

Age-Friendly Health Systems New York State Action Community

Virtual Learning Series Overview



First cohort
Nov. 9, 2020 - May 24, 2021

Second cohort:
Feb. 11, 2021 - Aug. 23, 2021

This educational activity is jointly provided by AXIS Medical Education and the Healthcare Association of New York State in collaboration with the New York State Department of Health, The John A. Hartford Foundation and Institute for Healthcare Improvement with support from the Fan Fox & Leslie R. Samuels Foundation, New York State Health Foundation and Health Foundation for Western and Central New York.

Overview

Age-Friendly Health Systems is a national initiative of The John A. Hartford Foundation and the Institute for Healthcare Improvement in collaboration with the American Hospital Association and Catholic Health Association of the United States.

HANYS, DOH, The John A. Hartford Foundation and IHI are working together to support a New York State Age-Friendly Health Systems Action Community to test and adopt IHI's 4Ms framework of age-friendly care (What Matters, Medication, Mentation and Mobility) to improve care and outcomes for all older adults.

Thanks to generous support from the Fan Fox and Leslie R. Samuels Foundation, the New York State Health Foundation and the Health Foundation for Western and Central New York, there is no fee to participate in the New York State Action Community.

We encourage all New York state hospitals, health systems and providers across the continuum of care to join us in this important work.

This Action Community will be conducted in two parts: an Upstate Cohort (launching in November 2020) and a Downstate Cohort (launching in February 2021). Each cohort will span approximately seven months. Teams will work at their own pace to implement the 4Ms and can earn recognition from IHI for reaching specific milestones.

The Action Community virtual learning series will teach health systems and hospitals how to implement the 4Ms in their settings. Each month, there will be three types of educational webinars. The first is for the team testing the 4Ms to help them understand the 4Ms and how they will be practiced in their health system. The second is a peer-to-peer topical coaching webinar that focuses on a topic determined by the needs of our participants. The third webinar will be for leaders of the participating health system/hospital to provide tools and approaches to help spread and scale 4Ms.

Target Audience

The target audience includes health system, hospital or practice team members, including an older adult and caregiver (patients, families or caregivers), leader/sponsor, administrative partner, certified professionals in healthcare quality and clinicians who represent the disciplines involved in the 4Ms and others (i.e., improvement coaches, data analysts/electronic health record analysts and financial representatives).

Monthly webinars will also include:

- reflections on why this work matters to each of us;
- stories of impact of the 4Ms Framework on older adults and patients;
- case studies illustrating how a health system put the 4Ms into practice; and
- discussions to address common challenges teams are facing.

Participating facilities will receive:

- support from national and state faculty, including trained quality improvement and 4Ms experts;
- coaching and technical assistance, including regular team meetings and coaching calls, support to implement and test improvements, data collection and analysis and real-time feedback on data, including sending monthly data to track improvements;
- access to the New York State Action Community website and Adobe Classroom — a virtual learning community that will be used to share resources and engage hospital teams in ongoing discussions;
- opportunities to connect with other participants to share strategies, identify lessons learned, overcome barriers and expedite the implementation of the Action Community goals; and
- opportunities to build quality improvement knowledge and capacity that can be applied beyond the scope of this initiative.

Learning Objectives

- Implement IHI's 4Ms Framework — an essential set of evidence-based best practices — in hospital-based and ambulatory/primary care-based settings to reliably deliver 4Ms care to older adults.
- Apply the two key drivers of age-friendly care using the Guide to Using the 4Ms in the Care of Older Adults 4Ms process.
- Describe how you will practice and operationalize the 4Ms in your clinical setting.
- Develop a process/system to count the number of older adults receiving 4Ms care in your clinical setting.
- Create a measurement dashboard to collect data, track performance and report results over the seven-month period.
- Assess care for people age 65 and older for all 4Ms, document 4Ms information and act on the 4Ms accordingly.
- Apply quality improvement strategies using a variety of QI approaches and tools, including the Model for Improvement, Plan-Do-Study-Act cycles, workflow mapping and assessment as you test and implement age-friendly interventions.
- Adapt 4Ms care and age-friendly interventions in your unit, clinic, emergency department or program and study performance.
- Design your workflow to ensure your practices are reliable in every setting for every older adult you serve and their caregivers.

Summit Objectives

- Create a storyboard to share your team's or organization's 4Ms journey.
- Identify key actions, strategies and tools to incorporate the 4Ms Framework reliably into your age-friendly health system, hospital and/or ambulatory/primary care setting.
- Articulate the resources, processes and/or tools needed to support the 4Ms and age-friendly movement within your organization.
- Plan how you will document and make visible the 4Ms across your care team and clinical settings.
- Accelerate your adoption of the 4Ms using EHR functionality to document the 4Ms reliably and efficiently across care settings.
- Explore lessons learned — including successes, pitfalls and strategies from health systems that have put the 4Ms into practice.
- Develop an action plan to scale up efforts of local 4Ms adoption and sustain age-friendly care for every older adult in your clinical setting.

Your Faculty



Dora Fisher, MPH
Director, Post-acute and Continuing Care, HANYS

Dora Fisher has 13 years of experience in public health and aging. Her varied experience includes work in community health centers, research, advocacy and state government, all with the focus on older adults and the long-term care system. She received her Master of Public Health degree at the University of Illinois at Chicago.



Nicole J. Brandt, PharmD, MBA, BCGP, BCPP, FASCP
Professor, University of Maryland School of Pharmacy

Dr. Brandt is dually board certified as a geriatrics and psychiatric pharmacist as well as a professor within the Department of Pharmacy Practice and Science. Since joining the University of Maryland, School of Pharmacy in 1999, she has expanded geriatric training opportunities. She has worked on interdisciplinary teams in numerous practice settings and currently provides clinical services at a continuing care retirement community and Baltimore Veterans Affairs Medical Center.

She is active in promoting optimal care for older adults through her educational, clinical and healthcare policy work on both a state and national level. She worked with the Maryland Board of Pharmacy on that state's 2008 assisted living regulations. In addition, she completed tenure at CMS as a special technical director in the Nursing Home Survey and Certification division, working on interpretive guidance regarding medication management in nursing homes. She continues to serve as a consultant to CMS and has been actively involved in the National Initiative to Improve Dementia Care in America's Nursing Homes.

Brandt completed her PharmD degree and geriatrics residency training from the University of Maryland School of Pharmacy and received a Master of Business Administration degree from the University of Baltimore.



Damara Gutnick, MD
Medical Director, Montefiore Hudson Valley Collaborative

In addition to her role as medical director of the Montefiore Hudson Valley Collaborative Preforming Provider System, Damara Gutnick, MD, is an associate professor of medicine and psychiatry at NYU School of Medicine, a member of the Motivational Interviewing Network of Trainers and the director of quality and research at the nonprofit Centre for Collaboration, Motivation and Innovation.

As an internist with special interest in depression, collaborative care for chronic disease, self-management support and motivational interviewing, Gutnick is passionate about engaging patients in their own care.

Before joining Montefiore's Delivery System Reform Incentive Payment program team, she served as "Physician Champion" of the Bellevue Hospital Collaborative Depression Team and as a network coach for the NYC Health + Hospital's supporting collaborative care implementation efforts through team coaching in systems redesign and development of patient-centered communication skills across the HHC network.



Elizabeth J. Santos, MD, MPH, DFAPA
Associate Professor, University of Rochester School of Medicine and Dentistry

In addition to serving as associate professor at the University of Rochester School of Medicine and Dentistry, Dr. Santos is the director of Geriatric Psychiatry Fellowship Program, the Strong Behavioral Health Older Adults Clinic and the Greater Rochester Health Foundation Project ECHO GEMH in the Long Term Care Program. She is also the medical director of the URMCMemory Care Program, a nursing home consultant and is an attending physician at the Strong Memorial Hospital Comprehensive Psychiatric Emergency Program.

Her research focuses on elder abuse and neglect, training evaluators and advocacy for older adults. She is the geriatric psychiatry consultant on a National Institute of Justice-funded Enhanced Multi-disciplinary Team focused on financial exploitation and is a member of the New York State Coalition on Elder Abuse and the Elder Fatality Review Team.



Michael Friedman, PT, MBA
Director, Strategic Program Development, Department of Physical Medicine and Rehabilitation, Johns Hopkins School of Medicine

Michael Friedman's responsibilities include integration of rehabilitation within health system initiatives, including but not limited to population health, quality improvement, clinical research, practice standardization and functional outcome measurement. Additionally, Friedman's responsibilities include development and management of education and training solutions and partnerships. He co-directs the Johns Hopkins Medicine Activity and Mobility Promotion (AMP™).

He has co-authored publications and presented internationally at academic and professional venues on the topics of rehabilitation business management, functional outcome measurement, post-professional training financial models and value-based culture of mobility initiatives. Friedman chairs the American Physical Therapy Association's Health System Rehabilitation Community and is a member of the Acute Care and Health Policy and Administrations sections of APTA.

Schedule and Description of Action Community Activities

Call Topic	Date	Time
<p>Getting Started Kickoff Call:</p> <ul style="list-style-type: none"> High-level overview of Age-Friendly Health Systems and engaging in the Action Community. Action period setup: Understand your current state, select a care setting to begin and set up your team. 	<p>Upstate: Nov. 9, 2020 Downstate: Feb. 11, 2021</p>	1 - 2 p.m.
<p>Team Webinar 1:</p> <ul style="list-style-type: none"> Assessing and acting on the 4Ms as a set Action period setup: Describe what it means to provide care consistent with the 4Ms and set an aim. Submit your description here. 	<p>Upstate: Dec. 14, 2020 Downstate: March 15, 2021</p>	1 - 2 p.m.
<p>Virtual Summit:</p> <p><i>“All teach, all learn” approaches to accelerate your 4Ms adoption with health systems from around the country.</i></p>	<p>Upstate: Jan. 11, 2021 Downstate: April 19, 2021</p>	Half-day learning session 9 a.m. - noon
<p>Team Webinar 2:</p> <ul style="list-style-type: none"> 4Ms Deep Dive: What Matters Action period set up: Design or adapt your workflow and test providing 4Ms care. 	<p>Upstate: Feb. 8, 2021 Downstate: May 17, 2021</p>	1 - 2 p.m.
<p>Team Webinar 3:</p> <ul style="list-style-type: none"> 4Ms Deep Dive: Medication Action period set up: Provide care and study your performance; measure how many older adults receive 4Ms care. 	<p>Upstate: March 8, 2021 Downstate: June 21, 2021</p>	1 - 2 p.m.
<p>Team Webinar 4:</p> <ul style="list-style-type: none"> 4Ms Deep Dive: Mentation Action period set up: Study your performance; measure the impact of 4Ms care. 	<p>Upstate: April 12, 2021 Downstate: July 19, 2021</p>	1 - 2 p.m.
<p>Team Webinar 5:</p> <ul style="list-style-type: none"> 4Ms Deep Dive: Mobility Action period set up: Implement and sustain care consistent with the 4Ms. 	<p>Upstate: May 10, 2021 Downstate: Aug. 16, 2021</p>	1 - 2 p.m.
<p>Team Webinar 6:</p> <ul style="list-style-type: none"> Celebrate and discuss reliably acting on the 4Ms. 	<p>Upstate: May 24, 2021 Downstate: Aug. 23, 2021</p>	1 - 2 p.m.
<p>Monthly Topical Peer Coaching:</p> <p>Note: Optional Topical Peer Coaching Calls will be held the fourth Monday of each month. At the end of each cohort, a Celebration Webinar will be held on the fourth Monday (in place of the scheduled Coaching Call). The Upstate Cohort Celebration Webinar will be held on May 24, 2021, and the Downstate Cohort Celebration Webinar will be held Aug. 23, 2021.</p>	<p>Calls will be scheduled on an as-needed basis. If scheduled, teams will receive calendar invites to join.</p>	1 - 2 p.m.

Virtual Summit Agenda

Time	Topic	Details/Objectives
8:30 - 9 a.m.	Registration Opens	Attendees will check-in online and review meeting platform instructions/session materials.
9 - 9:05 a.m.	Welcome and Grounding Dora Fisher, MPH	Objective: Review the goals and expectations for the activity and reflect on why this work matters.
9:05 - 9:30 a.m.	Deep Dive: Asking and Acting on What Matters Damara Gutnick, MD	Objective: Discuss tactical approaches to get started asking and acting on “what matters” in order to align care with each older adults’ specific health outcome goals.
9:30 - 9:50 a.m.	Identifying Our Strengths and Opportunities for Learning All Faculty	Objectives: <ul style="list-style-type: none"> • Discuss storyboards highlighting your organization’s 4Ms journey. • Explore lessons learned, including successes, pitfalls and strategies from health systems that have put the 4Ms into practice.
9:50 - 10:50 a.m.	Continued Deep Dive into the 4Ms Medication Nicole Brandt, PharmD, MBA Mentation Elizabeth J. Santos, MD, MPH, DFAPA, DFAAGP	Objective: Discuss approaches and tools to build on your efforts within the 4Ms.
10:50 - 11 a.m.	Break	
11 - 11:30 a.m.	Continued Deep Dive into the 4Ms Mobility Michael Friedman, PT, MBA	Objective: Discuss approaches and tools to build on your efforts within the 4Ms.
11:30 - 11:50 a.m.	Action Planning Breakout Sessions: Approaches to Accelerate Your 4Ms Efforts All Faculty Session topics: Leading and Sponsoring Age-Friendly Efforts Across Systems Building Relationships to Sustain Age-Friendly Care Efforts Partnering with Community-based Organizations	Objectives: <ul style="list-style-type: none"> • Outline approaches and tools to accelerate your 4Ms efforts. • Identify key actions, strategies and tools to incorporate the 4Ms framework reliably into your age-friendly health system, hospital and/or ambulatory/primary care setting. • Articulate the resources, processes and/or tools needed to support the 4Ms and age-friendly movement within your organization. • Plan how you will document and make visible the 4Ms across your care team and clinical settings. • Accelerate your adoption of the 4Ms using EHR functionality to document the 4Ms reliably and efficiently across care settings. • Develop an action plan to scale up efforts of local 4Ms adoption and sustain age-friendly care for every older adult in your clinical setting.

Continuing Education

Requirements for credit

- Attend/participate in the educational activity and review all course materials.
- Complete the CE Declaration form online by 11:59 p.m. ET on June 24, 2021, for Upstate and Sept. 23, 2021, for Downstate. Instructions will be provided. If you do not enter the online portal by the above date, you will not be able to retrieve your statement of participation.
- Upon successful completion of the online form, your statement of completion will be presented to you to print.

Quality Professionals

This program has been approved by the National Association for Healthcare Quality for a maximum of 9.5 CPHQ continuing education credits for this event.

Disclaimer

Participants have an implied responsibility to use the newly acquired information to enhance patient outcomes and their own professional development. The information presented in this activity is not meant to serve as a guideline for patient management. Any procedures, medications or other courses of diagnosis or treatment discussed in this activity should not be used by clinicians without evaluation of patient conditions and possible contraindications on dangers in use, review of any applicable manufacturer's product information and comparison with recommendations of other authorities.