



Age-Friendly Health Systems: 4Ms Care in Nursing Homes

**Amanda Meier, MA, Project Manager,
IHI**

**Alice Bonner, PhD, RN, Senior
Advisor, IHI**

Age-Friendly Health Systems is 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).

[IHI.org/AgeFriendly](https://www.ihf.org/agefriendly)

Our Mission

Build a movement so all care with older adults is age-friendly care:

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



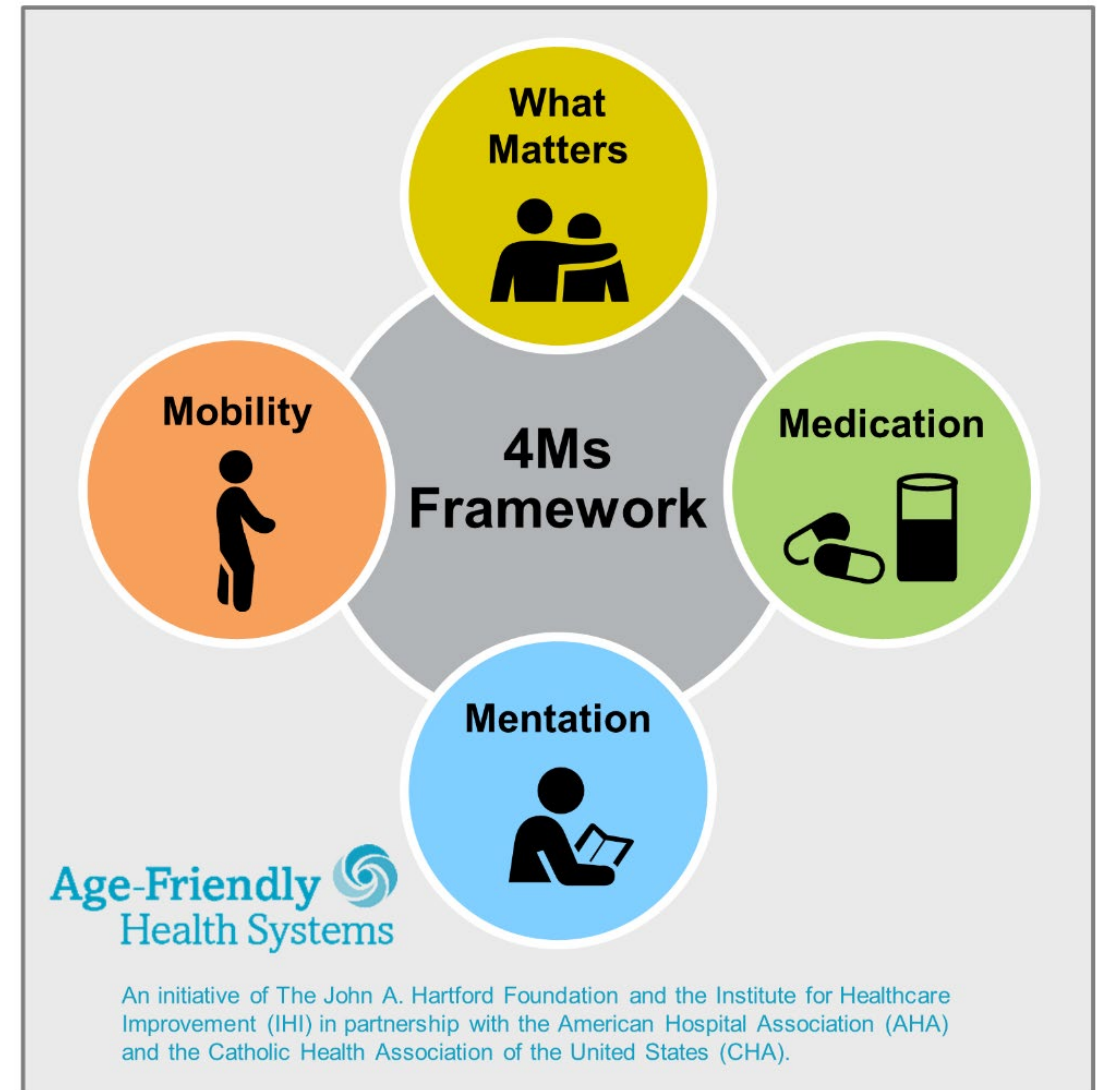
Why the 4Ms?

Represents core health issues for older adults

Builds on strong evidence base

Simplifies and reduces implementation and measurement burden on systems while increasing effect

Components are synergistic and reinforce one another



For related work, this graphic may be used in its entirety without requesting permission.
Graphic files and guidance at ihi.org/AgeFriendly

Key Actions in Nursing Home

Assess: Know about the 4Ms for each older adult in your care	Act On: Incorporate the 4Ms into the plan of care
Ask What Matters	Align the care plan with What Matters
Document What Matters	Deprescribe or do not prescribe high-risk medications
Review high-risk medication use	Ensure sufficient oral hydration
Screen for cognitive challenges	Consider further evaluation and manage manifestations of dementia, or refer
Screen for depression	Identify and manage factors contributing to depression
Screen for delirium at regular intervals	Orient older adults to time, place, and situation if appropriate
Screen for mobility	Ensure older adults have their personal adaptive equipment
	Prevent sleep interruptions; use non-pharmacological interventions to support sleep
	Ensure early, frequent, and safe mobility

Age-Friendly Health Systems: Guide to Care of Older Adults in Nursing Homes



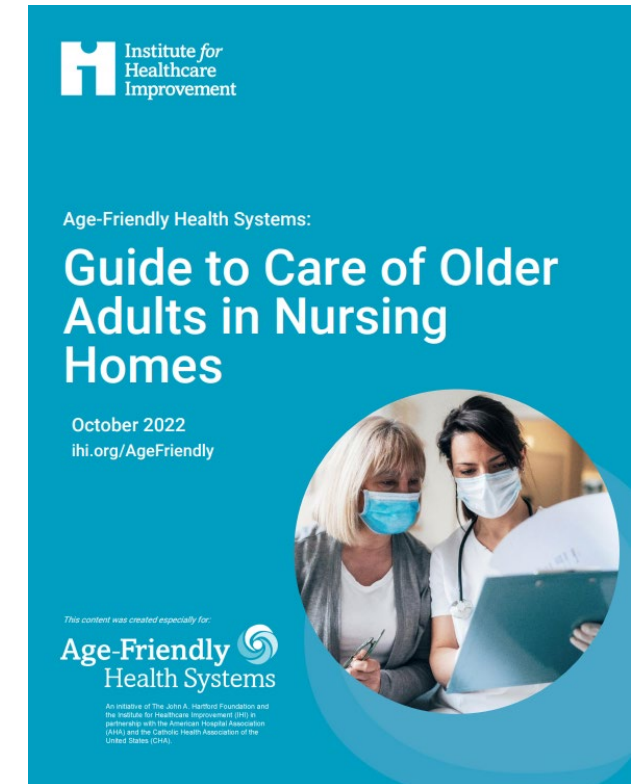
The
John A. Hartford
Foundation

Provides recommendations for implementing a series of actions system-wide (throughout the nursing home or campus)

Includes recommendations to:

- **build the will for change**
- **communicate about the 4Ms to all residents, care partners, and staff members**
- **engage the entire community in promoting age-friendly care**

https://241684.fs1.hubspotusercontent-na1.net/hubfs/241684/IHI-Age-Friendly-Guide-Nursing-Homes_March28-2022.pdf



Age-Friendly Health Systems: Workbook for Nursing Home Teams



The
John A. Hartford
Foundation

Companion to *Guide to Care of Older Adults in Nursing Homes*

- **practical and easy to use in daily practice**
- **includes printable worksheets that team members (including CNAs) can use to deliver 4Ms care**
- **developed through collaboration - expert faculty; U of Pennsylvania, U of Pittsburgh, & Penn State Schools of Nursing; four pioneering Teaching Nursing Homes; and ten pilot nursing homes**



Age-Friendly Health Systems:

A Workbook for Nursing Home Teams

A Companion Resource to the
Age-Friendly Health Systems: Guide to
Care of Older Adults in Nursing Homes

This content was created especially for:

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 (CHCA)



https://241684.fs1.hubspotusercontent-na1.net/hubfs/241684/IHI-Age-Friendly-Workbook-Nursing-Homes_March28-2022%20%28002%29.pdf

Ways nursing homes can engage in the movement

- **Action Communities** for teams to get support in adopting the 4Ms from faculty and peer health systems over 7-months
- **Scale-up Partnerships** (e.g., CVS, VA) to set an aim and spread the 4Ms across a large system
- **DIY pathway** for teams to learn about and test the 4Ms on their own using **Age-Friendly Resources**

ihi.org/AgeFriendly



Join IHI's 2024 Action Community!

- 7-month, virtual community
- Monthly webinars about the 4Ms and resources to support implementation
- Community of testers and learners
- Bright spot examples of organizations sharing how they implement the 4Ms
- Support your health organization's mission, vision, and values



There is no fee to participate Visit ihi.org/agefriendly

[Register here](#)

Why become an Age-Friendly nursing home?

- **Improve care for older adults with organized, evidence-based care. Nursing homes already provide aspects of Age-Friendly care. Using the 4Ms framework helps staff deliver it more reliably, consistently, and effectively.**
- **Recognition by IHI and The John A. Hartford Foundation as an Age-Friendly Health System.**
- **Age-Friendly 4Ms care has been shown to increase patient/resident satisfaction, which can lead to improved quality measure scores. Many nursing homes also report positive impact on staff and organizational culture.**

What AFHS nursing homes are saying

“AFHS has had a transformative impact in our SNF. We found increases in staff morale and engagement after implementation of the 4Ms. There was significant improvement in our care and clinical outcomes after adoption of the 4Ms framework such as fewer falls, reduced prescribing of potentially inappropriate medications, fewer disruptive behaviors, and increased documentation of What Matters. We found the 4Ms easy to implement and the resources extremely valuable



Nursing Home Case Studies

- [Hebrew SeniorLife: A New Way of Framing Nursing Home Care](#)
- [The Good Samaritan Society-Quiburi Mission: Communication with Nursing Home Residents Improves with 4Ms Care](#)
- [Maryland Baptist: 4Ms Care Brings Small Changes with Big Impact in Nursing Homes](#)
- [Mirabella: “What Matters” is Integral to Providing 4Ms Care in the Nursing Home](#)
- [Tsali Care Center: Building on a Strong Foundation to Increase 4Ms in the Nursing Home](#)

Thank you!

**Contact Amanda Meier at
ameier@ihi.org with
questions**