avoidance of over **\$167,000**

Decreased length of stay from **12 to 7.6 nights**

Providence St. Joseph Health

Launched a Geriatric Mini-Fellowship to train provider champions. As a result clinic patients:

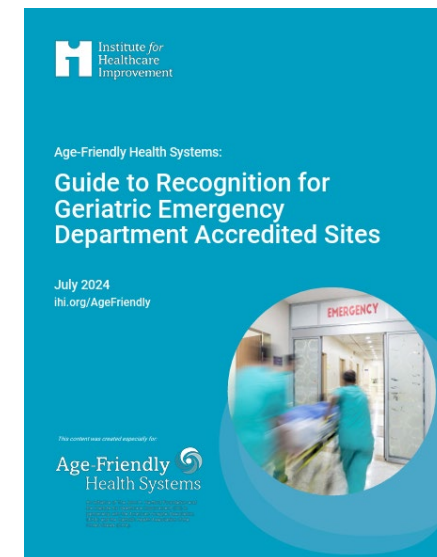
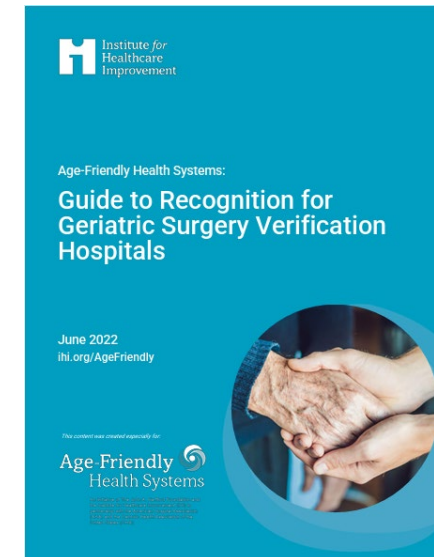
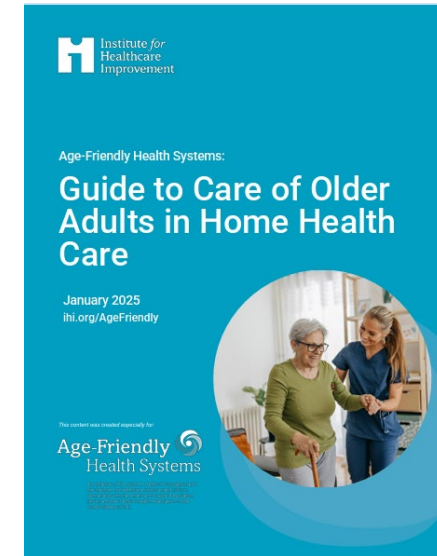
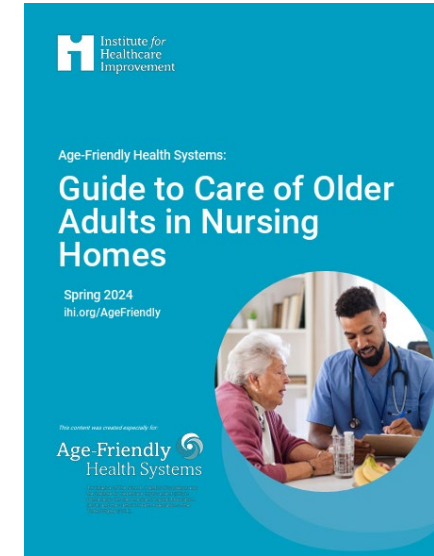
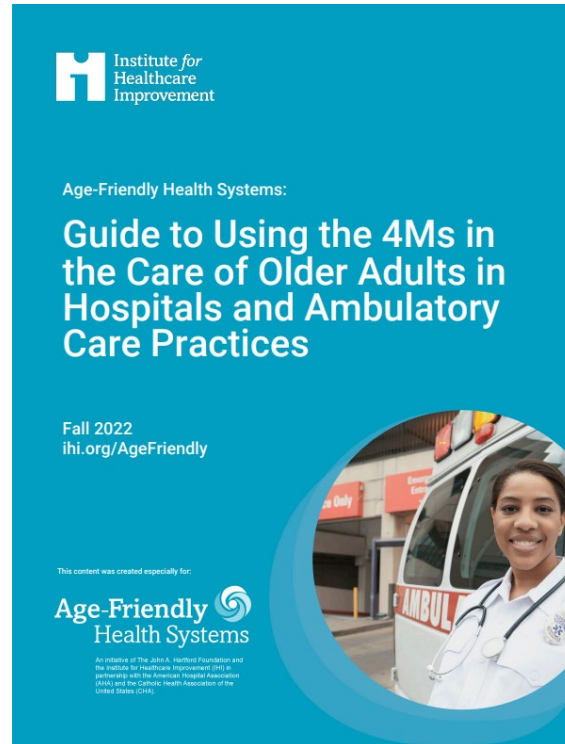
- 2x** as likely to be screened for fall risk and cognitive impairment

- Saw **3% reduction** in high-risk medication upon seeing a fellow

- 2%-7% decrease** in hospitalizations for patients seen by fellow

Guide to Using the 4Ms

- Learn how to get started with key actions to incorporate the 4Ms into your plan of care.
- Understand the steps to test, implement, and sustain the key actions into your team's workflow.



Join AHA Action Community 2026-2027

- **Join and get your Age-Friendly Recognition. It's FREE**
- **AHA AFHS Action Community is from September 2026 – April 2027**
 - Starts Mid-September with 2 Kick off Calls
 - Starting October
 - Monthly all-team webinars
 - Sharing testing and learnings on peer to peer calls
 - 1:1 coaching calls
 - Celebration of joining the movement!
- **Download AHA's Invitation Guide**
- **Visit aha.org/agefriendly to learn more**
- **Email ahaactioncommunity@aha.org with any questions or to set up a 1:1 coaching call.**

Enroll Today



Age-Friendly
Health Systems

AN AGE-FRIENDLY HEALTH SYSTEM: MOTIVATIONS & OUTCOMES

Brittney Daley DNP, RN, CCRN

August 6, 2026

Atlantic Health's Age-Friendly Journey

- Why Age-Friendly care became a strategic priority for Atlantic Health
- Launching the 4Ms framework on two pilot units at Morristown Medical Center
- Expanding Age-Friendly care across hospitals and care settings
- Leveraging data, dashboards, and frontline engagement to sustain improvement
- Key outcomes, lessons learned, and recommendations for other organizations



Age-Friendly
Health Systems

Committed to
Care Excellence

Exemplar

NICHE

Nurses Improving Care for Healthsystem Elders

2025



MAGNET
RECOGNIZED



AMERICAN NURSES
CREDENTIALING CENTER





Geriatric Outpatient Assessment Center

- State of the art medical suite
- Initial success led to a second location
- A multidisciplinary team approach to improve quality of life for older adults based on individual needs
- Provides patient and caregiver education and connects older adults with needed social services



Progression of the Age-Friendly Journey

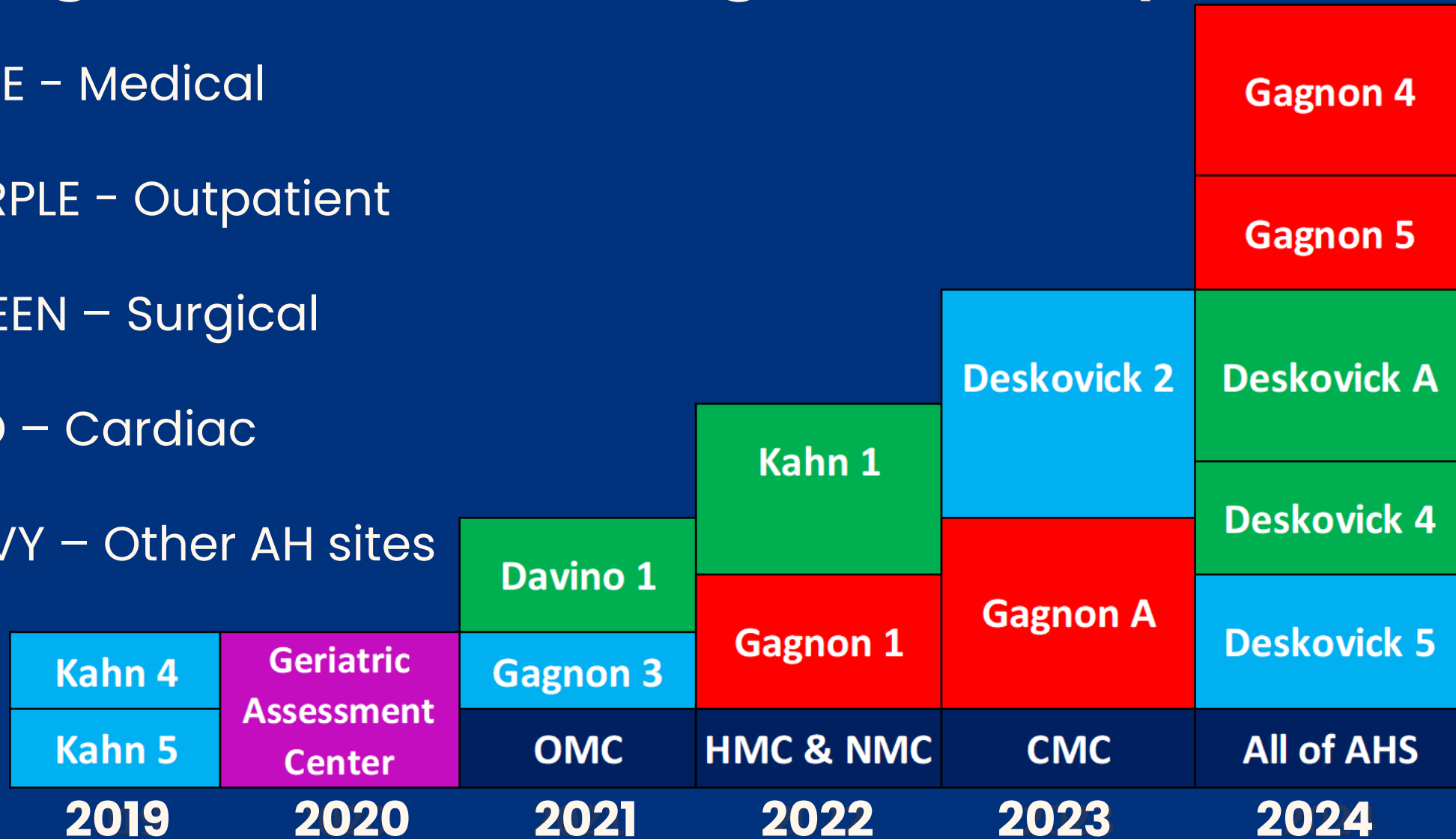
BLUE – Medical

PURPLE – Outpatient

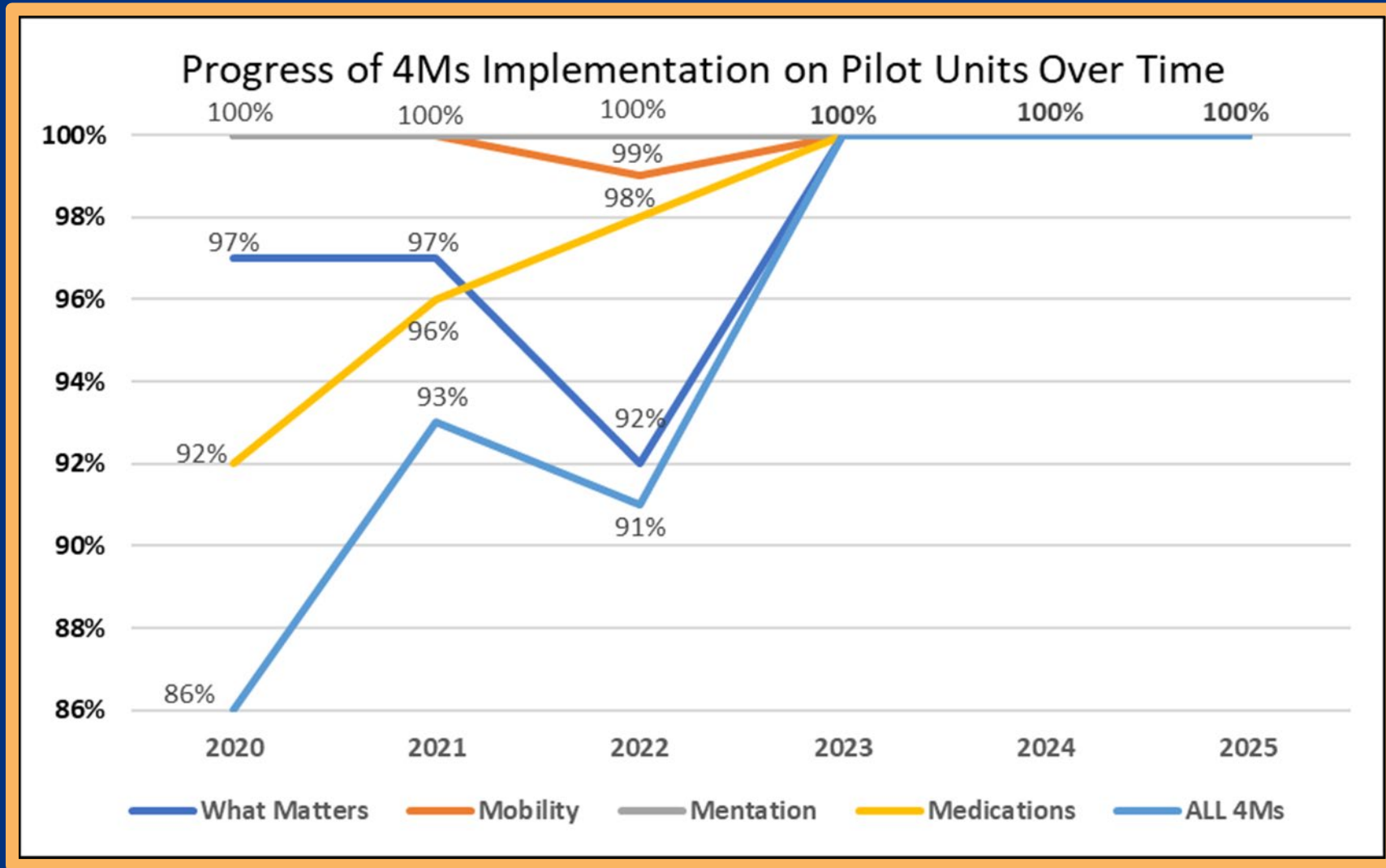
GREEN – Surgical

RED – Cardiac

NAVY – Other AH sites



The Age-Friendly Pilot Units' Journey



Development of a 4Ms Dashboard

4Ms

Geriatric SnapShot

4Ms

What Matters

Goals and values will vary significantly between patients. Discuss wishes and preferences with the patient during each visit, and align the plan of care with these goals. Leverage the Advance Care Planning activity to track this information across encounters.

What Matters Most

What matters most to you?

10/10 0958 Getting home to my cats

Getting to Know Me

Comment

Clinical Goals

Patient-stated reason for hospitalization:

10/10 0958 Trouble walking

Patient Goal for Admission

10/10 0958 Walk without assistance

Spiritual and Cultural Beliefs

Cultural Requests

10/10 0958 Emotional support/listening ear

Patient Goals and Abilities

Patient goals

Critical abilities

Medication

Older adults are more likely to encounter adverse medication reactions. Consider the types and number of medications that the patient is prescribed. When medication is necessary, use age-friendly medication that does not interfere with "What Matters" to the older adult, Mobility or Mentation.

Age-Sensitive Inpatient Medications

(720h ago, onward)

None

Age-Sensitive Home Medications

No medications found

Mobility

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

Mobility - Morse Fall Risk

History of Falling, Immediate or Within 3 Months

10/10 0959 Yes

Secondary Diagnosis

10/10 0959 Yes

Ambulatory Aid

10/10 0959 Crutches/cane/walker

Intravenous Therapy/Heparin Lock

10/10 0959 No

Gait/Transferring

10/10 0959 Weak

Mentation

Delirium, confusion, and depressed mood have an impact on the patient's overall health and well-being. Prevent, identify, and manage these areas during each visit, and track changes over time using standardized tools.

Geriatric Depression Scale

None

PHQ-2/9

Patient Health Questionnaire-2 Score

10/10 1008 0

Confusion Assessment Method (CAM)

 Atlantic Health

Challenges and Solutions

Challenge	Solution
Implementing a new framework during COVID-19	Started small and focused on short-term goals
Staff turnover and onboarding	Integrated Age-Friendly concepts into nursing education
Documentation burden	Simplified workflows and EHR tools
Mobility versus fall prevention concerns	Added mobility support resources
Sustaining engagement over multiple years	Shared outcomes and celebrated successes

Key Outcomes of our Age-Friendly Journey

- All Atlantic Health acute care hospitals recognized as Age-Friendly
- 4Ms adherence improved from pilot implementation to sustained performance
- Real-time dashboard replaced labor-intensive manual reporting
- Expansion from pilot units to system-wide implementation
- Enhanced interdisciplinary engagement in older adult care

Lessons Learned

- Start with a pilot on one unit or department
- Engage frontline staff early
- Simplify documentation
- Use data to sustain momentum
- Build Age-Friendly care into existing workflows
- View Age-Friendly care as a culture change

Beginning Your Age-Friendly Journey?

- Start smaller than you think you need to
- Find Nursing, Physician, and Operational Champions
- Expect to revise workflows multiple times
- Share data frequently
- Celebrate early wins

Thank you for your interest.

Brittney.Daley@atlantichhealth.org



Discussion/Q & A



AHA & IHI Case Studies

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

Members in ACTION

BECOMING AN AGE-FRIENDLY HEALTH SYSTEM

Kent Hospital, a member of Care New England

MEMBERS IN ACTION CASE STUDY

Overview

In February 2019, Kent Hospital, part of Care New England, opened an Adult Care for Elders (ACE) unit to test and implement the Age-Friendly Health Systems 4Ms Framework. The unit focused on documenting what matters to the patient and implementing delirium screening and prevention plan on all patients. Since opening, the unit has seen a reduction in both length of stay and falls with injury, along with an increase in patient and staff satisfaction.

The mission of Care New England (CNE) is to be "your partner in health" and create a community of healthier people in the areas served by the health system's hospitals and partners. The 749-bed health system includes five hospitals, a medical group, and a wellness center.

Additionally, the Integra Community Care Network is an accountable care organization (ACO) formed by CNE, South County Health and Primary Care Physicians Corporation, an independent practice association.

CNE realized to do true population meet the needs of its older adults Hospital in Warwick, R.I., where the health leadership teams have supported service and care to senior citizens. At the work line in a need was p. Hospital statistics that more than 30% of hospital ad patients over the age of 65, and of were over 85. CNE's participation Health Systems initiative focused Care for Elders (ACE) unit at Kent.



Members in ACTION

BUILDING AN AGE-FRIENDLY HEALTH SYSTEM AND COMMUNITY WITH STRATEGIC PRIORITIES

Rush University Medical Center | Chicago

MEMBERS IN ACTION CASE STUDY

Overview

Since its launch in 2017, the Rush Center for Excellence in Aging (CEA) has pursued its mission to improve the health and well-being of older adults, families and communities, aligning with the Rush University System for Health's (RUSH) strategic priorities. RUSH's mission is to improve the health of individuals and diverse communities through the integration of outstanding patient care, education, research and community partnerships.

After learning about the Age-Friendly Health Systems initiative, the CEA completed the Institute for Healthcare Improvement's (IHI) self-assessment tool to find current programs and practices involving the 4Ms across the health system. The Age-Friendly Health Systems initiative is an evidence-based approach that focuses on the 4Ms framework — what matters, medications, mentation and mobility. Although the CEA discovered pockets of excellence and identified health care teams addressing some or all of the 4Ms, none were applied consistently or broadly. There were large opportunities to improve and scale up these practices, aligning with ongoing health system priorities for quality improvement and cost savings.

Recognizing the synergy of the Age-Friendly Health Systems initiative with RUSH's strategic plans and the

Approach

Shortly after conducting participated in the first Action Community, hosted through March 2018, and RUSH to begin the journey the second action community valuable skills that inform

RUSH staff approach ways:



Members in ACTION

HEALTHY TOGETHER CARE PARTNERSHIP EMBEDS AGE-FRIENDLY FRAMEWORK INTO PRACTICE

Banner Health System | Tucson, Arizona

MEMBERS IN ACTION CASE STUDY

Overview

Banner Health created its Healthy Together Care Partnership program in 2013 to provide patient-centered care to high-risk and vulnerable older adult patients. Six years later, the HTPC team joined the American Hospital Association's Age-Friendly Health Systems Action Community. That is when the Healthy Together Care Partnership, or HTPC, began its journey of embedding age-friendly care into practice. As a result, patient and provider satisfaction scores for patients who receive age-friendly care have increased, and costs have decreased. Promising outcomes related to emergency utilization also have been reported. The team is now working to spread its model for adopting age-friendly approaches throughout the health system.

Modeled on home-based primary care, HTPC serves Banner Health's adult, dual-eligible Medicaid and Medicare populations by providing evidence-based, high-touch, multidisciplinary care. This care includes in-home comprehensive health assessments, comprehensive medication management assessments, and short-term community-based case management.

Approach

Based in Tucson, HTPC has a team of eight: a manager, nurse practitioner, clinical pharmacist, case manager, behavioral health case manager, population health specialists. While the number of participants varies, the average ranges from 8 to 12 each case manager assigned approximately 20 participants who receive an assessment are of care based on their needs:

- no enrollment;
- care coordination that requires no more than two interventions;
- low level of care in which the case manager provides more than four brief interventions;
- medium level of care that warrants occasional provider visits; or
- high level of care in which the HTPC team

Nebraska. "Making health care easier, so life is the mission and way of practice for Banner

Members in ACTION

Age-Friendly Health Systems | Case Study

Hebrew SeniorLife

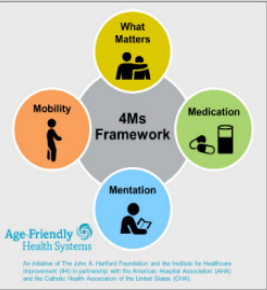
Institute for Healthcare Improvement

Background

Hebrew SeniorLife is a leading provider of senior care in the Boston area that has served the community for more than a century. Built on the Jewish tradition of honoring elders, Hebrew SeniorLife is open to residents of all faiths and backgrounds. The facility is affiliated with Harvard Medical School, and is home to the Marcus Institute for Aging Research. Through these partnerships, they have pursued a number of pilot studies and a focus on research and continuous improvement.

Hebrew SeniorLife is currently participating in a nursing home prototyping initiative sponsored by Age-Friendly Health Systems. Age-Friendly Health Systems is an initiative of IHI and The John A. Hartford Foundation, in partnership with the American Hospital Association and the Catholic Health Association of the United States. In Age-Friendly Health Systems, age-friendly care is defined as care that is based in the "4Ms": What Matters, Medication, Mentation, and Mobility (see Figure 1).

Figure 1. 4Ms Framework of an Age-Friendly Health System



When they began the prototyping initiative, they started small. "We focused on one M with one resident," said Joe Rodriguez, Nurse Manager of the third floor. That was Mobility, with a wheelchair-bound resident. The team engaged physical therapy, and got her involved in a walking program, which provides assistance walking from her room to the dining room and back.

Over time, they branched out to implementing all 4Ms with five residents—engaging them individually to learn what mattered to them, especially in terms of the other 4Ms. Which groups did they want to join to reduce isolation and enhance mood in tackling Mentation? What exercises or activities did they enjoy that could enhance physical function when tackling Mobility? Gradually, they continued expanding to new residents, until they had reached all 14 of the residents in that unit, over a four-week period.

Hebrew SeniorLife's executive leadership was seeking to be recognized as an Age-Friendly Health System, and they learned that IHI was launching a nursing home prototyping initiative to implement the 4Ms in senior care facilities. "There was great alignment" between the facility's goals and the aims of the initiative, said Sarah Sjostrom, Associate Chief Nursing Officer at SeniorLife.

Starting small and scaling up

Kent Hospital

Rush University Health System

Banner Healthy Together Care Partnership

Hebrew Senior Life

AHA Resources

Caring for the Caregivers of Older Adults



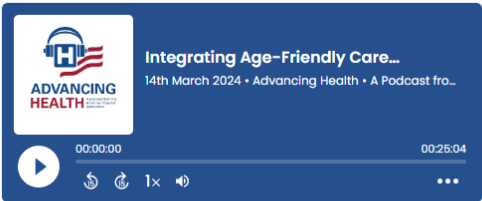
Diane Mariani, program manager at Rush University Medical Center, discusses the health system's Caring for Caregivers program, which offers resources and guidance to people who care for older adults while helping them better manage their own health and wellness.

[Learn More](#)

Integrating Age-Friendly Care in an Emergency Department With Sharp Grossmont



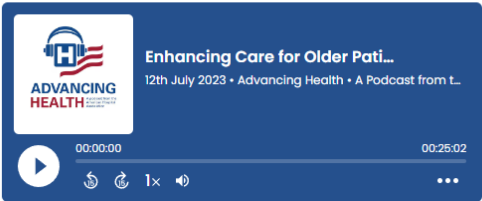
Julie Dye, clinical nurse specialist in geriatrics at Sharp Grossmont Hospital, discusses the journey of becoming an age-friendly emergency department through the support of hospital leadership, achieving staff buy-in, asking "what matters" to patients and leveraging community partnerships. Read the [case study](#) that highlights this work.



Enhancing Care for Older Patients with Age-Friendly Health Systems



Sonja Rosen, M.D., chief of geriatrics at Cedars-Sinai, shares updates on the organization's journey as an Age-Friendly Health System and describes a multidisciplinary approach to providing quality care for older patients amid workforce challenges. Rosen also discusses working with community partners to improve the health and well-being of older adult patients.



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Age-Friendly
Health Systems

NEW

AHA Age-Friendly Healthcare Impact Award

Presented by the AHA and generously sponsored by The John A. Hartford Foundation

Recognizing hospitals, health systems and care partners advancing age-friendly care through the **4Ms Framework**: What Matters, Medication, Mentation and Mobility.

Applications Open:

Aug. 3 – Sept. 25, 2026

LEARN MORE

aha.org/agefriendlyaward



Final Reminders

- **Evaluation**

- Please complete the evaluation form that appears on your screen once the webinar ends

- **Continuing Education**

- Create a Duke OneLink account if you have not done so
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 - **Text **TUHGES** to (919) 213-8033 within 24 hours**

Any Questions?

Email us at teamtraining@aha.org