

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

# Recruitment Package

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Downstate Cohort | February 2021-August 2021



## Table of Contents

This document details the **Age-Friendly Health Systems New York State Action Community** and recruitment process.

**Note:** The dates included in this document are specific to the Downstate Cohort. The first cohort was launched for upstate facilities in 2020. Facilities are invited to join either cohort (Upstate or Downstate) based on internal readiness, regardless of geographic location. Each cohort will offer opportunities to address the unique needs of each region through collaboration, coordination and by leveraging shared knowledge and learning experiences to accelerate adoption of the 4Ms.

The enrollment closure date for the Upstate Cohort is Nov. 3, 2020. Any sites registering after the closure date will be automatically enrolled in the Downstate Cohort.

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Overview of the Age-Friendly Health Systems  
Action Community

Purpose and goals of the Action Community

Benefits of participation

Data submission

Recognition

Participation costs

Schedule of Action Community activities

Join us

Getting Started Kick-Off Call

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# Overview of the Age-Friendly Health Systems New York State Action Community

## Purpose and goals of the Action Community

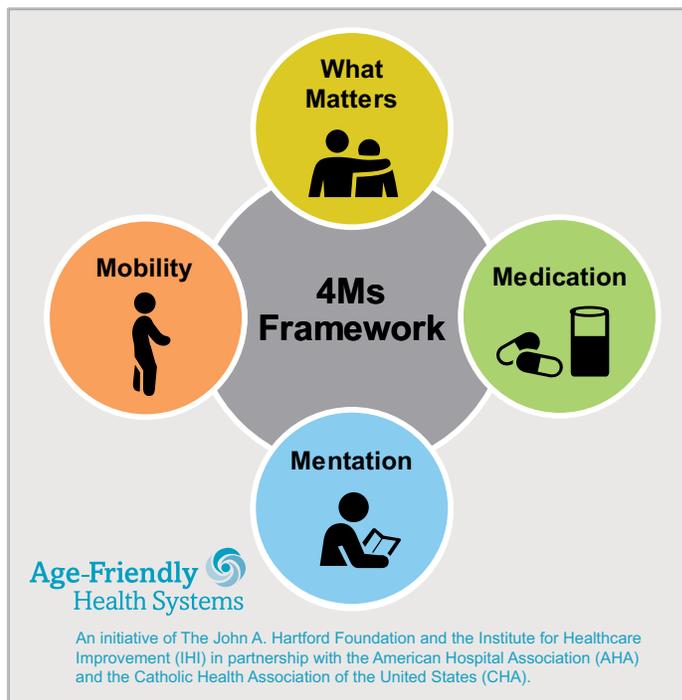
The goal of the Age-Friendly Health Systems New York State Action Community is to engage hospitals and health systems to provide age-friendly care to all older adults by implementing evidence-based, best practice interventions across four core elements known as the “4Ms”: **What Matters**, **Medication**, **Mentation** and **Mobility**. Teams will join the Action Community to launch and rapidly spread the age-friendly movement across New York, aligning with the governor’s vision for 50% of hospitals to become age-friendly by 2023.

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

This will be accomplished by:

- implementing an Action Community among participating hospitals and health systems to learn from one another and study the impact of 4Ms care on staff, patients and caregivers;
- having participants test, adopt and reliably integrate the 4Ms framework;
- engaging faculty and clinical experts to provide tailored clinical and quality improvement education, coaching and technical assistance; and
- providing feedback to hospital teams on the impact of age-friendly metrics through monthly data collection and regular data analysis.

The 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 towards reliably implementing each of the 4Ms. Since the 4Ms is a framework, not a program or model, teams will incorporate the 4Ms into existing care rather than layering them on top. By redeploying existing resources, the 4Ms framework can be tailored to meet individual facility needs and available resources, and provides a variety of tools and supplies such as checklists, algorithms, workflows and other visual aids to help support and 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.

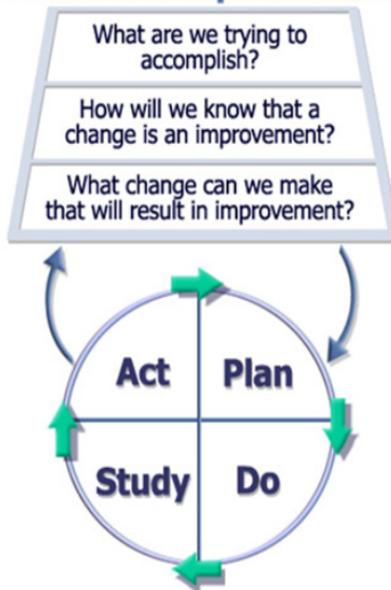
### Mentation

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

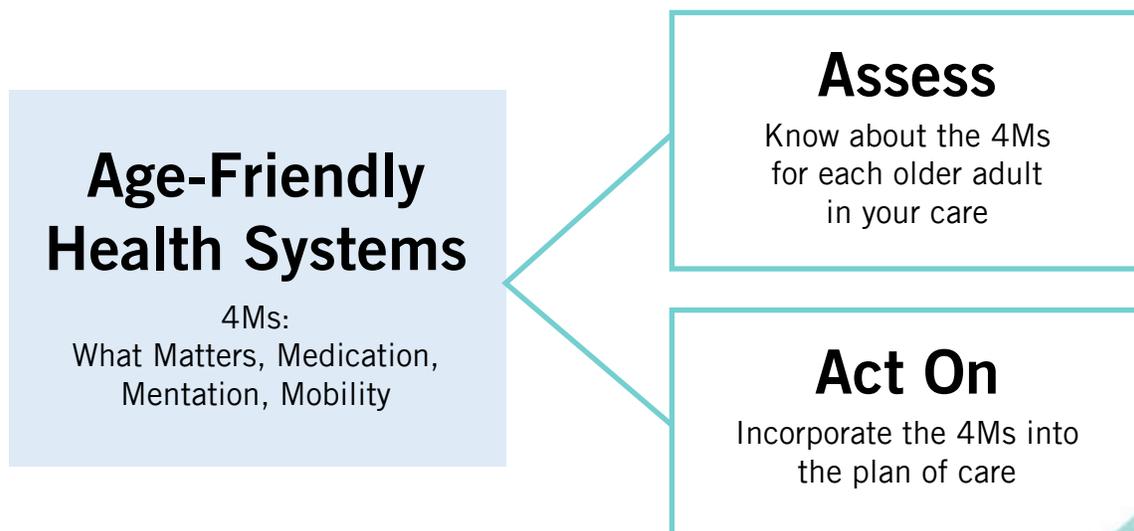


As part of the improvement process, your team will learn quality improvement strategies, set up a measurement dashboard and collect data to test and implement age-friendly interventions to track performance and results over the seven-month period. To accelerate these improvements, faculty will refer to a quality improvement change model, the [Model for Improvement](#), which has demonstrated effectiveness of coaching teams implementing the 4Ms.

Further, the 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 they already provide care aligned with one or more of the 4Ms. The goal then is to incorporate these other elements and organize care — by understanding *who* is receiving this care and *where* will ensure the 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 Action Community will draw on lessons learned during the pandemic and work with teams to identify opportunities to improve care for older adults in the event of a potential COVID-19 resurgence.

## Two Key Drivers of Age-Friendly Health Systems



## Benefits of participation

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, data 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
- the opportunity to build quality improvement knowledge and capacity 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 must submit a Care Description online of how they will operationalize the 4Ms. Completion of this initial step will result in you being recognized as an **Age-Friendly Health System-Participant**.

Once your submission is reviewed by IHI for alignment with an Age-Friendly Health System, you will be invited by IHI to share a count of older adults whose care includes the 4Ms each month, for three months. Completion of this step will result in you being recognized as an **Age-Friendly Health System-Committed to Care Excellence**.

All your information will be [submitted electronically](#) to IHI. A worksheet version of the Care Description can be found on page 22 in the [Guide to Using the 4Ms in the Care of Older Adults](#).

During the Action Community, you will also learn how to set up a measurement dashboard to study the impact of adopting the 4Ms in your setting. This is an important step in putting the 4Ms into practice and is critical for sustaining and scaling-up your age-friendly efforts. **However, your team will not be required to report this data to IHI.**

## Recognition

Once you have submitted three months of counts, IHI will send you a Committed to Care Excellence badge and a communications kit so you can celebrate this level of recognition in your local community. More information about the 4Ms Care Recognition process can be found 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 can enroll as many sites/teams as it would like to accelerate their pace of transformation (e.g., a hospital may elect to enroll two ICU teams, an ED team and five general medical unit teams).

The “cost” of participation includes the time your team will allocate to engage in activities such as participating on monthly webinars, attending a virtual networking meeting, testing specific changes in your daily work, asking questions and sharing progress between program activities.

## Schedule of Action Community activities

By participating in the Action Community, teams will have the opportunity to build relationships and learn from expert faculty, as well as peers from around the state and the country. During these Action Community activities, you will also have opportunities to share your organization’s learning and celebrate its progress.

A general description of these scheduled activities and timeframes are provided below. More details will be shared during the Getting Started Kick-Off Call.

|                                 |  |
|---------------------------------|--|
| November 2020 –<br>January 2021 | <ul style="list-style-type: none"> <li>• Enroll in the New York State Action Community</li> <li>• Complete Pre-Work package</li> <li>• Identify internal team and leadership sponsor</li> <li>• Choose a care setting to test 4M implementation</li> </ul> |
| February 2021                   | <ul style="list-style-type: none"> <li>• Webinar Topic: Getting Started</li> <li>• Submit monthly data to IHI</li> <li>• Implement tests of change</li> <li>• Coaching call</li> </ul>   |
| March 2021                      | <ul style="list-style-type: none"> <li>• Webinar Topic: Assessing and Acting on the 4Ms as a set</li> <li>• Submit monthly data to IHI</li> <li>• Coaching call</li> </ul>   |
| April 2021                      | <ul style="list-style-type: none"> <li>• Virtual Networking Event</li> </ul>   |
| May 2021                        | <ul style="list-style-type: none"> <li>• Webinar Topic: M Deep Dive: What Matters</li> <li>• Submit monthly data to IHI</li> <li>• Coaching call</li> </ul>  |
| June 2021                       | <ul style="list-style-type: none"> <li>• Webinar Topic: M Deep Dive: Medication</li> <li>• Submit monthly data to IHI</li> <li>• Coaching call</li> </ul>  |
| July 2021                       | <ul style="list-style-type: none"> <li>• Webinar Topic: M Deep Dive: Mentation</li> <li>• Submit monthly data to IHI</li> <li>• Coaching call</li> </ul>   |
| August 2021                     | <ul style="list-style-type: none"> <li>• Webinar Topic: M Deep Dive: Mobility</li> <li>• Coaching call</li> <li>• Webinar Topic: Celebrate and discuss reliably acting on the 4Ms</li> </ul>   |

## Join us

The Downstate Cohort of the Age-Friendly Health Systems New York State Action Community will take place from **February 2021 through August 2021**. Once enrolled, teams will receive a Pre-Work packet to help them prepare for participation in the Action Community prior to the regional cohort launch in February.

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

**Enroll Now!**

## Getting Started Kick-Off Call

All teams and leaders are invited to participate in a Getting Started Kick-Off Call to discuss the Action Community's activities, timeline and available support.

Registration information for this webinar and log-in details for the Action Community Classroom will be shared with each participating team after the enrollment process is completed.

## Questions?

Please contact the Age-Friendly Health Systems New York State Action Community by emailing Dora Fisher, director, post-acute and continuing care, HANYS, at [dfisher@hanys.org](mailto:dfisher@hanys.org) or [actioncommunity@hanys.org](mailto:actioncommunity@hanys.org).

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