

# Committed to Care Excellence Recognition: Methodology for Counting Number of Older Adults



To be recognized as an Age-Friendly Health System Committed to Care Excellence, a clinical care facility must describe to IHI how it is putting the 4Ms into practice reliably and submit to IHI a count of older adults receiving care with **all** 4Ms based on this description per month for at least three months.

This guide demonstrates how to count the number of older adults who receive 4Ms care and provides an example you may follow. Knowing and submitting this number is necessary to be recognized as Committed to Care Excellence.

## Submitting Counts for Recognition

To be recognized as an Age-Friendly Health System Committed to Care Excellence, a clinical care setting must describe to IHI how it is putting the 4Ms into practice reliably and submit to IHI a count of older adults receiving care with all 4Ms based on this description per month for at least three months. Please note, the numbers submitted do not have to be from three consecutive months.

The goal is to reliably integrate the 4Ms into the way you provide care for every older adult, in every setting, every time. To start, you may begin submitting numbers as soon as you have one older adult who has received your description of 4Ms care – i.e., you’ve engaged or screened an older adult for all 4Ms, documented the results, and acted on them as appropriate according to your description. As you test, learn, and implement processes to assess and act on all 4Ms for all older adults, and spread these processes, this number will increase over time.

Use the [last two pages of your care description form](#) or [this spreadsheet](#) (if submitting for multiple sites) to submit your monthly counts of older adults receiving 4Ms care as outlined in your Description, and submit to [AFHS@ihi.org](mailto:AFHS@ihi.org) for further review. **Please note, counts are to begin after you have been recognized as an Age-Friendly Health Systems Participant (Level 1).** These counts are to be identified by month and separated by facility. If your facility has multiple units, you can submit total unit counts together for that month.

The format of the counts will be whole numbers submitted in an open text field and their identified month. Please see the snapshot below. Please refer to the section above for guidance on how to measure.

In the previous month, how many older adults have received 4Ms care at your hospital or practice? (Please note, if you have multiple care settings, please attach a spreadsheet with counts for each care setting). Example answer: 42 older adults reached with 4Ms care in August 2020

Month	<input type="text"/>	Older Adult Count	<input type="text"/>
Month	<input type="text"/>	Older Adult Count	<input type="text"/>
Month	<input type="text"/>	Older Adult Count	<input type="text"/>

# How to Measure How Many Older Adults Receive 4Ms Care

## Getting Started

There are three options to start measuring the number of patient encounters that include 4Ms care. We recommend Option 1 because you can begin using this method today and it forces close attention to the 4Ms work. Option 1 also takes less effort than conducting retrospective chart audits (Option 2) or building a specific EHR report (Option 3).

### Option 1: Real-Time Observation

Use real-time observation and staff reporting of the work to tally your 4Ms counts on a whiteboard or paper. An example for patients seen in the primary care clinic might look like the chart below (see Figure 1). Your count of older adults receiving 4Ms care would then be those patients with a Y (i.e., Yes) in the second column indicating that all four Ms were assessed and acted on according to your 4Ms care description.

**Figure 1. Example of Real-Time Observation in a Primary Care Clinic**

Date	4Ms Care according to our site description					
	All 4Ms	What Matters	Medications	Depression	Dementia	Mobility
Pt ID	if N, check details					
101	Y N	Y N	Y N	Y N	Y N	Y N
102	Y N	Y N	Y N	Y N	Y N	Y N
103	Y N	Y N	Y N	Y N	Y N	Y N
104	Y N	Y N	Y N	Y N	Y N	Y N
105	Y N	Y N	Y N	Y N	Y N	Y N
106	Y N	Y N	Y N	Y N	Y N	Y N
107	Y N	Y N	Y N	Y N	Y N	Y N
108	Y N	Y N	Y N	Y N	Y N	Y N
109	Y N	Y N	Y N	Y N	Y N	Y N
110	Y N	Y N	Y N	Y N	Y N	Y N
111	Y N	Y N	Y N	Y N	Y N	Y N
112	Y N	Y N	Y N	Y N	Y N	Y N
113	Y N	Y N	Y N	Y N	Y N	Y N
114	Y N	Y N	Y N	Y N	Y N	Y N
115	Y N	Y N	Y N	Y N	Y N	Y N

### Option 2: Chart Review

Using a tally sheet like the example discussed in Option 1, review charts for evidence of 4Ms care. At the start of your work using the 4Ms, review charts of patients with whom you have tested 4Ms care (M) to confirm proper documentation.

To estimate the number of patient encounters that include 4Ms care in a particular time period (e.g., monthly), randomly sample 20 charts from patients who received care during that time (out of M). Observe out of the 20 how many received your described care (C).

Calculate the approximate number of patient encounters that include 4Ms care in the time period as follows: Estimated number of patient encounters including 4Ms care = (M x C) divided by 20. If M is less than 20, do chart review of all patients.

### Option 3: EHR Report

You may be able to run EHR reports, especially on assessment of the 4Ms, to estimate the number of patient encounters that include 4Ms care in a particular time period. It may take a lot of effort to create a suitable report that reflects your descriptions of 4Ms care, so we do not recommend this option as your first choice. However, for ongoing process control and sustainability, some organizations may wish to develop reports that show 4Ms performance; you can request report development from your IT service while starting with Option 1 or 2.

- You can review how to incorporate the 4Ms into your EHR with our guides on our [resources page](#).

### Age-Friendly Health Systems EHR Implementation Guides

- [Download the EHR Implementation Guide with Oracle \(Cerner\) Examples](#)
- [Download the EHR Implementation Guide with Epic Examples](#)
- [Download the EHR Implementation Guide with PointClickCare Examples](#)
- [Download the Epic Implementation Guide](#)
- [Download the Oracle \(Cerner\) Implementation Guide](#)
- Watch the recording of an [Overview of Oracle 4Ms EMR Health Resources](#)

For feedback or questions about these guides, please email [afhs@ihi.org](mailto:afhs@ihi.org).

### Routine Counting of Older Adults

Once your site provides 4Ms care with high reliability (see [Age-Friendly Health Systems: Guide to Using the 4Ms in the Care of Older Adults, Appendix G](#)), then the estimate of the number of patient encounters that include 4Ms care is simple: Report the volume of patients receiving care from your site during the measurement period.

### Additional Measurement Guidance and Recommendations

The tables below provide additional guidance for counting the number of older adults receiving age-friendly (4Ms) care.

*\*Please review the guides specific to your care setting for more detailed information.*

Hospital Site of Care	
<b>Measure Name</b>	Older Adults Receiving Age-Friendly (4Ms) Care
<b>Measure Description</b>	Number of patients 65 years and older who receive age-friendly (4Ms) care as described by the hospital
<b>Site</b>	Hospital unit, hospital, or set of hospitals
<b>Population Measured</b>	Patients 65 years and older
<b>Measurement Period</b>	Monthly
<b>Count</b>	Inclusion: All patients 65 years and older with length of stay (LOS) greater than or equal to 1 day who are present on the unit between 12:01 AM on the first day of the measurement period and 11:59 PM on the last day of the measurement period who receive the unit's description of 4Ms care.
<b>Measure Notes</b>	<ul style="list-style-type: none"> <li>• The measure may be applied to units within a system as well as the entire system.</li> <li>• See the <a href="#">Age-Friendly Health Systems: Guide to Using the 4Ms in the Care of Older Adults</a>, specifically the 4Ms Age-Friendly Care Description Worksheet in Appendix C, to describe 4Ms care for your unit. To be considered age-friendly (4Ms) care, you must engage or screen all patients 65 years and older for all 4Ms, document the results, and act on them as appropriate.</li> <li>• If a total count is not possible, you can sample (e.g., audit 20 patient charts) and estimate the total as the number of patients receiving 4Ms care/20 x total number of patients cared for in the measurement period. If you are sampling, please note that when sharing data.</li> <li>• Once you have established 4Ms care as the standard of care on your unit, validated by regular observation and process review, you can estimate the number of patients receiving 4Ms care as the number of patients cared for by the unit.</li> <li>• You do not need to filter the number of patients by unique medical record number (MRN).</li> </ul>

Ambulatory/Primary Care Site of Care	
<b>Measure Name</b>	Older Adults Receiving Age-Friendly (4Ms) Care
<b>Measure Description</b>	Number of patients 65 years and older who receive age-friendly (4Ms) care as described by the measuring unit
<b>Site</b>	Ambulatory/primary care
<b>Population Measured</b>	Patients 65 years and older
<b>Measurement Period</b>	Monthly
<b>Count</b>	Inclusion: All patients 65 years and older in the population considered to be patients of the ambulatory or primary care practice (e.g., patient assigned to a care team panel and seen by the practice within the past three years) who have an office visit, home visit, or tele-medicine visit with the practice during the measurement period and who receive 4Ms care as defined by the site.
<b>Measure Notes</b>	<ul style="list-style-type: none"> <li>• The measure may be applied to units within a system as well as the entire system.</li> <li>• See the <a href="#">Age-Friendly Health Systems: Guide to Using the 4Ms in the Care of Older Adults</a>, specifically the 4Ms Age-Friendly Care Description Worksheet in Appendix C, to describe 4Ms care for your unit. To be considered age-friendly (4Ms) care, you must engage or screen all patients 65 years and older for all 4Ms, document the results, and act on them as appropriate.</li> <li>• Note that 4Ms care screening in primary care may be defined as screening within the previous 12 months.</li> <li>• If a total count is not possible, you can sample (e.g., audit 20 patient charts) and estimate the total as the number of patients receiving 4Ms care/20 x total number of patients cared for in the measurement period. If you are sampling, please note that when sharing data.</li> <li>• Once you have established 4Ms care as the standard of care on your unit, validated by regular observation and process review, you can estimate the number of patients receiving 4Ms care as the number of patients cared for by the unit.</li> </ul> <p>You do not need to filter the number of patients by unique medical record number (MRN).</p>

Age-Friendly Health Systems is an initiative of The John A. Hartford Foundation (JAHF) 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). Learn more at [ihi.org/agefriendly](http://ihi.org/agefriendly) or [AFHS@ihi.org](mailto:AFHS@ihi.org).