

We're committed to Age-Friendly care.

Age-Friendly
Health Systems

An initiative of The John A. Hartford Foundation and the Institute for Healthcare Improvement (IHI) in partnership with the American Hospital Association (AHA) and the Catholic Health Association of the United States (CHA).

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How to use the IHI My Health Checklist videos

This guide explains how health systems can use the patient education videos developed to promote the Institute for Healthcare Improvement [My Health Checklist](#) across different settings, including ready-to-use messaging and resources.

Overview

These brief patient education videos were created to help health systems raise awareness of the My Health Checklist and encourage its use by patients, care partners and providers.

The My Health Checklist is a simple, practical tool that helps patients and care partners prepare for healthcare visits, ask questions and stay engaged in their care.

The videos are designed to be easy to deploy, adaptable across settings and supportive of Age-Friendly, patient-centered care efforts.

AVAILABLE VIDEO VERSIONS

Health systems may use one or both versions, depending on the setting and audience.

Longer version

(one minute, voiceless with music)

- **Audio:** No voiceover; background music only.
- **Intended use:** Public-facing, sound-off environments.
- **Purpose:** Passive awareness-building in physical spaces.

Shorter version

(20-second social media cutdown, with voiceover)

- **Audio:** Voiceover with music.
- **Intended use:** Digital channels and social media.
- **Purpose:** Quick, engaging introduction to the My Health Checklist.

Recommended uses by setting

Longer voiceless version

(public spaces)

This version is designed for environments where sound may not be available or appropriate. Recommended locations include:

- waiting rooms;
- clinic and hospital lobbies;
- registration and check-in areas;
- patient education screens; and
- digital signage throughout facilities.

Tips for best use:

- loop the video during high-traffic times;
- pair with posters, flyers or signage that reference the My Health Checklist; and
- place near check-in or exam rooms to prompt conversation.

Shorter voice-over version

(social media and digital use)

This version is designed to quickly capture attention in digital spaces. Recommended channels include:

- health system social media accounts (Facebook, LinkedIn, Instagram, X);
- hospital or clinic websites;
- patient portals;
- email newsletters; and
- campaign pages related to Age-Friendly care or patient engagement.

Tips for best use:

- enable captions for accessibility;
- include a short caption with a clear call to action (examples included below); and
- link directly to the My Health Checklist when possible.

How and when providers can use the My Health Checklist

The My Health Checklist supports meaningful conversations between patients, care partners and care teams. Providers and staff can introduce the checklist at key points in the care journey to help patients prepare for visits, reflect on what matters most and stay engaged in their care.

The checklist can be shared before visits through patient portals, appointment reminders or at check-in to help patients prepare in advance. During visits, providers may encourage patients to use the checklist to guide questions and focus discussion. It can also be introduced at key moments such as annual wellness visits, care transitions or discharge planning to support organized, person-centered conversations.

In addition, the checklist may be incorporated into routine workflows, including intake materials, patient education resources and community outreach efforts. It should be framed as a supportive tool rather than a required form, reinforcing its role in helping patients and care partners actively participate in their care.

Additional [guidance and examples](#) are available online.



Tone and messaging guidance

The social media cutdown (voiceover version) is intentionally warm, upbeat and encouraging. The goal is to communicate that the My Health Checklist is a valuable resource that providers are excited to share and encourage patients and care partners to take an active role in their care.

The video is meant to spark awareness and conversation, not to provide clinical instruction.

Ready-to-use social media captions

Caption option 1: Preparing for visits

Preparing for a healthcare visit doesn't have to be overwhelming. The IHI My Health Checklist helps you and your care partners prepare, ask questions and stay engaged in your care — before, during and after appointments. Complete the My Health Checklist today and share your responses with your healthcare team.

[Link to the My Health Checklist]

Caption Option 2: Patient engagement

Small steps can make a big difference. The My Health Checklist is a simple tool that helps you take an active role in your health and care conversations, making visits more focused and meaningful. Complete the My Health Checklist today and share your responses with your healthcare team.

[Link to the My Health Checklist]

Caption Option 3: Supporting care partners

Care partners play an important role in healthcare visits. The IHI My Health Checklist helps you and your care partners feel more prepared and confident when talking with your care team and making decisions together. Complete the My Health Checklist today and share your responses with your healthcare team.

[Link to the My Health Checklist]

Caption Option 4: Provider-endorsed resource

We're excited to share the IHI My Health Checklist, a practical tool that supports better conversations between patients, care partners and care teams. It's designed to help you prepare for visits and focus on what matters most to you. Complete the My Health Checklist today and share your responses with your healthcare team.

[Link to the My Health Checklist]

Caption Option 5: Age-Friendly framing

Age-Friendly care starts with meaningful conversations. The IHI My Health Checklist helps you prepare for visits, ask questions and stay engaged in your care at every stage of the health journey. Complete the My Health Checklist today and share your responses with your healthcare team.

[Link to the My Health Checklist]



Accessibility considerations

- Enable captions when posting the sound-on version.
- Consider providing captions in additional languages to better reach diverse audiences.
- Use clear, plain language in accompanying captions.
- Ensure links are accessible and easy to find.

Permissions and use

These videos are free for health systems to use and may be shared across internal and external channels. These videos are protected content and attribution to IHI and HANYS must be maintained.

These videos must be used in the exact form provided. Modifications, alterations, editing, adaptations, rearranging, translations, creation of derivative works, addition of branding/text, removal of credits or selling are not permitted.

These videos are provided for informational purposes only and do not replace medical advice.

Accessing the videos

The My Health Checklist videos are available for health systems to download and use at no cost. Please access the videos using the links below and select the version that best fits your setting and audience.

- [One-minute, voiceless version](#)
- [20-second, sound-on social media version](#)

Files are provided in formats suitable for digital signage, websites and social media platforms. To ensure consistency and accuracy, please use the provided files and avoid editing or altering the videos without permission.

Questions and support

For questions about accessing the video files or best practices for use, contact Christina Miller-Foster, managing senior director, Quality Advocacy, Research and Innovation, HANYS, at cfoster@hanys.org.

