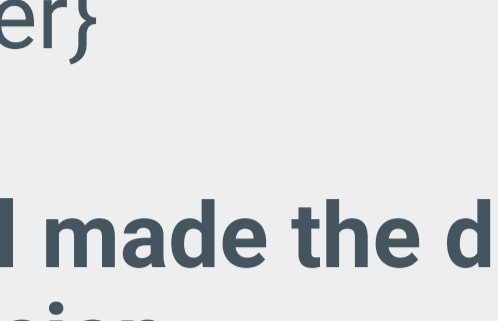


Building an age-friendly grassroots movement at Saratoga Hospital



The number of people 65 and older in the hospital's service area grew more than 50% in the past decade.

Over half of the hospital's patients are at least 65 {one-third are 75 or older}



which exceeds the national hospital average of 40%

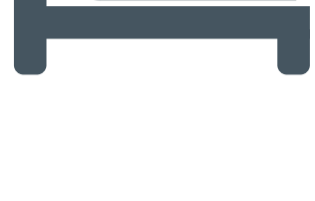


The hospital made the decision to hire its first geriatrician.

A series of events prompted clinical leaders to rethink their approach to elder care:



An increase in patient falls



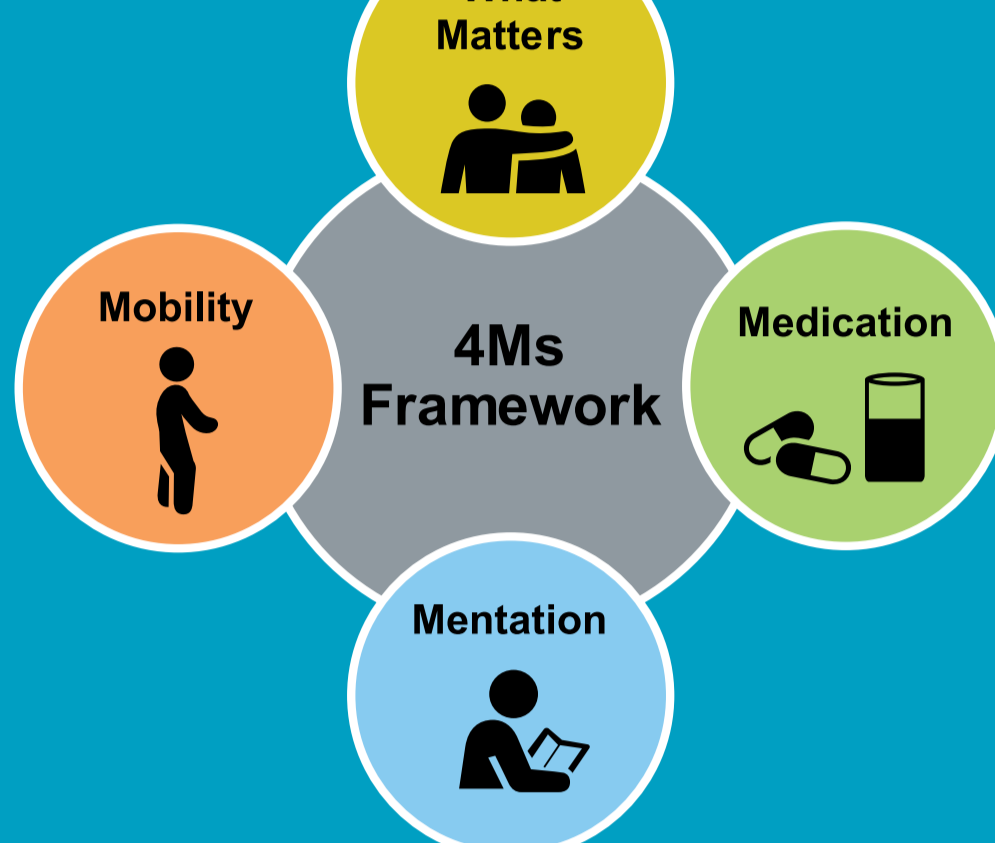
A rise in longer stays before older patients could go home, to rehab, or to skilled nursing facilities



Need for more 1:1 companions for confused senior patients

At nearly the same time, the Hospital Association of New York State (HANYS) launched an Age-Friendly Health Systems Action Committee cohort in upstate New York.

Saratoga Hospital moved quickly to join that initiative and to adopt the 4Ms Framework.



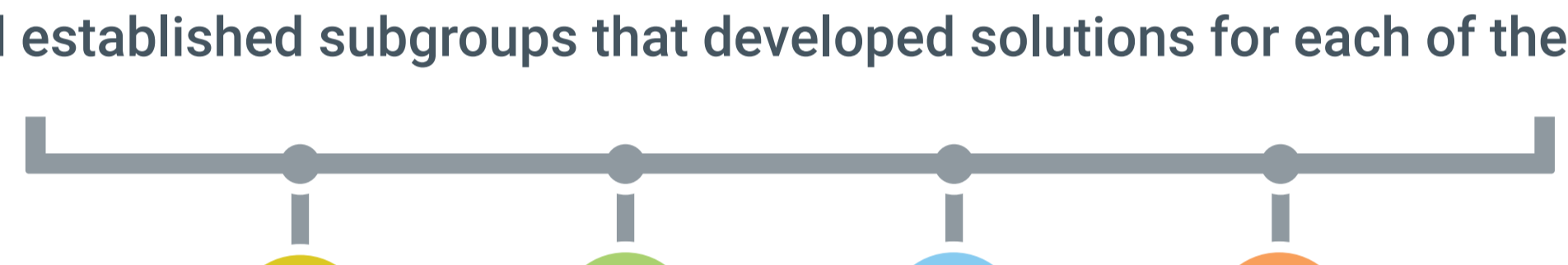
Champions from geriatrics, care management, and nursing launched a grassroots movement, backed by senior leadership.

40+ employees from medicine, nursing, care management, PT, OT, pharmacy, informatics, housekeeping, speech therapy, nutrition, and more joined the movement.

Patient caregivers and representatives also participated.



They brainstormed a wish list of changes/improvements related to the 4Ms.



And established subgroups that developed solutions for each of the 4Ms.



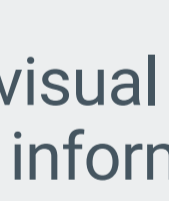
Clinicians collaborated with hospital informatics experts and sought interdisciplinary input to develop new EHR tools and documentation:

- Care team members now add and update **What Matters** and **Medication** information within the care plan.
- For **Mentation**, clinicians use the NuDesc tool, record the results, and develop and implement a patient-specific delirium prevention care plan.
- Johns Hopkins Activity and **Mobility** Promotion scale is embedded in the workflow for assessing and tracking mobility efforts.

"Age-Friendly Health Systems captures the heart of geriatrics. It's not just good care, but the right care for every older adult."

– Mallory Otto, MD, geriatrician, Saratoga Hospital

Early successes, started in the Medical/Surgical Telemetry Unit:

What Matters 

Developed bedside paper visual for noting favorite music, hobbies, family, career, and other personal information important to each older adult. Patient care assistants (PCAs), or companions, and others use it to build connections and de-escalate agitation, confusion, and anxiety. It was especially helpful during the pandemic when patients could not have visitors. Patient goals and preferences are honored and drive interdisciplinary care management and care transitions.

Medication 

Reduced high-risk medications from standard order sets and decreased use of potentially inappropriate medications.

Mentation 

Secured a grant for training to certify 25 PCAs in dementia care. PCAs have become 4Ms champions for their units as they see the effectiveness of the approach. Saratoga also added Nursing Delirium Screening Scale (NuDesc) tool and delirium prevention protocols.

Mobility 

Created an assessment tool and shifted focus to safe mobility versus no mobility to prevent falls, setting a goal to ambulate patients at least three times a day.

Saratoga Hospital adapted the 4Ms framework to add additional focus on nutrition to promote the least restrictive meals for the most frail and to increase use of modified utensils.

Saratoga Hospital has made expanding its 4Ms care a priority.

The hospital received funding to certify another 180 employees in dementia care, and was recognized by IHI as Age Friendly Health Systems Committed to Care Excellence.

Lessons

Identify leaders and champions at all levels.

Involve all disciplines.

Build necessary infrastructure, including ways to document and share the 4Ms in EHR workflows and records.

Take advantage of resources and support from IHI, state hospital associations, and other providers.

About Age-Friendly Health Systems

According to the US Census Bureau, the US population aged 65+ years is expected to nearly double over the next 30 years, from 43.1 million in 2012 to an estimated 83.7 million in 2050. These demographic advances, however extraordinary, have left our health systems behind as they struggle to reliably provide evidence-based practice to every older adult at every care interaction.

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), designed to meet this challenge head on.

Age-Friendly Health Systems aim to: Follow an essential set of evidence-based practices; Cause no harm; and Align with What Matters to the older adult and their family caregivers.

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).

ihi.org/AgeFriendly

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