

IHI Online Course with Coaching (OCC): Age-Friendly Health Systems

September – December 2026

This program consists of 5 live online sessions, each at 1:00–2:00 PM ET and self-paced activities to be completed outside of the live sessions. Self-paced activities between sessions are required and should take no longer than one hour to complete.

To receive credit for completing your IHI program and, if applicable, become eligible for continuing education credit, you must:

- Attend and participate in live online sessions.
- Complete any required self-paced learning activities.
- Complete any required coursework, such as online submissions or presentations.
- Submit the post-program evaluation survey within 30 days of the program end date.

Live-Online	Self-Paced
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Session	Date(s)	Session Topic	Live or Self-Paced
Lesson 1	Opens: September 23 rd Closes: October 7 th	Review and complete the following lesson to prepare for All Learner Call 1: <ul style="list-style-type: none"> • Lesson 1: Introduction to Age-Friendly Care and What Matters 	Self-Paced

<p>All Learner Call 1</p>	<p>October 7, 2026 1:00-2:00 PM ET</p>	<p>Learning Objectives for What Matters:</p> <ul style="list-style-type: none"> • Adapt sample questions to ask older adults “What Matters?” in your practice and document the responses • Build What Matters into the plan of care and identify steps to act on What Matters as part of care delivery with an interprofessional care team • Describe strategies and approaches to align each older adult’s care plan with What Matters to them 	<p>Live</p>
<p>Lesson 2</p>	<p>Opens: October 7th Closes: October 21st</p>	<p>Review and complete the following lesson to prepare for All Learner Call 2:</p> <ul style="list-style-type: none"> • Lesson 2: Medication 	<p>Self-Paced</p>
<p>All Learner Call 2</p>	<p>October 21, 2026 1:00-2:00 PM ET</p>	<p>Learning Objectives for Medication:</p> <ul style="list-style-type: none"> • List components of effective communication about medication with older adults (and when relevant, caregivers), and across interprofessional teams and care settings • Identify specific approaches to deprescribe, adjust doses, and avoid high-risk medications in collaboration with an older adult and interprofessional team members • Describe how to measure outcomes (e.g., process or workflow changes, clinical approaches) related to Medication management 	<p>Live</p>
<p>Lesson 3</p>	<p>Opens: October 21st Closes: November 4th</p>	<p>Review and complete the following lesson to prepare for All Learner Call 3:</p> <ul style="list-style-type: none"> • Lesson 3: Mentation 	<p>Self-Paced</p>

<p>All Learner Call 3</p>	<p>November 4, 2026 1:00-2:00 PM ET</p>	<p>Learning Objectives for Mentation:</p> <ul style="list-style-type: none"> • Identify and use recommended tools to screen for dementia, delirium, and depression • Identify when to initiate – or refer for – further evaluation and treatment when screening for dementia, delirium, or depression as part of an interprofessional care team • Describe how to measure results from Mentation assessments 	<p>Live</p>
<p>Lesson 4</p>	<p>Opens: November 4th Closes: November 18th</p>	<p>Review and complete the following lesson to prepare for All Learner Call 4:</p> <ul style="list-style-type: none"> • Lesson 4: Mobility 	<p>Self-Paced</p>
<p>All Learner Call 4</p>	<p>November 18, 2026 1:00-2:00 PM ET</p>	<p>Learning Objectives for Mobility:</p> <ul style="list-style-type: none"> • Describe how to develop a dashboard to track age-friendly metrics related to mobility in the electronic health record (EHR) • Engage teams in asking older adults What Matters to them in terms of their mobility • Identify strategies to promote and optimize mobility and implement mobility practices (optimize ways of getting around) • Identify at least one way to engage the entire community 	<p>Live</p>
<p>Lesson 5</p>	<p>Opens: November 18th Closes: December 14th</p>	<p>Review and complete the following lesson to prepare for All Learner Call 5:</p> <ul style="list-style-type: none"> • Lesson 5: Improving and Spreading Age-Friendly Care 	<p>Self-Paced</p>

<p>All Learner Call 5</p>	<p>December 14, 2026 1:00-2:00 PM ET *Note: Session is on a Monday</p>	<p>Learning Objectives for Moving Forward & Tracking Progress in Implementing Age-Friendly Care:</p> <ul style="list-style-type: none"> • Describe how to develop a dashboard to track age-friendly metrics in the electronic health record (EHR) and/or other documentation systems • Identify plans to practice and spread age-friendly care, including engaging leadership to support implementation of age-friendly principles as well as community engagement 	<p>Live</p>
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