

What Does It Mean to Be an Age-Friendly Health System?

The 4Ms Are Practiced as a Set	Actions in an Age-Friendly Health System Hospital*
What Matters Know and align care with each older adult's specific health outcome goals and care preferences including, but not limited to, end-of-life care, and across settings of care	<ul style="list-style-type: none"> • Ask the older adult What Matters (e.g., Health Identification Priorities Quick Guide, What Matters Guide for Getting Started), including their health outcome goals and care preferences, and document it • Align the care plan with What Matters most • Document the older adult's preferred support person or caregiver
Medication If medication is necessary, use age-friendly medication that does not interfere with What Matters to the older adult, Mobility, or Mentation across settings of care	<ul style="list-style-type: none"> • Review medications and document high-risk medication use (e.g., AGS Beers Criteria, Anticholinergic Burden Calculator) <ul style="list-style-type: none"> Screen for eight PIM drug classes: <ul style="list-style-type: none"> ○ Benzodiazepines, anxiolytics ○ Opioids ○ Highly-anticholinergic medications (e.g., diphenhydramine) ○ All prescription and over-the-counter sedatives and sleep medications (hypnotics) ○ Muscle relaxants ○ Tricyclic or other antidepressants ○ Antipsychotics ○ Mood stabilizers • Deprescribe, adjust doses, and avoid high-risk medications
Mentation Prevent, identify, treat, and manage cognitive impairment (dementia or related disorders), depression, and delirium across settings of care	<ul style="list-style-type: none"> • Screen for delirium at least every 12 hours (e.g., UB-2, UB-CAM, bCAM, CAM, 3D-CAM, CAM-ICU, Nu-DESC, 4AT) and upon any change in function or behavior • Ensure sufficient oral hydration • Orient to time, place, and situation (or validation and orienting cues with dementia) • Ensure older adults have their personal adaptive equipment and hearing and vision devices • Prevent sleep interruptions; use nonpharmacological interventions to support sleep
Mobility Ensure that each older adult moves safely every day in order to maintain function and do What Matters	<ul style="list-style-type: none"> • Screen for mobility limitations (e.g., Timed Up & Go [TUG], Johns Hopkins High Level of Mobility [JH-HLM], Tinetti Performance Oriented Mobility Assessment [POMA]) • Ensure early, frequent, and safe mobility

*Visit ihi.org/agefriendly for details and tools for your specific care setting, including the [Guide to Using the 4Ms](#), [CMS Measure resources](#), and [The Business Case for Becoming an Age-Friendly Health System](#).