

# Advancing Age-Friendly Health Systems in PACE

Engaging in Age-Friendly Care for Better Health Outcomes

November 13, 2024



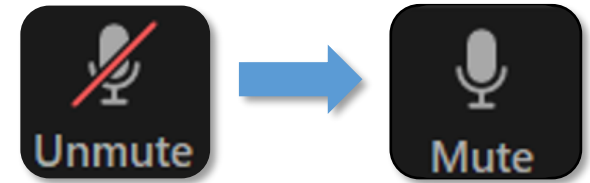
# Housekeeping

- **This session is being recorded.** This meeting and its recording is for general informational purposes only and does not constitute business or legal advice by NPA or any of its participating members.
- Please remember to **mute your line** while you are not speaking. This reduces background noise.
- When you speak, please **identify yourself by name and your PACE organization.** This helps those who are dialed in by phone understand who is speaking.

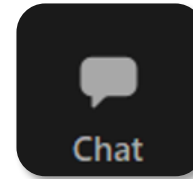
# Your Engagement is Welcomed!

There are multiple ways to participate in today's call:

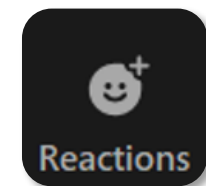
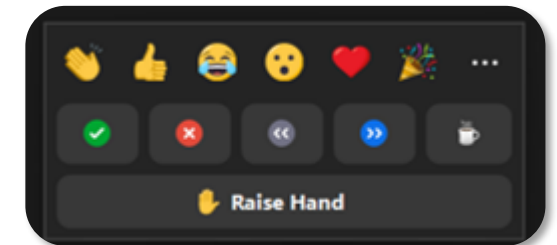
- **Unmute** yourself when you would like to make a comment.



- Send your comment through the **chat**.



- Use the "**Raise Hand**" feature to alert the facilitator that you would like to share a comment (remember to lower your hand after your remarks).



# Today's Agenda

- Provide an overview of the Age-Friendly Health Systems movement and the importance of age-friendly care;
- Learn from case examples for how POs have adopted age-friendly care;
- Understand how you can engage in Action Communities, and other engagement opportunities, to support and advance the Age-Friendly Health Systems Movement.

# Today's Presenters

Laura Howell Nelson

*Project Director*

Institute for Healthcare Improvement

Boston, MA

[lhowellnelson@ihi.org](mailto:lhowellnelson@ihi.org)

Emily Drennan, Ph.D.

*Quality Manager*

PACE Organization of Rhode Island

Rhode Island

[edrennan@pace-ri.org](mailto:edrennan@pace-ri.org)

Melissa Simonian, M.Ed.

*Rehab and Nutrition Services Manager*

PACE Organization of Rhode Island

Rhode Island

[msimonian@pace-ri.org](mailto:msimonian@pace-ri.org)

Matt Patterson, MD

*President*

WelbeHealth

California

[matt.patterson@welbehealth.com](mailto:matt.patterson@welbehealth.com)

# Age-Friendly Health Systems: Evidence-Based Care for All Older Adults

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).

[IHI.org/AgeFriendly](https://www.ihl.org/agefriendly)

# Age-Friendly Health Systems Mission

Build a movement so **all care** with older adults is equitable, **age-friendly care**:

- Guided by an essential set of evidence-based practices (4Ms);
- Causes no harms; and
- Is consistent with What Matters to the older adult and their caregivers.



The John A. Hartford Foundation



American Hospital Association®



# IHI Mission

To improve health and health care worldwide

# IHI Vision

Everyone has the best care and health possible





# Age-Friendly: Evidence Based-Practices Changes

Methods: Reviewed 17 care models with level 1 or 2a evidence of impact

90 care features  
identified in pre-work

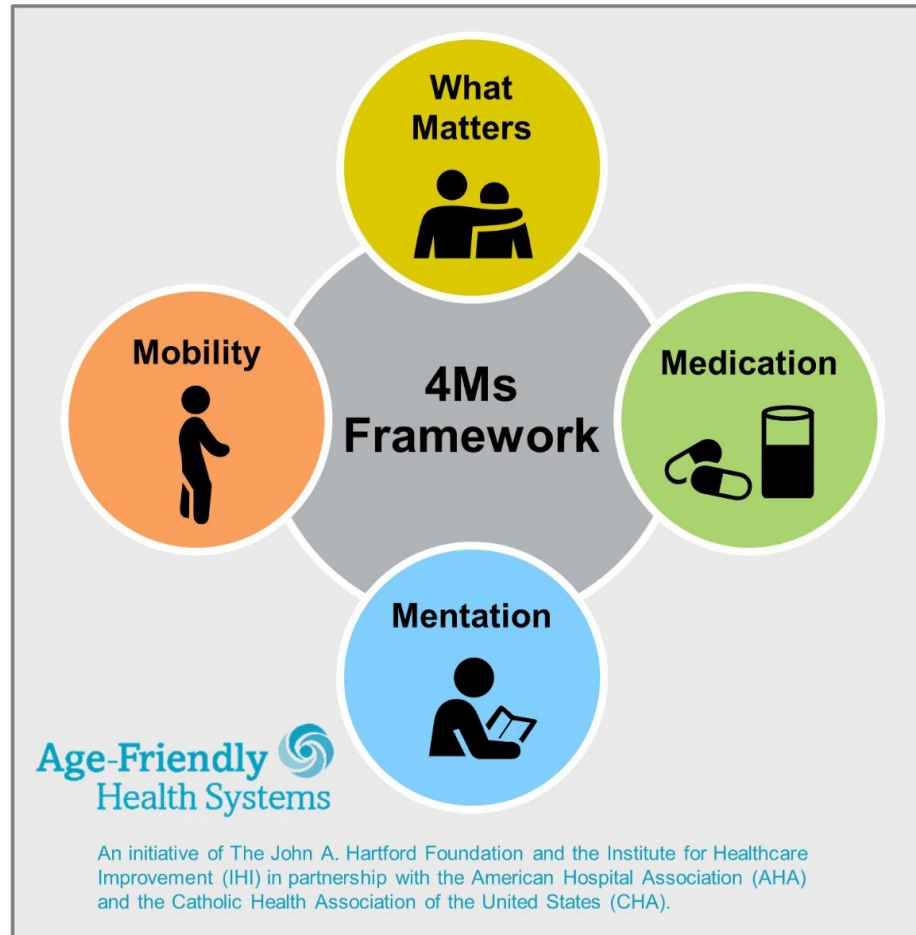
Redundant concepts  
removed and 13  
**discrete features** found  
by IHI team

Expert Meeting led to  
the selection of the  
“vital few”: the 4Ms

Today: More than 300 published articles evaluating aspects  
of the 4Ms Framework

Visit: [www.ihl.org/Engage/Initiatives/Age-Friendly-Health-Systems/Pages/In-the-News.aspx](http://www.ihl.org/Engage/Initiatives/Age-Friendly-Health-Systems/Pages/In-the-News.aspx)

# The 4Ms of Age-Friendly Care



## 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.

## 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.

## Mentation

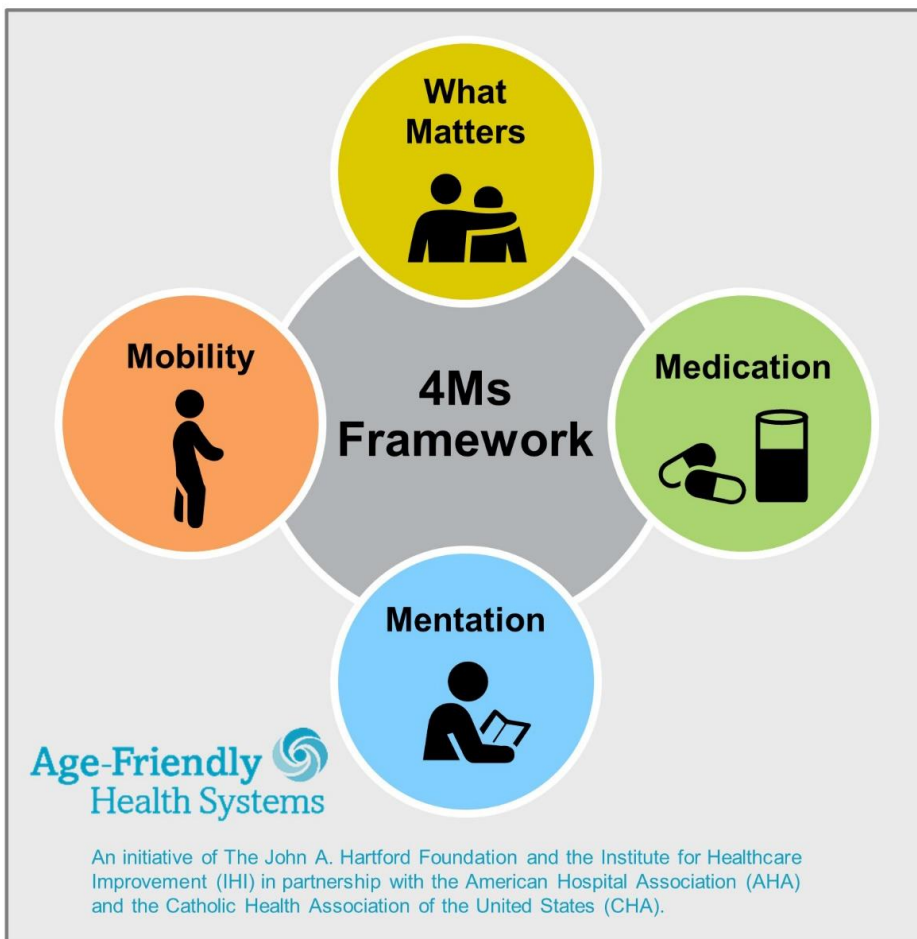
Prevent, identify, treat, and manage dementia, depression, and delirium across settings of care.

## Mobility

Ensure that older adults move safely every day in order to maintain function and do What Matters.

For related work, this graphic may be used in its entirety without requesting permission.  
Graphic files and guidance at [ihi.org/AgeFriendly](http://ihi.org/AgeFriendly)

# The 4Ms of Age-Friendly Care



For related work, this graphic may be used in its entirety without requesting permission. Graphic files and guidance at [ihi.org/AgeFriendly](http://ihi.org/AgeFriendly)

## 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.

## 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.

## Mentation

Prevent, identify, treat, and manage dementia, depression, and delirium across settings of care.

## Mobility

Ensure that older adults move safely every day in order to maintain function and do What Matters.

## Alignment to PACE

Prioritize understanding and supporting the patient's goals, ensuring that care is individualized and aligned with what matters most to the person, whether it be maintaining mobility, autonomy, or comfort.

Focus on careful medication management. PACE, with its interdisciplinary care model, is well-suited to addressing this aspect by having a dedicated team that regularly reviews and manages medications to optimize outcomes.

Emphasize the importance of addressing cognitive and mental health needs proactively and comprehensively. The PACE model's focus on individualized care planning includes regular assessment and support for cognitive health, aligning with the 4Ms goal of providing timely mental health interventions.

Emphasize the importance of maintaining mobility as a key component of older adult care. They promote tailored interventions, physical therapies, and environmental modifications to ensure that individuals remain as mobile and independent as possible.

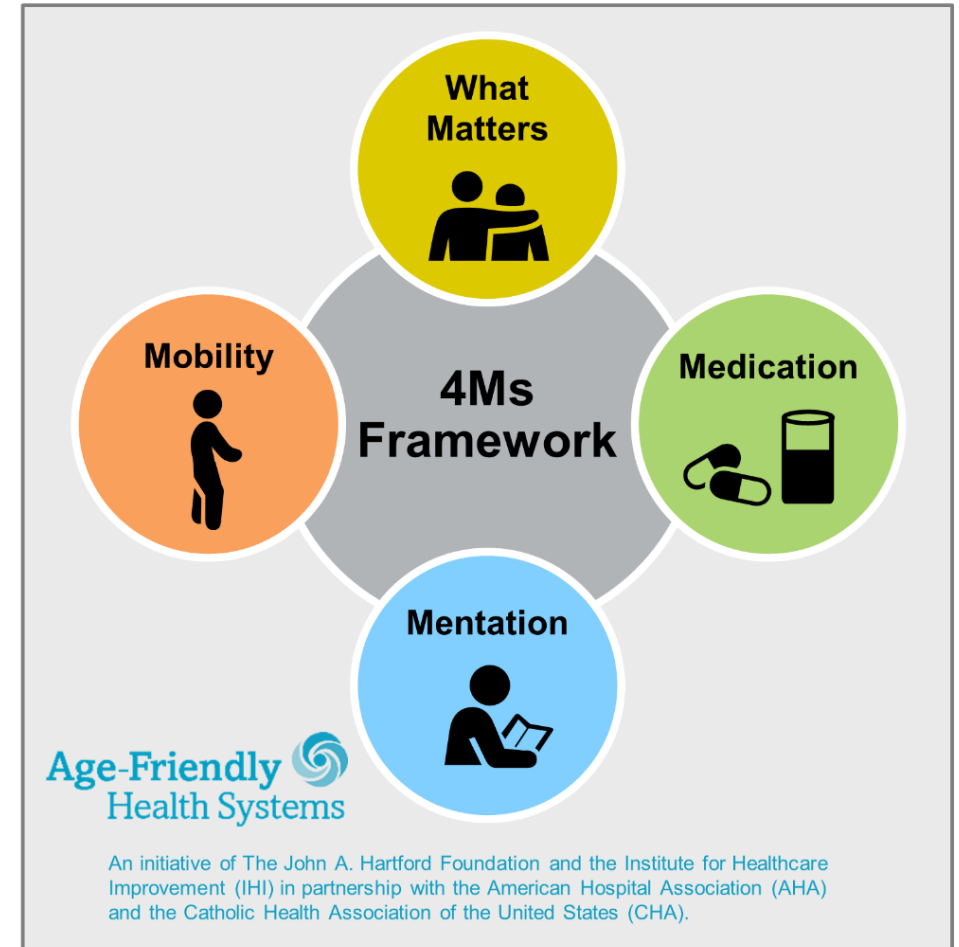
# Why the 4Ms?

Represents core health issues for older adults

Builds on strong evidence base

Simplifies and reduces implementation and measurement burden on systems while increasing effect

Components are synergistic and reinforce one another



For related work, this graphic may be used in its entirety without requesting permission.  
Graphic files and guidance at [ihi.org/AgeFriendly](http://ihi.org/AgeFriendly)

## Age-Friendly Health Systems

### 4Ms:

- What Matters
- Medication
- Mentation
- Mobility

### Assess

Know about the 4Ms for each older adult in your care

### Act On

Incorporate the 4Ms into care delivery and document in the care plan



# Global Reach of Age-Friendly Health Systems

Learners from **53 countries** have taken IHI's Age-Friendly Health Systems Open School course

## Countries with recognized participants:

- Australia
- Brazil
- Ireland
- Lebanon
- Portugal
- Qatar
- Saudi Arabia
- South Korea
- United Arab Emirates
- United States



[View an interactive map of recognized Age-Friendly Health Systems sites.](#)

# Movement is Focused on Health Equity

## Integrating Equity into your AFHS Journey



### Step 1: Understand

Understand current work underway in your system regarding equity and how older adults are represented in that work.

### Step 2: Make Equity Central

Ensure equity is a central to your AFHS journey, specifically in your aim and 4Ms Care Description.

### Steps 3&4: Examine and Target Disparities

Examine workflows and test change ideas that address known disparities in care and align with the diverse cultures.

### Step 5: Stratify Data

Stratify your Age-Friendly Health Systems measures to understand any disparities in process or outcome measures.

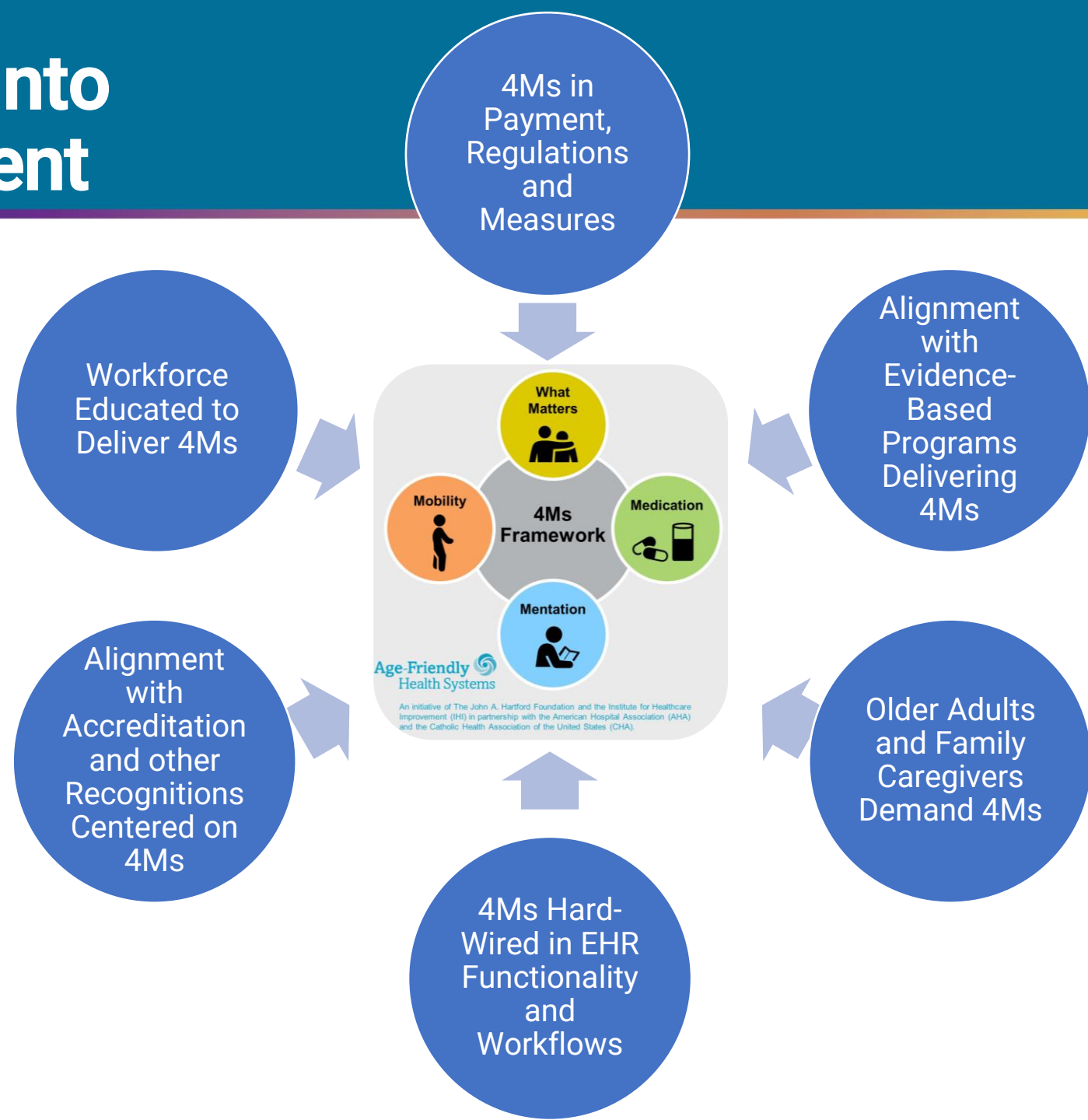
### Step 6: Close Gaps in Care

Eliminate disparities while sustaining care consistent with the 4Ms.

Read: [Ensuring Equitable Age-Friendly Care; Incorporating Health Equity Into An Initiative to Transform Care for Older Adults; Health Equity in an Age-Friendly Health System: Identifying Potential Care Gaps](#)

# Integrating 4Ms into Macro Environment

Aim is for 4Ms to become standard of care provided across the health care system and demanded by older adults and family caregivers





# CMS Adopts Age-Friendly Attestation Measure for Hospitals

- The CMS Age-Friendly Hospital Measure directly supports the AFHS movement's aim to ensure that older adults receive age-friendly care that is evidence-based and is aligned with what matters most to the older adult and their family caregivers.
- This advances the movement's vision of making the 4Ms of age-friendly care the standard of care for older adults.
- [One-pager for Hospitals](#) with [an example checklist](#) from Luminis Health Anne Arundel Medical Center as a starting point for documenting and monitoring progress towards attestation.

Age Friendly Measure Domains
Eliciting patient healthcare goals
Responsible medication management
Frailty screening and intervention
Social vulnerability
Age friendly care leadership

- [Link to final rule](#)
- [Link to CMS fact sheet](#)

# Two Levels of Recognition from IHI



4759

Hospitals, practices, convenient care clinics, and nursing homes have described how they are putting the 4Ms into practices



2305\*

Hospitals, practices, convenient care clinics, and nursing homes have shared the count of older adults reached with 4Ms care for at least three months

*\*Age-Friendly Health System-Participants count is inclusive of hospitals and practices that went on to be recognized as Age-Friendly Health Systems-Committed to Care Excellence*

*Updated as of October 1, 2024*

## Steps for Recognition as an Age-Friendly Health System Participant

1. **Learn about the 4Ms** by reviewing the [Guide to Using the 4Ms in the Care of Older Adults in Hospitals and Ambulatory Practices](#). For additional support, join an [Age-Friendly Health System Action Community](#).
2. Use this **4Ms Care Description Worksheet** to outline a plan for providing 4Ms care to older adults in your setting of care. Build on what your setting of care already does to assess and act on each of the 4Ms and decide what you will test to fill in any gaps.
3. **Email this completed worksheet to [AFHS@ihi.org](mailto:AFHS@ihi.org).**
4. If the submission is complete, you will be notified by email that your care setting(s) has been recognized as an Age-Friendly Health Systems - Participant within 2 to 3 weeks. The email will include suggestions for improving your 4Ms Care Description, if applicable, and next steps for achieving the next level of recognition, Age-Friendly Health Systems - Committed to Care Excellence. You will also receive a Participant badge and communications kit so you can celebrate this recognition in your local community. The name of your setting of care will be added to [www.ihi.org/agefriendly](http://www.ihi.org/agefriendly) to celebrate your commitment to better care for older adults.

# Common Recognition FAQs

- What does it cost?
  - **Solution:** There is no cost associated with Age-Friendly Health Systems Recognition. Thanks to generous support from The John A. Hartford Foundation, IHI offers implementation support and recognition at no cost to health systems.
- I am too busy to submit the Care Description
  - **Solution:** remember that the document helps you make your 4Ms PLAN; work through it one M at a time
  - **Solution:** you are already meeting some of the requirements your current process. Look for this alignment
- What if I submit my Care Description with a tool not included in the accepted list?
  - **Solution:** IHI is always updating accepted tools
  - **Solution:** Send a copy of the tool you are using to [AFHS@ihi.org](mailto:AFHS@ihi.org) for review
- Who is eligible for recognition?
  - **Solution:** Age-Friendly Health System recognitions are made at the facility level including hospitals, practices, nursing homes and convenient care clinics.

# PACE Recognized Age-Friendly Health Systems

- AtlantiCare - LIFE Connection PACE
- Beacon of Life PACE program - Monmouth County
- Beacon of Life PACE program - Ocean County
- Center for Elders' Independence
- Harbor Health – Elder Service Plan Brockton
- Immanuel Pathways PACE - Central Iowa
- Immanuel Pathways PACE - Omaha
- Immanuel Pathways PACE - Southwest Iowa
- Loretto Health and Rehabilitation - PACE CNY
- PACE Rhode Island - East Providence
- PACE Rhode Island - Newport
- PACE Rhode Island - Westerly
- PACE Rhode Island - Woonsocket
- Piedmont Health Senior Care - Burlington
- Piedmont Health SeniorCare - Pittsboro
- San Diego PACE - Chula Vista
- San Diego PACE - El Cajon
- San Diego PACE - San Ysidro
- San Diego PACE - Vista
- Serenity Care PACE
- St. Paul's PACE - Chula Vista
- St. Paul's PACE - El Cajon
- St. Paul's PACE - North County
- St. Paul's PACE San Diego – Downtown
- Trinity Health PACE - Catholic Health LIFE
- Trinity Health PACE - Eddy Senior Care
- Trinity Health PACE - LIFE St. Francis
- Trinity Health PACE - LIFE St. Joseph of the PINES
- Trinity Health PACE - LIFE St. Mary
- Trinity Health PACE - LIFECircles
- Trinity Health PACE - Mercy Life
- Trinity Health PACE - Mercy LIFE
- Trinity Health PACE - Mercy LIFE Alabama
- Trinity Health PACE - Mercy LIFE West Philadelphia
- Trinity Health PACE - Saint Francis LIFE
- Trinity Health PACE - Trinity Health LIFE New Jersey
- WelbeHealth - Stockton PACE Center
- WelbeHealth - Fresno PACE Center
- WelbeHealth - Long Beach PACE Center
- WelbeHealth - Modesto PACE Center
- WelbeHealth - North Hollywood PACE Center
- WelbeHealth - Pasadena PACE Center
- WelbeHealth - Rosemead PACE Center

# Our Journey.....



# PACE Rhode Island

- Founded in 2005
- Only PACE program in the state
- **4 locations:** East Providence, Woonsocket, Westerly, and Newport
- **446** participants
- **183** employees



# PACE Rhode Island Participants

- **Race/ethnicity:**
  - 22% Hispanic
  - 14% Black
  - 2% Asian
  - 52% White
  - 10% Other or Unknown
- 25% do not speak English as their primary language
- **Diagnoses:**
  - 78% Hypertension
  - 69% Bipolar, Major Depression
  - 50% Diabetes
  - 36% Dementia
- 42% live alone in the community



# Level I AFHS Designation

- **Care Transformation Collaborative RI:**
  - Non-profit collaborative that focuses on bringing together primary care providers to improve outcomes, provide education, and supports patients
  - Offers a QI initiative “Implementing the 4M Age-Friendly Framework for Better Care of Older Adults and People Living with Dementia”
    - Free to participate
    - Do not have to be a CTC member

# Level I AFHS Designation

- **“Implementing the 4M Age-Friendly Framework for Better Care of Older Adults and People Living with Dementia”**
  - **Complete baseline and follow-up assessments**
  - **Create a team, including a provider, nurse manager, and clinic manager**
  - **Monthly meetings with assigned facilitator**
  - **Series of PDSAs addressing the 4Ms and caregiver education/support regarding dementia**
  - **Participate in 3 peer learning sessions**
  - **Apply for Level I AFHS designation**

# Takeaways

- PACE model inherently addresses the 4Ms
  - Screenings built into the initial and semi-annual assessments
  - Care planning
- So why participate?
  - Are we doing what we say we do? Are we doing it in the best way possible?
  - Guidance on how to improve with a 4M focus
    - IHI Toolkit

# Takeaways

- **What Matters Most?**
  - Our main focus
  - Changed how we ask participants
    - “What are your health goals?” to “What matters most to you?”
- **Care planning**
  - 2025 QI project on incorporating the 4Ms into care planning led by our Health Center manager

# Takeaways

- **It's easier than you might think!**
  - Application looks intimidating at first glance
  - Really just describing what you do for participants regularly
  - Very limited data submission for Level I
  - Minor data collection required for Level II
- Provides validation for staff and recognition to a wider audience
- Marketing opportunity

# Our Journey.....



# About WelbeHealth

WelbeHealth is the first public benefit company in PACE. We define our public benefit purpose as threefold:

- Improving the lives of vulnerable older adults through fully integrated medical and social services
- Creating jobs where team members serve a cause greater than themselves
- Enriching communities by enabling our elders to live longer lives with greater connection, vitality, and meaning



## Courage to love

We prioritize human connection and value every precious life we touch.



## Pioneering spirit

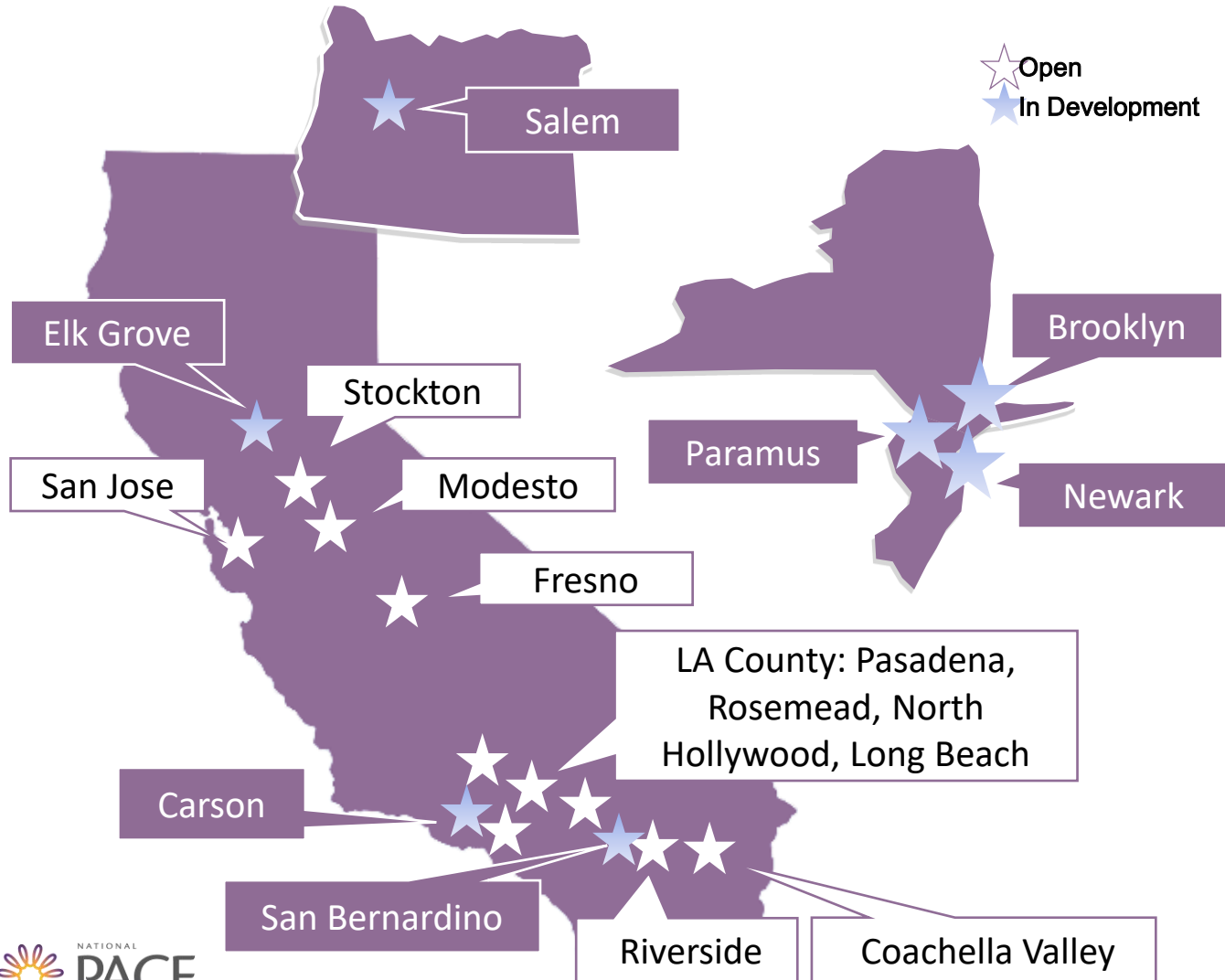
We relentlessly pursue resourceful solutions to support participant health and independence.



## Shared intention

We work as a team with a common purpose. We start by listening, promote and contribute diverse perspectives, and support team decisions.

# WelbeHealth footprint



**9** PACE centers and **3** Alternative Care Settings built and launched since 2019; more under development

**4,000+** Participants served

**1,700+** Team members, including ~500 in central support functions

**42%** Participants speaking a non-English primary language (as high as 70%-80% in some locations)

**99%** Participants living in the community (vs. institutional settings)\*

*\*Only 1% in SNFs while 7% reside in ALFs or Board and Care facilities*



# The PACE model is highly aligned to the Age-Friendly Health System principles

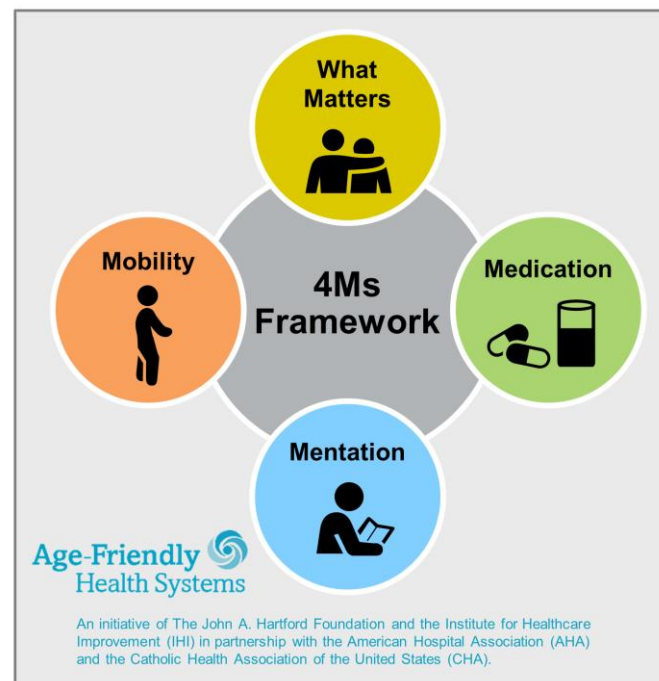
## Program All Inclusive Care for the Elderly (PACE)

is a proven gold-standard of care that:

- Allows complex, vulnerable, older adults to remain at home and avoid institutional care
- Features interdisciplinary care focused on delivering highest quality of life as defined by each participant



**Age-friendly health systems** utilize a person-centered approach to maintain the health of older adults based on evidence-based care that improves health outcomes and prevents avoidable harm.



### 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.

### 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.

### Mentation

Prevent, identify, treat, and manage dementia, depression, and delirium across settings of care.

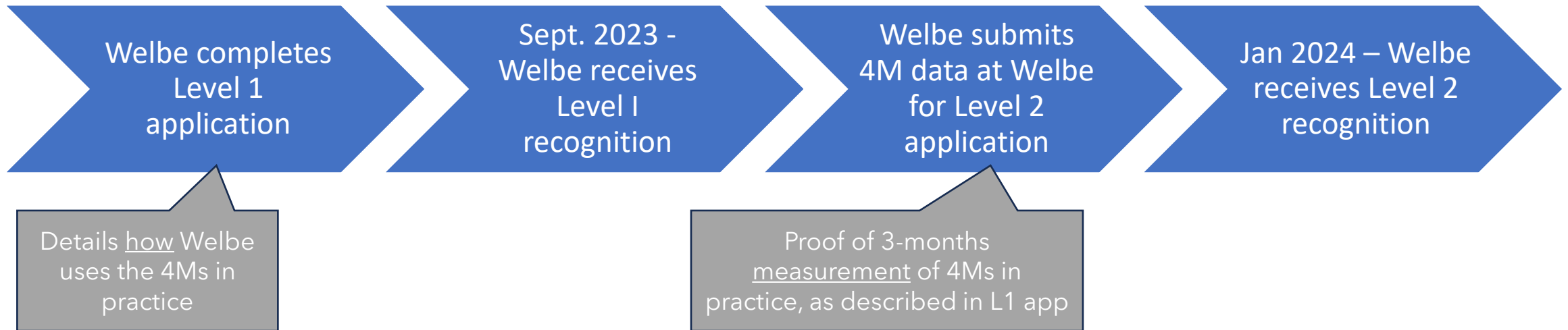
### Mobility

Ensure that older adults move safely every day in order to maintain function and do What Matters.

For related work, this graphic may be used in its entirety without requesting permission. Graphic files and guidance at [ihi.org/AgeFriendly](http://ihi.org/AgeFriendly)

# WelbeHealth is a Level II Age-Friendly Health System - Committed to Care Excellence

- Because of the high level of overlap between the goals of PACE and the goals of the 4Ms, the process to get recognized as an Age-Friendly Health System was relatively straightforward:



- Being designated an Age-Friendly Health System reflects WelbeHealth's commitment to providing individualized outcome-focused care to each of our participants at every point of their care ranging from emergency rooms to nursing homes to convenient care clinics.

# WelbeHealth seeks to champion the Age Friendly Health System principles

- Interest in PACE and expanding the model has never been higher
- It is **more important than ever to demonstrate proof points of the value of the PACE model** – quality outcomes, participant satisfaction, and taxpayer savings
- The **Age-Friendly Health System (AFHS) provides an excellent framework to communicate objective outcomes** that show how effective the PACE model is
- WelbeHealth wants to support efforts to demonstrate the value of PACE and welcomes collaboration (sharing AFHS experience, research, advocacy) with others

We want to make it as easy as possible for our regulatory and legislative partners to promote the expansion and sustainability of PACE so more seniors in need have access to the model – generating even more data supporting:

- 1) PACE has as good or better clinical outcomes compared to other managed care models on a risk-adjusted basis
- 2) PACE saves taxpayers money compared to institutional nursing home care
- 3) PACE is vastly superior to other managed care models on congruence of care – it provides care the way participants want to be cared for (highly aligned with AFHS)

# Age-Friendly Health Systems: Evidence-Based Care for All Older Adults

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).

[IHI.org/AgeFriendly](https://www.ihl.org/agefriendly)

# Resources on [ihi.org/agefriendly](https://ihi.org/agefriendly)

All resources are free!

- Implementation guidance and [4Ms Care Descriptions by care setting for recognition](#)
  - [Case study examples by care setting](#)
- [How to Have Conversations with Older Adults About “What Matters”: A Guide for Getting Started](#)
- [Focusing on Equity at Every Step of Your Age-Friendly Health Systems Journey](#)
- [Age-Friendly Health Systems EHR Implementation Guides \(EPIC and Cerner\)](#)
- [Age-Friendly Health Systems Measures Guide](#) and video [Measuring the Impact of the 4Ms in Your System](#)
- [Making the Business Case for Becoming Age-Friendly Health Systems](#)
  - [ROI Calculators](#) (Inpatient and Outpatient)
- [My Health Checklist](#) (available in English, Spanish, Portuguese and more languages soon!)
- And more!

# On-Ramps to Join the Movement

All on-ramps are free!

- 1. Action Communities** for teams to learn about and practice the 4Ms with the support of expert faculty and a community of peers. Action Communities are facilitated by IHI, AHA, and other movement partners.
- 2. DIY Pathway** for teams to learn about and test the 4Ms on their own using Age-Friendly Health Systems resources.



# Enroll in the IHI 2025 Action Community

- Begins **March 2025**
- 7-month, virtual community
- Monthly webinars about the 4Ms
- Community of testers and learners
- Learn more in the Action Community [Invitation to Join](#)
- [Register for the Spring 2025 Action Community](#)



The Open School course is completely **free**. It is available [here](#) (PFC 203) and through IHI's main page under "New Education Platform." For details, please refer to our [user guide](#).

The course outlines:

- Age-friendly care
- 4Ms Age-Friendly Health Systems Framework
- Assessment of and action on the 4Ms

Learners from 45 countries have taken the course.





# Support on [ihi.org/agefriendly](https://ihi.org/agefriendly)

All resources are free!

- Engage with peers on the [Age-Friendly Health Systems Online Community](#)
- Recognition [Office Hours](#) with the IHI team
- Free engagement pathways to recognition
- See if there are other systems in your geography by using the [interactive map of recognized Age-Friendly Health Systems](#)

# Questions?



# References

- The John A. Hartford Foundation, the Institute for Healthcare Improvement (IHI), and the American Geriatrics Society (AGS). (2017). The 4Ms Framework: What Matters, Medication, Mentation, and Mobility. Retrieved from: <https://www.ihi.org/resources/Pages/ImprovementStories/Implementing-the-4Ms-for-Older-Adults.aspx>
- Skaar, L., & Bynum, J. P. W. (2020). Implementing the 4Ms Framework to Enhance Age-Friendly Health Systems. *Journal of the American Geriatrics Society*, 68(3), 635-639.

# Thank You

For more information

- NPA online at [www.npaonline.org](http://www.npaonline.org)
  - [Age-Friendly Health Systems](#)
- eCommunities for PACE at <https://ecomunity.npaonline.org/home>
  - [Age-Friendly Health Systems eCommunity](#)

This session is part of the 2024 NPA Annual Conference. NPA thanks its Education Committee, speakers and panelists for their partnership in bringing this content to you.

©2024 National PACE Association. Reproducing and/or distributing this material without the written permission of the National PACE Association is prohibited.