

# Age-Friendly Health Systems 4M Training For Healthcare Practitioners

## Module 4: Putting It All Together

### Presenters:

Isabel Rovira, MPH

Megan Wolfe, JD

Tanya L. Hofmann, MSN, APRN, ACNS-BC, ACM

Denise Pryor Kruszynski, MSN, ARNP, FNP-BC

Dr. Naushira Pandya, MD, CMD, FACP

# Age-Friendly Health Systems

## 4M Training For Healthcare Practitioners

### Series Objectives

By the end of the training, participants will be able to:

1. Understand the need for Age-Friendly Health Systems (AFHS)
2. Communicate the AFHS 4'M model
3. Identify your scope, role, and opportunities to practice the 4Ms in the healthcare setting

# Schedule

## Age-Friendly Health Systems 4M Training For Healthcare Practitioners



### Module 1: Introduction to Age-Friendly Health Systems

• *Thursday, June 3, 2021 • 10:00 am EST*



### Module 2: Deep Dives – What Matters Most & Mobility

• *Thursday, June 10, 2021 • 10:00 am EST*



### Module 3: Deep Dives – Mentation & Medication

• *Thursday, June 17, 2021 • 10:00 am EST*

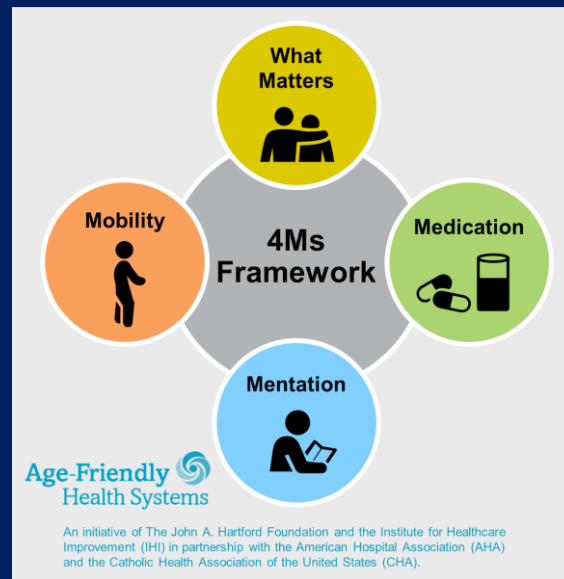


### Module 4: Putting it All Together

• *Thursday, June 24, 2021 • 10:00 am EST*

# Module 4 : Putting It All Together

June 24th, 2021



# Agenda

Age-Friendly Health Systems  
4M Training For Healthcare  
Practitioners

## Module 4: Putting It All Together

Welcome & Introduction

*Isabel Rovira, MPH*

Aging & Equity Data in Florida CHARTS

*Megan Wolfe, JD*

Considerations Around Implementation

*Tanya L. Hofmann, MSN, APRN, ACNS-BC, ACM-RN*

Putting It All Together: Local Support

*Denise Pryor Kruszynski, MSN, ARNP, FNP-BC*

Resources & Next Steps

*Dr. Naushira Pandya, M.D., CMD, FACP*

Q & A

# Aging & Equity Data Florida CHARTS

**Megan Wolfe, JD**

*Senior Policy Development Manager  
Trust for America's Health (TFAH)*

Dr. Kiran C. Patel College  
of Osteopathic Medicine  
NOVA SOUTHEASTERN UNIVERSITY

**NSU**  
Florida

South Florida Geriatric Workforce Education Program

# Florida Health CHARTS

## Aging in Florida Profiles

Megan Wolfe, JD  
Trust for America's Health  
June 24, 2021

# Today's Agenda

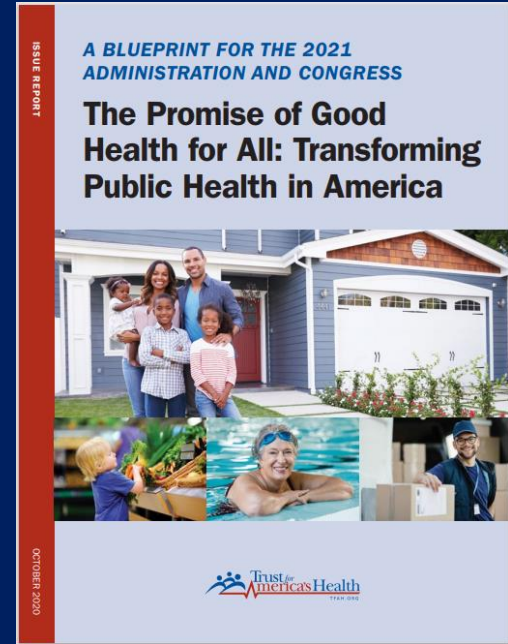
- Introduction to Trust for America's Health
- Background on Age-Friendly Public Health Systems
- Development of the Florida Department of Health's Aging in Florida Profiles
- Demonstration of Aging in Florida Profiles



# Who is TFAH?

An independent, non-partisan, public health non-profit

- Advancing evidence-based policy and advocacy with an equity focus
- Improving the health of every community
- Making disease prevention a national priority



# Why Age-Friendly Public Health?

- Federal: New CDC Healthy Aging Branch but still disease-specific
- Current public health aging projects include falls prevention, vaccinations, Alzheimer's and related dementias
- State/local: Lack of funding and expertise

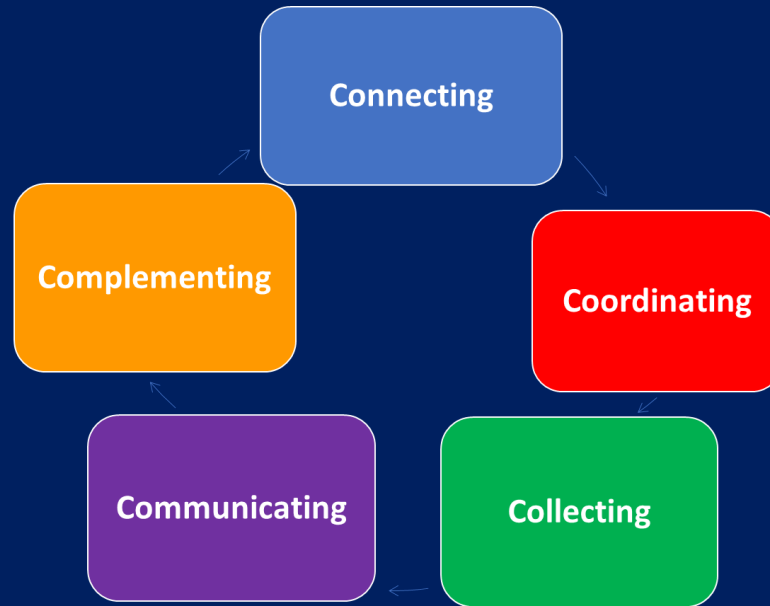


**HEALTHYBRAIN  
INITIATIVE**

# Age-Friendly



## PUBLIC HEALTH SYSTEMS

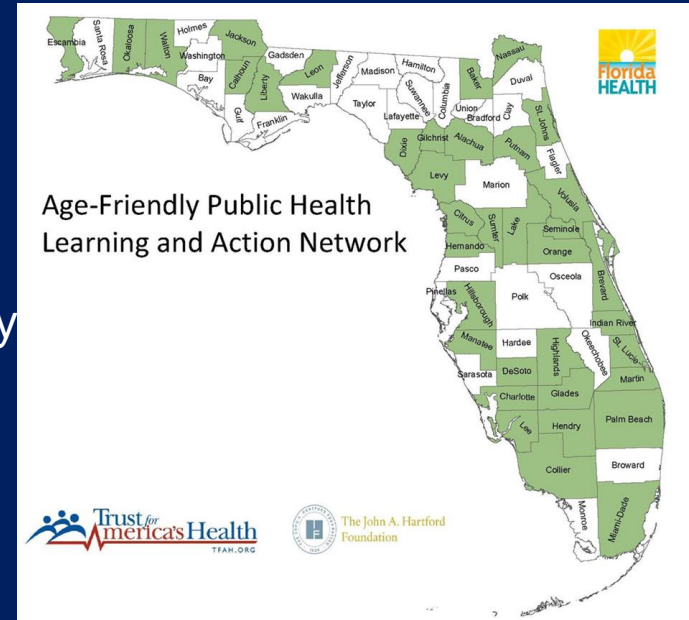


# TFAH's Florida Pilot

To test the framework and explore public health roles:

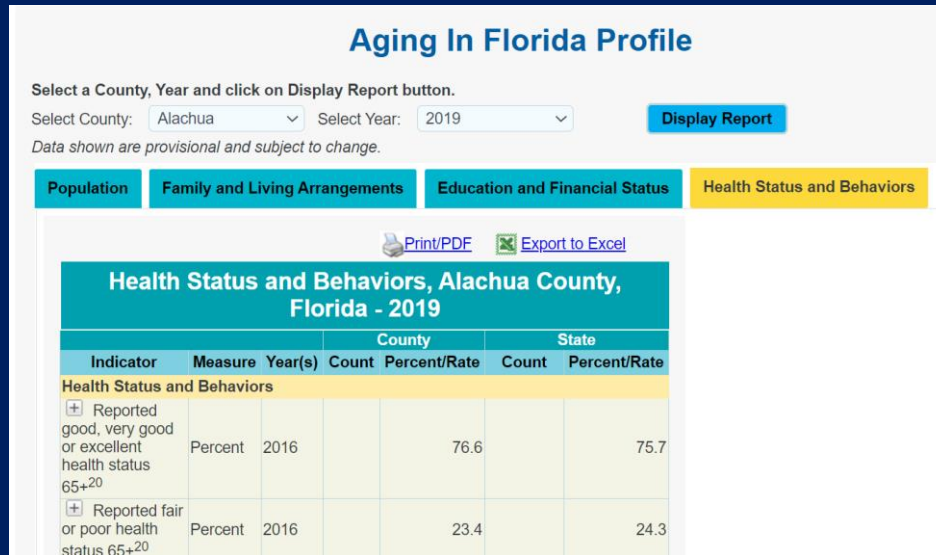
- Partnered with the Florida Departments of Health and Elder Affairs
- Created Learning & Action Network of 37 county health departments
- Provided tools, training, technical assistance

**Florida AFPHS Phase II:** more CHDs; deepen health equity efforts; address social isolation



# What we learned in the Florida Pilot

The importance of data to identify priorities, engage partners, and address equity



# Considerations Around Implementation

**Tanya L. Hofmann, MSN, APRN, ACNS-BC, ACM**

*Geriatric Program Coordinator*

*Sarasota Memorial Health Care System*

Dr. Kiran C. Patel College  
of Osteopathic Medicine  
NOVA SOUTHEASTERN UNIVERSITY

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# Consideration for implementation: Is Age-Friendly right for us?

Tanya Hofmann, MSN, APRN, ACNS-BC, ACM-RN  
Geriatric Specialty Practice Coordinator  
Sarasota Memorial Health Care System  
[tanya-hofmann@smh.com](mailto:tanya-hofmann@smh.com)

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# Learning Objectives

- Describe why becoming an Age-Friendly Healthcare System is important for your organization





“If you build it they will come.”

—The Field of Dreams



# Older Adults are breaking the mold

- an estimated 329,717 new residents settled in Florida between April 2020 and April 2021
- Florida was the No. 1 destination for relocating Americans in 2020
- An average of 845 new residents a day until 2025



# 13 Reasons to consider age-friendly according to US News and World Reports

Did you make the list?

1. Sarasota
2. Fort Myers
3. Port St. Lucie
4. Naples
5. Ocala (6)
6. Miami (9)
7. Melbourne (10)
8. Jacksonville (13)
9. Daytona Beach (15)
10. Orlando (16)
11. Lakeland (18)
12. Tampa (20)
13. Pensacola (25)



[https://live.staticflickr.com/1401/1025450836\\_ba9078a154\\_b.jpg](https://live.staticflickr.com/1401/1025450836_ba9078a154_b.jpg)



# Determining your Age-Friendly Journey

How?

Who?

Where?



# Know your patients!

Know the older adults in your health system

Know the language, race/ethnicity, religious and cultural preferences of the older adults in your care

Know the health literacy levels of your older adults



[https://encrypted-tbn0.gstatic.com/images?q=tbn:ANd9GcRq8Qw-JG8p9eWpT0GX0\\_YAtP2qUr5k8cL2ZQ&usqp=CAU](https://encrypted-tbn0.gstatic.com/images?q=tbn:ANd9GcRq8Qw-JG8p9eWpT0GX0_YAtP2qUr5k8cL2ZQ&usqp=CAU)



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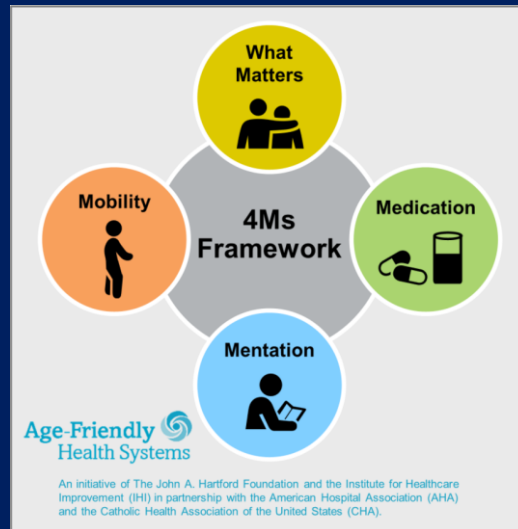
# Know your organization!

## What Matters?

Investigate how you are capturing what is important to your patients and their families

## Mobility

What happens to keep patients moving during hospitalization?



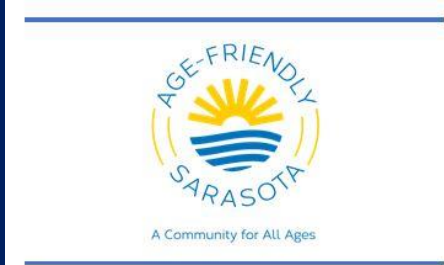
## Medication

How is medication management processed in your organization?

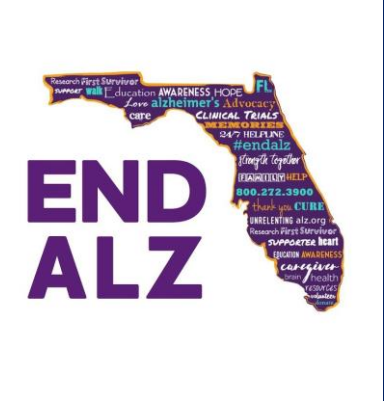
## Mentation

Do you currently have a process to screen all older adults for delirium?

# Know your community!



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 serving Sarasota & Manatee Counties



### Memory Disorder Clinics

MEMORY DISORDER CLINIC LOCATIONS

|   |  |  |  |
|---|--|--|--|
| <b>East Florida Hospital</b><br>1600 E. Broadway St.<br>Tallahassee, FL 32304<br>(904) 438-1111 | <b>East Central University</b><br>400 E. University Ave.<br>Tallahassee, FL 32304<br>(904) 438-1111  | <b>Florida State University</b><br>100 S. University Ave.<br>Tallahassee, FL 32304<br>(904) 438-1111 | <b>Florida State Hospital</b><br>100 S. University Ave.<br>Tallahassee, FL 32304<br>(904) 438-1111 |
| <b>University of Florida</b><br>1600 University Ave.<br>Gainesville, FL 32608<br>(352) 392-1111 | <b>University of South Florida</b><br>1417 Bruce B. Baker Blvd.<br>Tampa, FL 33620<br>(813) 974-1111 | <b>University of Tampa</b><br>401 E. Franklin St.<br>Tampa, FL 33602<br>(813) 251-1111               | <b>University of West Florida</b><br>100 University Blvd.<br>Lakeland, FL 33801<br>(888) 251-1111  |
| <b>Lee Memorial</b><br>1000 Lee Memorial Pkwy.<br>Fort Lee, FL 32909<br>(888) 251-1111          | <b>Shore Health</b><br>200 S. Orange Ave.<br>Orlando, FL 32801<br>(407) 241-1111                     | <b>St. John's Hospital</b><br>1000 St. John's Ave.<br>Orlando, FL 32801<br>(407) 241-1111            | <b>St. Joseph's Hospital</b><br>1000 St. Joseph's Ave.<br>Orlando, FL 32801<br>(407) 241-1111      |
| <b>St. Mary's Hospital</b><br>1000 St. Mary's Ave.<br>Orlando, FL 32801<br>(407) 241-1111       | <b>Florida Atlantic University</b><br>100 University Ave.<br>Boca Raton, FL 33431<br>(561) 365-1111  | <b>University of Miami</b><br>1000 University Ave.<br>Miami, FL 33136<br>(305) 375-1111              | <b>University of Miami</b><br>1000 University Ave.<br>Miami, FL 33136<br>(305) 375-1111            |



# Considerations for success

- Obtain a champion...or two
- Create a steering community made up of leadership, physicians, nurses, PT/OT, pharmacy, clinical systems, volunteers, educators, staff nurses, an older adult from your community to help you adopt your 4M Model
- Start SMALL and decide what area you should focus on
- Identify the most important initiatives which align Age-Friendly with your organization's strategic plans
- Keep evolving, revise things that are not working
- Celebrate your successes and spread the Care!





## References

- Institute for Healthcare Improvement. Accessed at <http://www.ihl.org/Engage/Initiatives/Age-Friendly-Health-Systems/Pages/default.aspx>

# Putting It All Together: Local Support

**Denise Pryor Kruszynski, MSN, ARNP, FNP-BC**

*Clinical Trainer*

*Nova Southeastern University*

Dr. Kiran C. Patel College  
of Osteopathic Medicine  
NOVA SOUTHEASTERN UNIVERSITY

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# Age-Friendly Healthcare, Putting it All Together

Denise Pryor Kruszynski, APRN  
Clinical Trainer  
Nova Southeastern University

Dr. Kiran C. Patel College  
of Osteopathic Medicine  
NOVA SOUTHEASTERN UNIVERSITY

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**I HAVE NO DISCLOSURES  
OR CONFLICTING AFFILIATIONS**

# Age-Friendly Health Care, a concept pioneered by

- THE JOHN A HARTFORD FOUNDATION
- THE INSTITUTE FOR HEALTHCARE IMPROVEMENT
- PARTNERSHIPS WITH
  - THE AMERICAN HOSPITAL ASSOCIATION (AHA)
  - THE CATHOLIC HEALTH ASSOCIATION OF THE UNITED STATES
  - KAISER PERMANENTE
  - TRINITY
  - ASCENSION

(FUNDED BY HRSA)

# The Geriatric Workforce Enhancement Program

Federal work force enhancement grant funded through  
the Healthcare Resources and Services Administration (HRSA)

(Grant number: U1QHP33074)

One of the major goals of the grant  
is the promotion Age-Friendly Healthcare

# Learning Objectives

- Mindset Undergirding Age-Friendly Healthcare
- Overview of the 4Ms
- Where We Begin, PDSA
- Challenges and Opportunities
- Next Steps, achieving Age-Friendly Designation



**"Patients are the experts in what they want from healthcare.**

**Clinicians are the experts in how to get them there."**

[patientprioritiescare.org](http://patientprioritiescare.org)





# Overview of Age-Friendly Health Care



# Model for Healthcare Improvement, PDSA

**Act**  
Either Adapt, Adopt or Discard  
the Measure

**Study the Results**  
3% of all patients seen achieve  
all of the measures within 1  
calendar year?



**Plan**  
Measures to improve, set a  
timeline

**DO**  
Implement the measure  
setting a timeline and a goal

# Challenges and Opportunities

## Challenges

- ❑ Change is difficult
- ❑ Less family and community support
- ❑ Reimbursement traditionally based on alleviating symptoms
- ❑ Visit times are short, patients are sicker and older

## Opportunities

- ❑ Evidence supports the benefits of Age-Friendly Healthcare
- ❑ Reimbursement for well visits is increasingly incentivized
- ❑ AFHC community partners are growing & implementing measures
- ❑ Patients and family are being empowered and educated
- ❑ Change is happening, the ship is turning

# Beginning the Journey, Level 1 Certification

- To be recognized as an Age-Friendly Health System Participant, complete the survey & submit electronically via the survey

<https://www.surveymonkey.com/r/Z2SGZNJ>

- The institution will be asked to submit a description of how it is working towards putting the 4Ms into practice.

- Link: Age-Friendly Health Systems: Guide to Using the 4Ms in the Care of Older Adults

- IHI will review & provide feedback within 3 weeks of submission



# Committed to Care Excellence, Level 2 Certification

- **Committed to Care Excellence** is a recognition for being an exemplar in the movement based on 4Ms work that is aligned with the Guide AND at least three months' count of older adults reached with evidence-based, 4Ms care.
- To be recognized at this level, review the feedback you received from [AFHS@ihi.org](mailto:AFHS@ihi.org) when you submitted your 4Ms Description survey to be recognized as an Age-Friendly Health System Participant. The feedback will indicate whether the Description is approved and aligned with the Guide.
- 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.



# Resources and References

- Institute for Healthcare Improvement
- The John A Hartford Foundation
- The American Geriatric Society

"The names of the patients whose lives we save can never be known. Our contribution will be what did not happen to them. And, though they are unknown, we will know that mothers and fathers are at graduations and weddings they would have missed, and that grandchildren will know grandparents they might never have known, and holidays will be taken, and work completed, and books read, and symphonies heard, and gardens tended that, without our work, would never have been."

*Donald M. Berwick, MD, MPP, President Emeritus, Institute for Healthcare Improvement*

# Questions?

Contact me @ [Dk644@nova.edu](mailto:Dk644@nova.edu)





# Resources and Next Steps

Naushira Pandya, MD, FACP, CMD,  
Professor and Chair, Department of Geriatrics,  
Director Geriatrics Workforce Enhancement

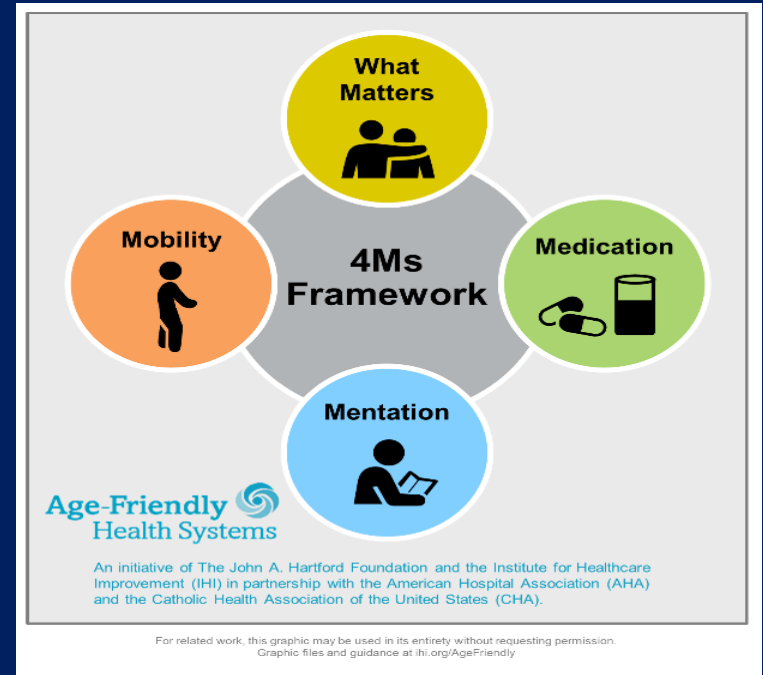
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# My take on what we have learned so far

- The demographic and social imperative for changing our approach to the care of older adults is here!
- Adopting a more holistic approach that will meet the specific needs of older adults will lead to increased satisfaction in various care settings



# Aging Well; What can be done?

- Add life to years; healthy aging is an INVESTMENT, not a COST
- Elders can contribute to the economy, workforce, social cohesion, and enrichment
- Re-envision aging and elders; we all have biases
- Align health systems, public health framework, and long-term care services and supports to meet needs of elders
- Be an advocate-use your influence!

# The Use of the 4 M Framework is Doable and Measurable

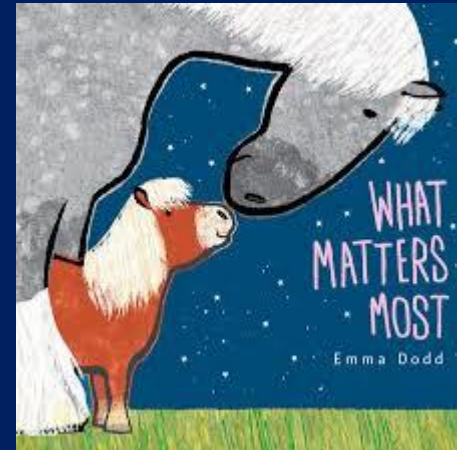
- Multicomplexity could be the 5<sup>th</sup> M
- Nurses play an essential role and TEAMWORK is key
- Benefits of 4M-based care
  - Reduce avoidable ED visits and hospitalizations
  - Reduction in polypharmacy and adverse drug events
  - Early detection of the Three D's
  - Improved mobility, reduction of falls and related injuries
- Specific assessment tools are available to screen for problems and inform subsequent care

# What Matters Most- best practices from Anne Arundel Medical Center

- **What matters** drives the whole care plan-include in EHR
- Stories, pets (M and Ms and food) matter and can change us
- Buy-in, collaboration, publicity worked
- Acute Care for the Elderly (ACE units) or similar settings can be the focus of learning and improve care

## ...best practices from Anne Arundel Medical Center

- Passion and clinical champions can make it happen
- Choose measurables that matter
  - Readmission rates
  - Ease of departure
  - Length of stay



O'Neil, Tinetti and others...

**IF YOU DON'T KNOW WHERE TO  
START, WHY NOT START WHERE  
THE PATIENT WANTS YOU TO**



# Mobility is Medicine

- Maintaining mobility and function affect whether you can get home
- Sitting or laying in bed is almost the rule in hospitals
- Each patient has unique fall risks
- **Ask about falls at all visits**
- Mobility volunteers-involve health profession students!
- Use Mobility is Medicine Card and Patient Mobility Plan to empower patients



# Dementia Prevention and Brain Health

- Few drugs are available to treat cognitive impairment or modify the course of Alzheimer's disease
- Nearly half of dementia cases could be delayed or prevented
- Exercise has a positive impact on cognition-**WALK**
- Mediterranean diet adherence is associated with reduced risk of Alzheimer's disease
- Ask about sleep quality

# ....Brain Health

- Advanced cognitive training and increase speed of processing associated with lower risk of developing dementia
- Combined physical and cognitive training could be even more effective
- Recommendations:
  - Cognitive and strength training 3 x a week
  - Daily aerobic exercise, mentally stimulating activities, meditation, Mediterranean diet, sleep



# Age Friendly Focus on Medications

- Essential medications should be used appropriately and consistent with what matters
- Anticholinergic medications and concurrent medications can lead to serious problems, e.g. urinary retention, confusion, and falls
- Beware of the medication cascade!
- When there is a problem, look at the medication list FIRST
- Bring all medications to office visits and ED



# Medication Management

- 2019 AGS Beers Criteria is a useful tool
- STOPP Criteria-screen for potentially inappropriate medications
- Big offenders: benzodiazepines, Opioids, sedatives and sleep medications, muscle relaxants, tricyclic antidepressants, antipsychotics, anticholinergics
- **DEPRESCRIBE** when possible



# NSU SF GWEP

Coronavirus (COVID-19) Updates: Get the Latest Information

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NSU Home > SF Geriatric Workforce Enhancement Program (SFGWEP) >



**NSU South Florida GWEP**

# SF GWEP Resources for Age Friendly Health Care

- Webinars of 4M framework
- Geriatrics Journal Club 3 times a month on Zoom
- Web-based geriatric training
- Podcast series
- COVID-19 resources and telehealth informations

[pandya@nova.edu](mailto:pandya@nova.edu)

**THANK YOU!**

# Age-Friendly Health Systems 4M Training For Healthcare Practitioners

## Questions?



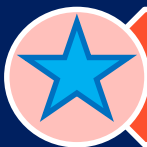
# Age-Friendly Health Systems 4M Training For Healthcare Practitioners

*Help us by completing an evaluation!*

<https://redcap.nova.edu/redcap/surveys/?s=CHETXK48Y4>

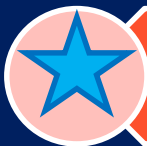


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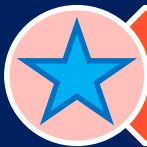
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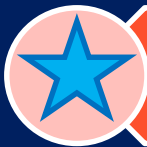
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• *Thursday, June 24, 2021 • 10:00 am EST*

# Age-Friendly Health Systems 4M Training For Healthcare Practitioners

## Thank you!

### Contact Information for Today's Speakers:

- **Isabel Rovira**, Co-Founder/COO, Urban Health Partnerships: [isabel@urbanhp.org](mailto:isabel@urbanhp.org)
- **Megan Wolfe**, Senior Policy Development Manager, Trust for America's Health: [mwolfe@tfah.org](mailto:mwolfe@tfah.org)
- **Tanya L. Hofmann**, Geriatric Program Coordinator, Sarasota Memorial Health Care System: [Tanya-Hofmann@smh.com](mailto:Tanya-Hofmann@smh.com)
- **Denise Pryor Kruszynski**, Clinical Trainer, NSU: [dk644@nova.edu](mailto:dk644@nova.edu)
- **Dr. Naushira Pandya**, Professor and Chair, Geriatrics, NSU: [pandya@nova.edu](mailto:pandya@nova.edu)