

UPMC Mercy unites geriatric efforts to achieve age-friendly care



The UPMC senior leadership team had a goal in caring for older adults:



Treat the whole person.

UPMC aimed to make older adult care:



Interdisciplinary



Innovative



World-class



Patient/
family-centered

This new and evolving vision to become age-friendly would build on the system's tradition for compassionate and comprehensive care.

To achieve its goals, UPMC Mercy had to find a way to integrate and coordinate the system's multiple services for older adults. These included:



Pennsylvania's only Level 2 Geriatric Emergency Department



Nurse-led delirium prevention



Comprehensive stroke center

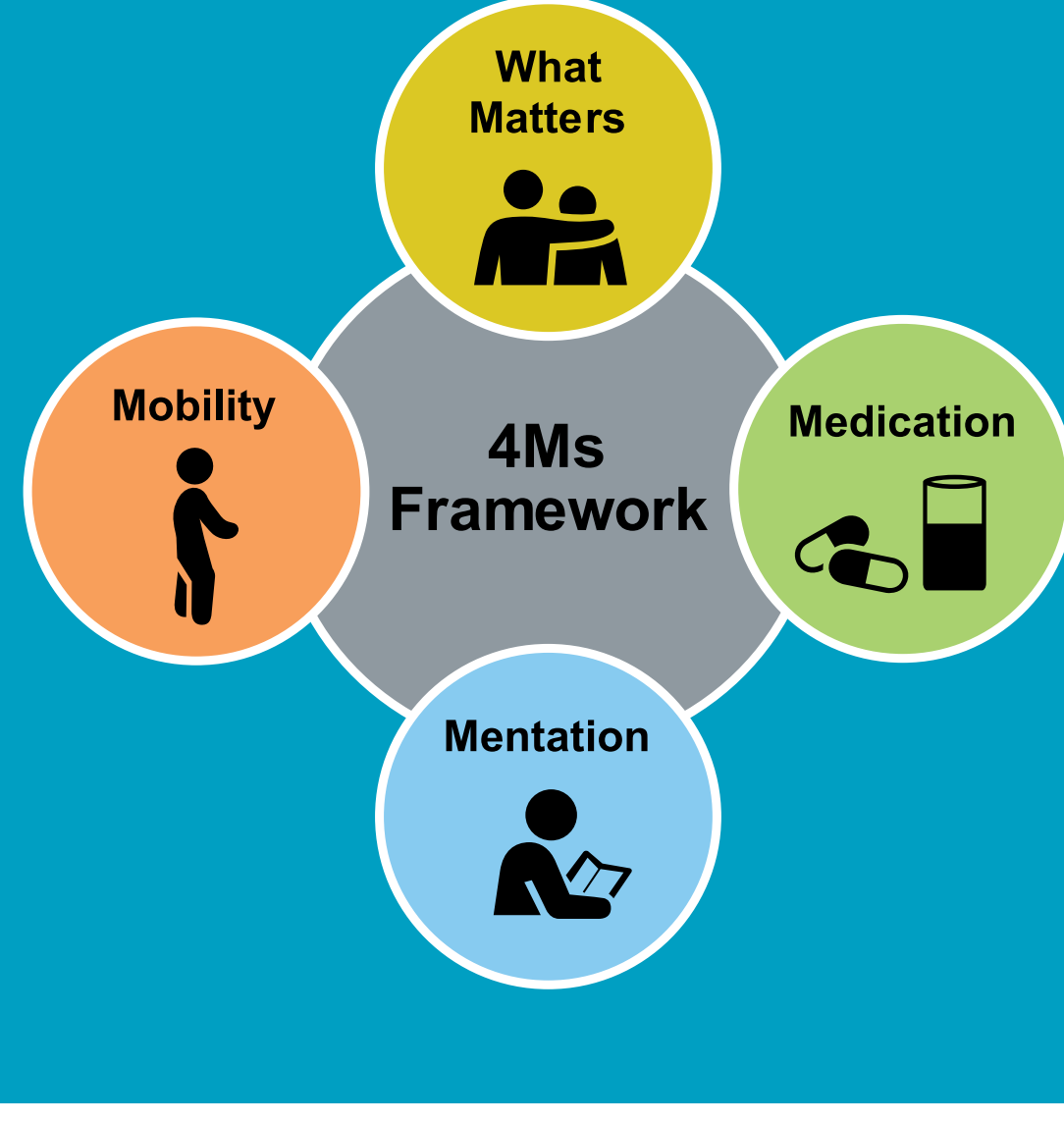


Dementia activities room



UPMC's Rehab Institute

UPMC Mercy adopted the Age-Friendly Health Systems 4Ms Framework.



UPMC Mercy started their age-friendly work in a single progressive care unit.

They learned from and built on early successes:

American College of
Emergency Physicians



Level 3 Bronze → Level 2 Silver
Geriatric Emergency
Department Accreditation

Nurses Improving Care for
Healthsystem Elders (NICHE)



NICHE-ABIM Foundation
Choosing Wisely®
Trailblazer Award

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

What Matters

Aims to understand and act on patients' care goals

- Developed a "meet and greet" script for social workers and care managers to learn patient priorities, from going home and pain control to dancing at granddaughter's wedding.
- 80% of patients 65 and older received a "discharge when" assessment with documented goals.

Medication

Support what matters, mentation, and mobility with pharmacist-led medication reviews for all geriatric patients on the unit, using IHI guidelines.

- Completed 775 consults, for 96% of patients 65 years and older, in first four months of 2022.
- 274 recommendations to deprescribe potentially inappropriate meds, with 92% acceptance.

Mentation

Prevent or minimize delirium

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

Mobility

Focused on preserving mobility and preventing falls

- Reduced fall rate by one-third in one quarter.

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



Broadening
mobility program
to include earlier
physical and
occupational therapy



Shifting
paper-based
delirium tracking
to EHR



Scaling
the 4Ms to
other units

Advice

Understand you are undertaking a major shift in organizational culture.

Invite all parts of the organization to meet goals together.

Set an expectation for active participation by collaborators.

Secure visible support from senior leadership.

Create tools to share learnings across the 4Ms programs.

Communicate goals and progress updates.

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.