Making Age-Friendly Health Systems work across cultures

20% of South Korea’s population will be 65+ by 2025

Asan Medical Center (AMC), the country’s largest tertiary hospital, was among the first to take on the challenge to better serve the needs of older adults.

AMC established the Asan Multidisciplinary Committee for Seniors (AMCS) in 2020, to lead its efforts to reimagine geriatric care.

AMC’s keys to success

- High-level commitment and alignment
- Integrated leadership and governance
- Multi-disciplinary input, agreement, and champions
- EHR integration and data
- Medication reconciliation

Inpatient care coordination

Asan Medical Center (AMC), the country’s largest tertiary hospital, leaned into the challenge to better serve the needs of older adults by embracing the Age-Friendly Health Systems (AFHS) initiative. Asan Medical Center (AMC) was recognized as an Age-Friendly Health System Committed to Care Excellence in the spring of 2022.

Cultural adaptation

AMC developed a care coordination program that included hospital-based social workers’ responsibilities beyond billing to include all domains of care, living, and death. This was also the first program to work with older adult’s caregivers.

Multi-disciplinary input, agreement, and champions

AMC established the AMCS as an interdisciplinary team of 2 family medicine physicians, 1 Emergency Department (ED) doctor, 3 pharmacists, 3 IT experts, 1 pharmacist, 1 social worker, and 1 administrative professional.

EHR integration

AMC rapidly embedded the 4Ms Framework throughout the hospital, including the creation of a Clinical Frailty Scale (CFS) for older adults with the universal adoption of a CFS. They conduct daily assessments of newly admitted patients 65+ as well as all ED and Inpatient patients who are 18+. It pre-emptively identifies adults at high-risk, linking to recommended in/out hospital care for older adults.

Medication reconciliation

AMC conducted a medication reconciliation exercise program within hospital-based social workers’ responsibilities. There was a 20% reduction in the number of inpatient medication reconciliation cases due to the intervention.

Time

2-3 minute clinic visits due to demand/volume

Fees for service, so no incentives for geriatric assessments or financial disincentives for adverse geriatric events

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Results to date

- Inpatient
  - 36,000 older adults
  - 20% reduction in the number of medication reconciliation cases
- Outpatient
  - >200 adherence and depression screenings
  - Medication management, exercise program, and de-prescribing program

Achievement of AMC “firsts”

A goal was to increase follow-up appointments for patients 65+ who were discharged from the hospital, bringing South Korea’s community care-based welfare system in line with the developed world. The multi-disciplinary AMC team established a tailored exercise program within 48 hours of admission, focusing on mobility and improving mobility risk.

Exercise program

A new standard that adults 65+ start a tailored exercise program within 48 hours of admission if indicated or contraindicated.

A new goal

To discharge patients to their home, or community-based living versus chronic care or institutionalization.

About Age-Friendly Health Systems

Age-Friendly Health Systems  |  Case Study

As an Age-Friendly Health System Committed to Care Excellence, AMC serves: 30-40 min for those 65+ across the entire hospital

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