

Age-Friendly Health Systems New York State Action Community: An Invitation to Join Us

Recruitment Package

November 2021-October 2022



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This document provides an overview of the **Age-Friendly Health Systems New York State Action Community**.



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Action Community goals

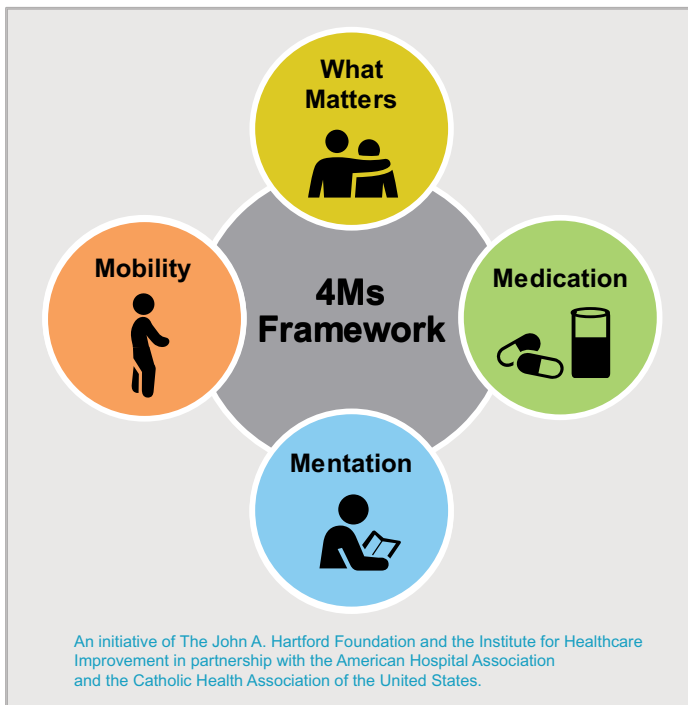
The goal of the Age-Friendly Health Systems New York State Action Community is to engage hospitals and health systems to provide age-friendly care to all older adults by implementing evidence-based interventions across four elements of care, known as the “4Ms”: What **M**atters, **M**edication, **M**entation and **M**obility. Teams will join the Action Community to launch and rapidly spread the age-friendly movement across New York, aligning with the statewide goal that 50% of hospitals become age-friendly by 2023.

The Healthcare Association of New York State, New York State Department of Health, The John A. Hartford Foundation and the Institute for Healthcare Improvement, in partnership with the American Hospital Association and the Catholic Health Association of the United States, will work together to support the Action Community to test and adopt the 4Ms framework to improve the quality of care for older adults.

This will be accomplished by:

- facilitating an Action Community where participating hospitals and health systems learn from one another and study the impact of 4Ms care on staff, patients and caregivers;
- supporting participants as they test, adopt and reliably practice 4Ms care;
- engaging faculty and clinical quality experts to provide tailored education, coaching and technical assistance on 4Ms care and quality improvement processes; and
- coaching hospital teams to understand their baseline performance, conducting regular data analysis and measuring progress based on a set of standardized metrics.

The New York State Action Community will use IHI's 4Ms framework of Age-Friendly Care and the [Guide to Using the 4Ms in the Care of Older Adults](#) to work toward reliably implementing each of the 4Ms. Since age-friendly care is a framework, not a program or model, teams will align their existing workflows with the 4Ms framework. The 4Ms framework can be tailored to help individual facilities meet their unique needs by redeploying existing resources and integrating tools such as visual aids, checklists, algorithms and clinical workflows to enhance team communication and achieve quality improvement goals.



What Matters

Know and align care with each older adult's specific health outcome goals and care preferences, including, but not limited to, end-of-life care, and across settings of care.

Medication

If medication is necessary, use age-friendly medication that does not interfere with What Matters to the older adult, Mobility or Mentation across settings of care.

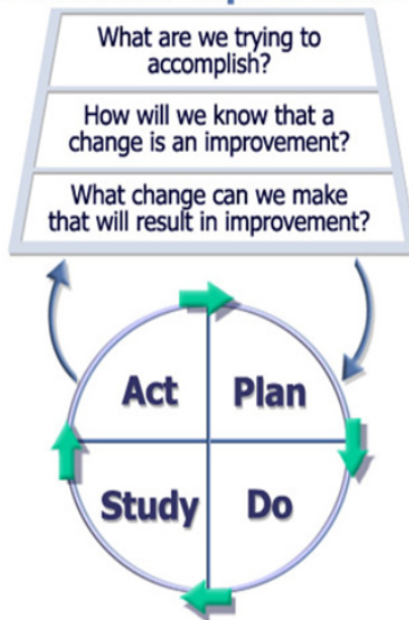
Mentation

Prevent, identify, treat and manage dementia, depression and delirium across settings of care.

Mobility

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

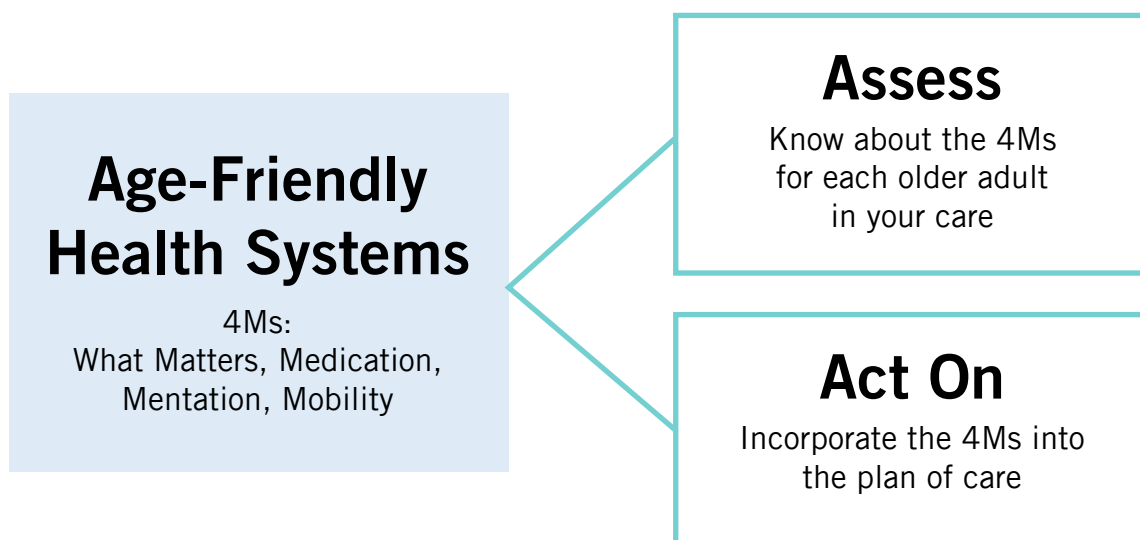
Model for Improvement



Your team will learn quality improvement strategies, conduct a baseline survey and collect data to track and test the effectiveness of age-friendly interventions. The faculty will use the IHI [Model for Improvement](#) to guide your team through the quality improvement process, coaching them to identify and implement the 4Ms interventions that work best in your care setting.

The New York State Action Community will provide ongoing opportunities to collaborate with other health systems to engage and motivate teams, share successes, remove barriers and generate innovative ideas. As teams work together to apply the two key drivers of age-friendly care — Assess and Act on the 4Ms — most systems will find that the care they provide aligns with at least one of the 4Ms already. The majority of the work is therefore focused on incorporating the remaining elements of 4Ms care. Understanding who is receiving this care and where the care is happening ensures that all 4Ms guide every encounter in every care setting reliably.

This work is especially important now, given the experience of older adults and their families during the COVID-19 pandemic. The New York State Action Community will draw on lessons learned during the pandemic and will work with teams to identify opportunities to improve care for older adults within this unique context.



Benefits of participation

Facilities participating in the Age-Friendly Health Systems New York State Action Community will benefit from:

- support from faculty at the national and state levels, including clinicians and quality improvement experts specializing in 4Ms care;
- monthly meetings with HANYS staff and the faculty to learn about each of the 4Ms and discuss common challenges, coaching calls focused on specific topics and one-on-one technical assistance while testing and implementing 4Ms care;
- admission to a half-day virtual summit on age-friendly care, where each facility will develop an action plan to scale up and sustain 4Ms care for every older adult in your clinical setting;
- access to a state and national network of age-friendly health systems through the New York State Action Community website and the IHI Action Community forum;
- opportunities to connect with other participants to share strategies, identify lessons learned, overcome barriers and expedite the implementation of the Action Community goals; and
- the chance to build quality improvement knowledge that can be applied beyond the scope of this initiative.

Additional information about the potential financial benefits of becoming an age-friendly health system are available in IHI's [The Business Case for Becoming an Age-Friendly Health System](#).

Data submission

To participate in the New York State Action Community and be recognized as an age-friendly health system, your team will submit an aim statement and a description of how you plan to operationalize 4Ms care. Upon completing this first step, your team will test various 4Ms care interventions to identify the ones that work best within your care setting. Once you have identified these interventions, you will submit a second form showing how your facility is putting the 4Ms into practice. Upon completing this step, IHI will recognize your facility as an **Age-Friendly Health Systems Participant**.

IHI will review your application form to ensure that it aligns with the 4Ms framework. Your team will receive feedback and make any adjustments, then begin tracking the number of older adults who receive 4Ms care at your facility. With support from the HANYS team, you will set up a dashboard to study the impact of adopting the 4Ms in your setting. The Action Community will use a set of standardized processes and outcome metrics to identify and address any gaps in care. After three months, you will submit the data to IHI demonstrating that your facility is reliably practicing 4Ms care. Upon completing this step, IHI will recognize your facility as an **Age-Friendly Health System — Committed to Care Excellence**.

Recognition

IHI will send you a badge to recognize your achievement as an Age-Friendly Health System — Committed to Care Excellence. You will also receive a communications kit so that you can celebrate this designation in your community. More information about the recognition process is available in this [FAQ sheet](#).

Participation cost

There is no fee to participate in the Age-Friendly Health Systems New York State Action Community. A health system, hospital or practice in the state may enroll multiple sites or teams, (e.g., a hospital may elect to enroll three teams from different units or a health system may choose to enroll multiple hospitals, ambulatory care sites or nursing homes).

The “cost” of participation includes the time your team will spend on activities like participating in webinars, attending the virtual summit, testing changes in your daily workflows, working one-on-one with the HANYS team and the faculty, asking questions and sharing progress between program activities. An age-friendly team can expect to spend 20 hours per week on this work, a time commitment best split between members of an interdisciplinary team.

Schedule of Action Community activities

By participating in the New York State Action Community, teams will build relationships and learn from expert faculty, as well as peers from across the state and country. You will also have opportunities to share what your organization has learned and celebrate its progress with the movement. Below is an overview of these scheduled activities and timeframes. More details about these activities will be shared during the kick-off call.

October 2021	<ul style="list-style-type: none"> • Enroll in the New York State Action Community • Identify internal team and executive sponsor • Choose a care setting to test the 4Ms framework
November - December 2021	<ul style="list-style-type: none"> • Complete and submit Pre-Work Package • Introductory calls with the HANYS team
January - February 2022	<ul style="list-style-type: none"> • Webinar: Kick-Off Call • Virtual summit • Submit Action Community aim statement • Webinar: Introduction to 4Ms Care • Coaching Call
March - April 2022	<ul style="list-style-type: none"> • Webinar: Deep Dive — What Matters • Submit 4Ms care description form • Coaching call • Webinar: Deep Dive — Mobility • Storyboard presentations
May - June 2022	<ul style="list-style-type: none"> • Webinar: Deep Dive — Mentation • Revise and resubmit 4Ms care description form • Coaching call • Webinar: Deep Dive – Medication
July 2022	<ul style="list-style-type: none"> • Webinar: Measuring Improvements in 4Ms Care • Submit monthly data
August 2022	<ul style="list-style-type: none"> • No scheduled Action Community activities • Submit monthly data
September 2022	<ul style="list-style-type: none"> • Coaching call • Submit monthly data • Team presentations
October 2022	<ul style="list-style-type: none"> • Webinar: Graduation

Join us

*The Age-Friendly Health Systems New York State Action Community will take place from **November 2021 through October 2022**. Once enrolled, teams will receive a Pre-Work Packet to help prepare them for participation in the New York State Action Community.*

If you are ready to enroll sites in the Action Community, you can do so here:

Enroll Now!

Kick-off Call

All team leaders, team members and executive sponsors are invited to participate in a kick-off call to discuss the Action Community's activities, timeline and available support.

The kick-off call is scheduled for **Jan. 10, 2022, from 1 to 2 p.m.** Registration details will be shared with your team once you complete your enrollment.

Questions?

Please contact the Age-Friendly Health Systems New York State Action Community by emailing Morgan Black, program manager, Age-Friendly Health Systems, HANYS, at mblack@hanys.org or actioncommunity@hanys.org.

The Age-Friendly Health Systems initiative is supported by the New York State Health Foundation, the Health Foundation of Western and Central New York, the Fan Fox & Leslie R. Samuels Foundation and the New York Community Trust.