



The John A. Hartford
Foundation



Age-Friendly
Health Systems



American Hospital
Association®



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

Presented by Stacy Barnes, PhD
Professor, Marquette University, College of Nursing
Director, Wisconsin Geriatric Education Center
stacy.barnes@marquette.edu

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

1

Our Mission

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

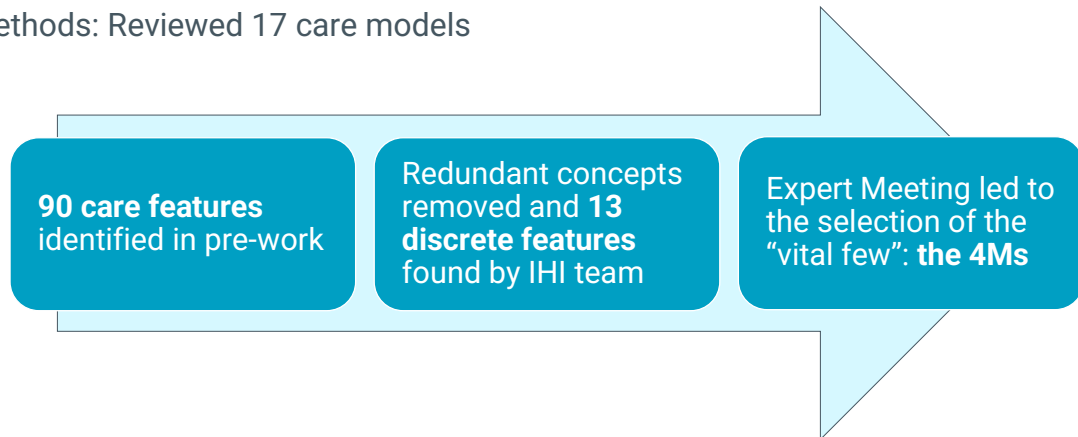
- Guided by an essential set of evidence-based practices (4Ms);
- Causes no harms; and
- Is consistent with What Matters to the older adult and their family.



2

Evidence Based-Practices Changes

Methods: Reviewed 17 care models

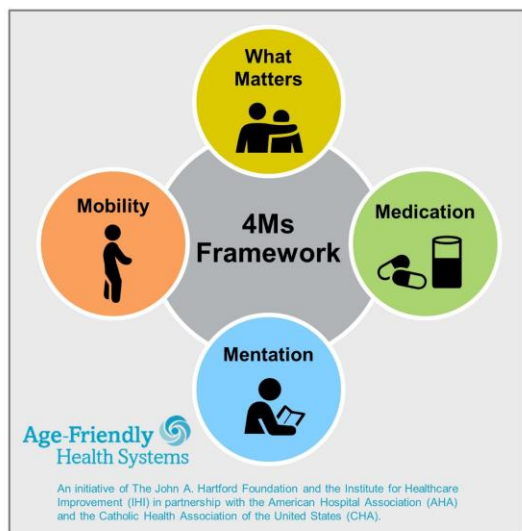


Age-Friendly Health Systems



3

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

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.

Age-Friendly Health Systems



4

Prototype Testing

Age-Friendly
Health Systems

Pioneer

Anne Arundel
Medical Center

ASCENSION

KAISER PERMANENTE®

Providence
St. Joseph Health

Trinity Health



5

> J Aging Health. 2021 Feb 8;898264321991658. doi: 10.1177/0898264321991658.
Online ahead of print.

Evidence for the 4Ms: Interactions and Outcomes across the Care Continuum

Kedar Mate ¹, Terry Fulmer ², Leslie Pelton ¹, Amy Berman ², Alice Bonner ¹, Wendy Huang ³,
Jinghan Zhang ³

Affiliations + expand

PMID: 33555233 DOI: 10.1177/0898264321991658

Free article

Abstract

Objectives: An expert panel reviewed and summarized the literature related to the evidence for the 4Ms—what matters, medication, mentation, and mobility—in supporting care for older adults. **Methods:** In 2017, geriatric experts and health system executives collaborated with the Institute for Healthcare Improvement (IHI) to develop the 4Ms framework. Through a strategic search of the IHI database and recent literature, evidence was compiled in support of the framework's positive clinical outcomes.

Results: Asking what matters from the outset of care planning improved both psychological and physiological health statuses. Using screening protocols such as the Beers' criteria inhibited overprescribing. Mentation strategies aided in prevention and treatment. Fall risk and physical function assessment with early goals and safe environments allowed for safe mobility. **Discussion:** Through a framework that reduces cognitive load of providers and improves the reliability of evidence-based care for older adults, all clinicians and healthcare workers can engage in age-friendly care.

Keywords: goal-directed care; quality; safety.



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

Age-Friendly
Health Systems



6

More than 4,600,000
older adults have been
reached with 4Ms care.

As of November 2024



Age-Friendly
Health Systems



7

Two Levels of Recognition from IHI



5109

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



2467*

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

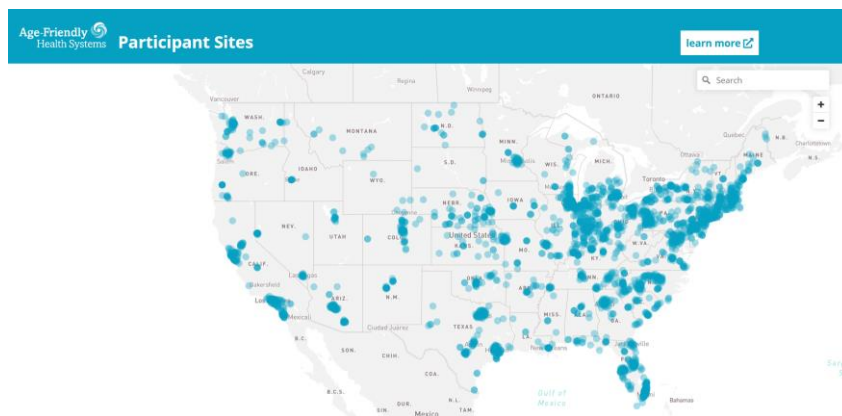
Updated as of April 1, 2025

Age-Friendly
Health Systems



8

Interactive Map of Recognized Age-Friendly Health Systems



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

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.](#)

"After the patient was asked What Matters most to you, we were able to reference those things, and the rest of the session was so much more meaningful to the patient. The patient seemed appreciative and relieved that his care was personalized to him."

– Thayer County Health Services

"Asking about What Matters truly makes the patient feel seen, heard, known and sets the stage for a relationship of mutual trust and respect."

– Dana-Farber Cancer Institute, Program for Older Adults with Breast Cancer Breast Oncology Program Susan F. Smith Center for Women's Cancers



Age-Friendly
Health Systems



11

Age-Friendly Health System Measures

All Measures to be Stratified by Age and Race and Ethnicity ([click here for measures guide](#))

Access to Care:

Count of older adults who receive care (*numerator*)

Count of 65+ population in capture region (*denominator*)

Access to 4Ms in the Health System:

Count of older adults whose care includes the 4Ms (*numerator*)

Count of older adults who receive care (*denominator*)

Process Measures:

What Matters:

- ACP documentation (NQF 326)
- What Matters documentation

Medications:

- Presence of any of 7 high-risk medications

Mentation: Screened & documented for

- Depression
- Dementia
- Delirium (hospital only)

Mobility: Screened for mobility

Outcome Measures:

- 30-day readmissions
- HCAHPS/CG-CAHPS
- Length of stay
- ED utilization
- Delirium

Age-Friendly
Health Systems



12

Stories and Results

Outcomes: Cedars-Sinai Medical Center

In the first year of a program for older adult inpatients with fractures:

- **11% reduction in length of stay**
- **\$300,000 direct cost-savings**
- 41% reduction in surgery time

Projected \$1 million savings as the program expands to serve 300 patients/year



In Los Angeles, CA. [Read the Issue Brief from the American Hospital Association.](#)

Outcomes: Providence Health

Provider champions were trained in 12 primary care clinics.

For patients 65+ at the clinics:

- **2-7% decrease in hospitalizations**
- 2x as likely to be screened for fall risk and cognitive impairment
- 4x more likely to receive fall-risk interventions

"These have been my best weeks since I left chief resident year. **I'm more connected to my colleagues**, more confident in my patient care, more hopeful about the future of medicine."

—Trained provider champion

In Oregon. [Read the Issue Brief from the American Hospital Association.](#)

Age-Friendly
Health Systems



15

Patient Experience: Anne Arundel Medical Center



Increased documentation of patient wishes to 24%

During the height of the pandemic:

- Decreased social isolation by connecting patients virtually with family members
- 82nd percentile HCAHPS score
- **92nd percentile patient satisfaction** for older adults

In Annapolis, Maryland. [Read the Issue Brief from the American Hospital Association.](#)

Age-Friendly
Health Systems



16

Value and Quality: St. James Parish Hospital

As a critical access hospital:

- **62% decrease in readmissions** January to September 2020 during the COVID-19 pandemic
- **\$93,000 cost savings**

Falls with injury continue to decrease

Use your own data to [evaluate the business case](#) for becoming an Age-Friendly Health System.



In Lutcher, Louisiana. [Read the case study from the American Hospital Association.](#)

Age-Friendly
Health Systems



17

Nursing Home: Good Samaritan Society-Quiburi Mission

Records what matters to residents on paper, kept in a binder in the CNA work area for easy reference

Screens quarterly for dementia and depression

Offers physical therapy, an exercise class, and facilitated walks to the dining room

Reduced rate of antipsychotics medications from 20.4 to 4.7 percent



In Benson, Arizona. [Read the case study.](#)

Age-Friendly
Health Systems



18

On-Ramps to Join the Age-Friendly Movement

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.

DIY Pathway for teams to learn about and test the 4Ms on their own using Age-Friendly Health Systems resources.



ihi.org/AgeFriendly

Age-Friendly
Health Systems



19

Free Open School Course



It is available [here](#) and through IHI's main page under "New Education Platform."

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.

Age-Friendly
Health Systems



20

Online Course with Coaching



- Live virtual coaching calls and asynchronous learning
- Designed for individuals who may not have colleagues who are actively working on age-friendly care:
 - Advice for championing age-friendly care in your organization
 - Building the business case
 - Developing leadership buy-in
- Continuing Education: 10 credits for physicians, nurses, pharmacists, social workers, and Certified Professional in Patient Safety (CPPS) recertification.



Age-Friendly
Health Systems



21

Thank You

Need Help or Have Questions?

Institute for Healthcare Improvement
Email the Age-Friendly Team at afhs@ihi.org

IHI.org/AgeFriendly

Age-Friendly
Health Systems



22