

Age-Friendly Health Systems: Advice to Begin Your Journey



Team members from [health care sites that have achieved Age-Friendly Health Systems recognition](#) share this advice:

About Integrating All 4Ms (What Matters, Medication, Mentation, and Mobility)

- “**Integrate 4Ms education into staff orientation** and ongoing training.”
- “Identify what your current care and standards are and **compare them to the 4Ms requirements.**”
- “Re-evaluate your 4Ms practice and **adapt to patient and staff feedback** while continuing to meet requirements.”
- “**Focus on one M at a time** when teaching and implementing into the current workflow.”
- “Appropriately **document the 4Ms** and build a process around this.”
- “Maintain staff engagement in the 4Ms Framework and **provide ongoing reinforcement and support.**”
- “Help your staff **understand the purpose behind the 4Ms** and how it can be incorporated into their daily work.”

About Centering What Matters

- “**Prioritize What Matters during intakes and document it clearly** in the chart to ensure continuity across care and clinicians.”
- “Be ready to **treat and care for the entire patient.** Growing old is hard. The changes in lifestyle and independence need to be treated in addition to every part of each one that is trying very hard to rehab and return home as highly functioning as possible and this in many ways can be a struggle.”
- “**Active listening** to all that the residents verbalize or try to verbalize.”

About the Journey to Becoming an Age-Friendly Health System

- “**Incorporate reflection and readiness** to your age-friendly journey.”
- “**Acknowledge where there may be gaps** in your current system and learn to bridge those to become age-friendly.”
- “Utilize and **build on your current policies** to deter confusion and frustration from staff/team members.”
- “**Embrace the challenges!**”
- “**Join the [calls](#)** (or listen to [recordings](#) when unable) to help guide your journey. Not only have the IHI webinars and calls provided ideas for workflows and solutions, they have also helped temper anxiety knowing that many systems are in the same spot we are.”
- “**Just get started.** It is really clinically helpful. Not overly time consuming or complex. Feels intuitive and helpful.”
- “Meet with all your stakeholders, provide education and resources for people to read more, and continue to **emphasize the big picture** of why we are making these changes and how it will benefit our patients.”

Learn more about [how to join the Age-Friendly Health Systems movement](#) and [recognition](#).



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).