UPMC Mercy unites geriatric efforts to achieve age-friendly care

UPMC Mercy started their age-friendly work in a single progressive care unit. They learned from and built on early successes:

Their efforts began delivering results for patients across each of the 4Ms.

As a result, UPMC Mercy was recognized by IHI as an Age-Friendly Health System Committed to Care Excellence. They are building on their momentum by continuing to implement the Age-Friendly Health Systems 4Ms Framework.

Advice

- **Medication**
  - Support all medications, interactions, and mobility to promote physical health
  - Collaborate with pharmacists to identify or switch to safer medications
  - Communicate what matters to patients about their medications

- **Mentation**
  - Develop a nurse-led protocol with delirium assessment measures and interventions
  - Reduce length of stay (LOS), more patients went home versus to skilled nursing facilities, and fewer opioids were prescribed for those over 75.

- **Mobility**
  - Reduced fall rate by one-third in one quarter.
  - Focused on preserving mobility and preventing falls.

- **Aims to understand and act on patients’ care goals**
  - Support what matters, mentation, and mobility with pharmacist-led medication reviews for all geriatric patients on the unit, using IHI guidelines.