



# Aging and Disability **BUSINESS INSTITUTE**

*Connecting Communities and Health Care*

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advocacy | action | answers on aging



# Building Age-Friendly Health Systems: One Community at a Time

Part of the Aging and Disability Business Institute Series- a  
collaboration of n4a and ASA

# The “Business Institute”

The mission of the Aging and Disability Business Institute (Business Institute) is to successfully build and strengthen partnerships between community-based organizations (CBOs) and the health care system so older adults and people with disabilities will have access to services and supports that will enable them to live with dignity and independence in their homes and communities as long as possible.

[www.n4a.org/businessinstitute](http://www.n4a.org/businessinstitute)

# Partners and Funders

## **Partners:**

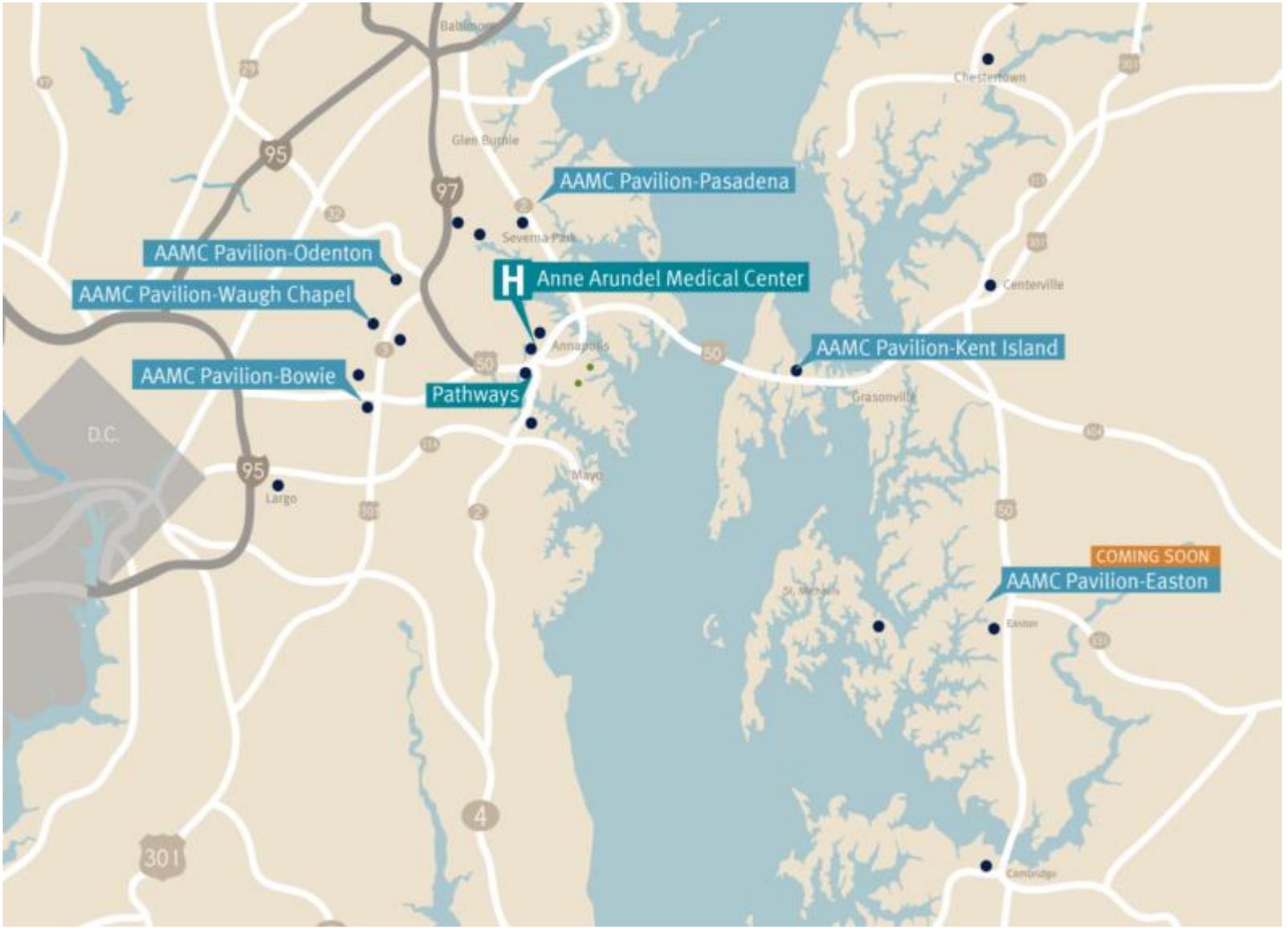
- National Association of Area Agencies on Aging
- Independent Living Research Utilization/National Center for Aging and Disability
- American Society on Aging
- Partners in Care Foundation
- Elder Services of the Merrimack Valley/Healthy Living Center of Excellence

## **Funders:**

- Administration for Community Living
- The John A. Hartford Foundation
- The SCAN Foundation
- The Gary and Mary West Foundation
- The Colorado Health Foundation
- The Marin Community Foundation

V20 LIVING HEALTHIER TOGETHER







# Significant Collaboration Across the Region

Partnerships are Key



Skilled Nursing Facility  
Preferred Provider  
Program



The John A. Hartford Foundation



# AAMC's Institute for Healthy Aging

Dedicated to developing AAMC into an Age-Friendly Health System through clinical excellence and strong philanthropic support.



Age-Friendly   
Health Systems



<b>Percent 65 years and older</b>	<b>2013</b>	<b>2018</b>	<b>% Increase</b>
<b>Anne Arundel County</b>	13.0%	14.7%	13.0%
<b>Queen Anne's County</b>	16.0%	18.8%	17.5%
<b>Prince George's County</b>	10.7%	13.0%	21.5%

# John F. Hartford Foundation

Working with four major health systems in through awarded grant, the goal is to spread the evidence-based Age-Friendly Health System prototype to 20 percent of hospitals and health systems in the U.S. by 2020



# What Is an Age-Friendly Health System?

An Age-Friendly Health System is one in which every older adult:

- Gets the best care possible
- Experiences no health care-related harms
- Is satisfied with the health care they receive
- Decreases healthcare costs

In an Age-Friendly Health System, value is optimized for all – patients, families, caregivers, health care providers, and the overall system.



Patient at the Philadelphia Hospital (Philadelphia General Hospital) receiving eye treatment, 1902



# We will scale-up Age-Friendly changes across our health system

By the end of  
May...



...we reached 4,400 adults who are 65 and older with Age-Friendly interventions.

By the end of this  
year...



...we will reach

9,000 65+ adults in the hospital



10,000 65+ adults in the Emergency Department



900 65+ adults in Assisted Living Facilities

# Patient Centered Care

“Nothing about me, without me.”



# The 4M Plan



- **Mentation**: Focus on delirium and dementia.
- **Mobility**: Maintain function and prevent/treat complications of frailty.
- **Medication**: Optimize use to reduce harm and burden, focusing on medications affecting mobility, mentation, and what matters.
- **What Matters**: Knowing and acting on preferences and needs.

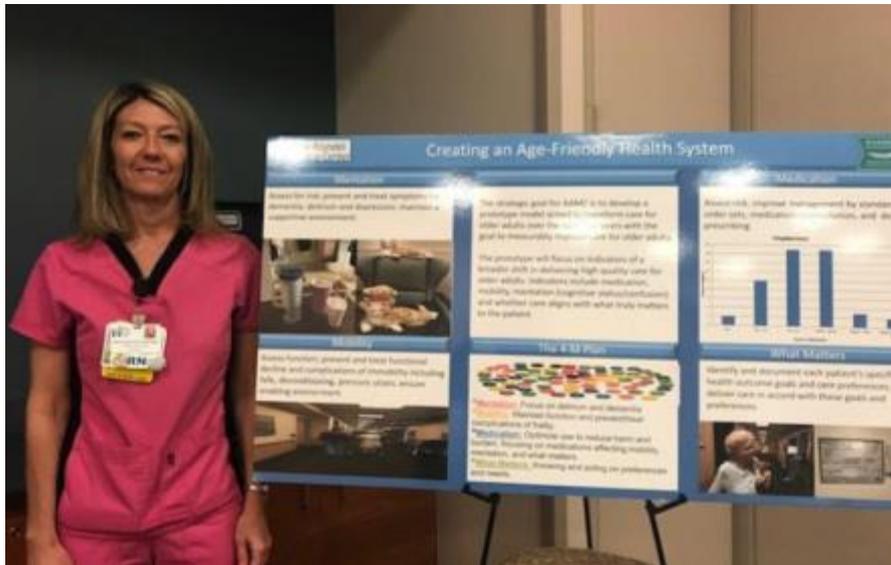
# What Has AAMC Done So Far?

<b>What Matters</b>	<ul style="list-style-type: none"> <li>• <b>Asking and documenting</b> What Matters to the patient in the nursing care plan and physician Snapshot</li> <li>• Increased <b>Palliative Medicine utilization</b></li> <li>• <b>Team rounding</b></li> <li>• <b>The Conversation Project</b> community outreach</li> </ul>
<b>Mobility</b>	<ul style="list-style-type: none"> <li>• Quality/Mobility Techs</li> <li>• <b>6 Clicks</b> measurement tool</li> <li>• <b>ACErcize</b> and lunch</li> </ul>
<b>Mentation</b>	<ul style="list-style-type: none"> <li>• Hydration (new water cups)</li> <li>• Delirium screening (BCAM)</li> <li>• Mobile diversion cart</li> </ul>
<b>Medications</b>	<ul style="list-style-type: none"> <li>• Pharmacy <b>bedside coaching</b> before discharge</li> <li>• Beers drug list Epic implementation</li> </ul>

# Some of Our Age-Friendly Team



# Education



# Patient Story Snapshot Report

Summary

Unit: GENERAL SURGERY UNIT | Room: 537 | Bed: 537-A | Services: MEDICAL | Event: Admission

Report: Snapshot

Treatment Team Sticky Notes	Sticky Notes to Physicclass	Bedside Chat (Last 10)
<b>Hospital Problems</b> Problem: None Status: Never Reviewed	<b>Care Plan %</b> <b>AAMC General Plan of Care - Adult/OB</b> Individualization and Mutualiry: Ongoing Plan of Care reviewed with: Ongoing <b>Patient Care Overview</b> Plan of Care Review: Ongoing Discharge Needs Assessment: Ongoing Interprofessional Rounds/Family Conf: Ongoing <b>Mobility, Physical Impaired (Adult)</b> Identify Related Risk Factors and Signs and Symptoms: Ongoing Enhanced Mobility Skills: Ongoing Enhanced Functional Ability: Ongoing	<b>Orders</b> Active Orders <b>All Diet Orders Placed on Patient</b> None <b>Medications %</b> No active medications <b>Selected Labs %</b> (The last result from past 24 hours) None <b>Radiology %</b> (Last 72 hours) None
<b>Treatment Team %</b> Provider: George W. Adams, MD   Relationship: Attending <b>Recent ED Visits and Hospitalizations</b> 5 days ago George W. Adams MD, OSU Admission (Current)	<b>About Me (Individualization) %</b> <b>What matters to the patient/family?</b> Patient wants his mobility to increase. at 12:04 1551 <b>Patient's Family Daily Goal</b> Patient wants to walk in the hallway two times. at 12:04 1551 <b>Patient's Family Concerns or Questions</b> Patient is concerned about who will care for him at home at 12:04 1551	
<b>Scales and Screens</b> None <b>Vital Signs %</b> None <b>Mental Status/Pain/Sedation</b> Most Recent Value POSS (Painful Ovoid-Induced Sed Scale): 5 - Sleep, easy to arouse File at 12:01:03:17 1405		
<b>Intake/Output %</b> None <b>Weights (Last 5 Days) (last 5 days)</b>		

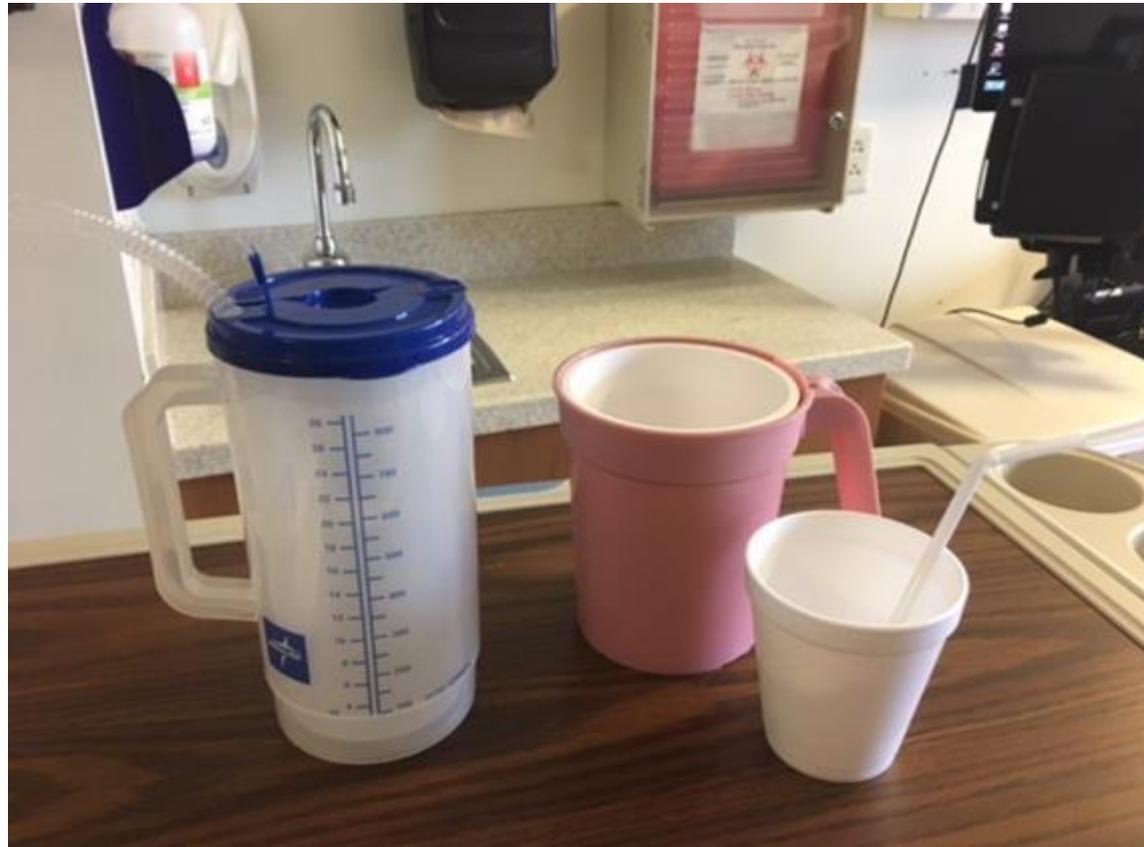
# Mobility: Mobility Tech



# Mobility/Mentation: ACErcise



# Mentation: Water Cups



# Medications: Pharmacist Bedside Coaching



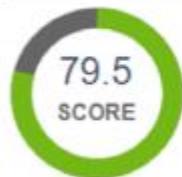
Goals  
Anne Arundel Health System (26351)

Generated Thursday, March 15, 2018 12:55:00 PM  
Communication About Meds  
Date Type: Service Date  
Date Range: January 1, 2018 - March 15, 2018

## Communication About Meds- Tell you what the Meds were for\*

Service - Inpatient

Site - Anne Arundel Medical Center



**79.5%**  
Top Box Score  
Score Goal: 73.5  
n-Size: 352

**Measure:**  
CAHPS - Tell you what new medicine was for \*  
**Peer Group:**  
All PG Database

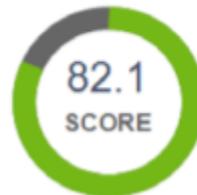
	Previous	Change
<b>RANK:</b> 68	▼	-4
<b>SCORE:</b> 80.9%	▼	-1.4

## ACE Tell you what meds are for\*

Service - Inpatient

Site - Anne Arundel Medical Center

Unit - ACE

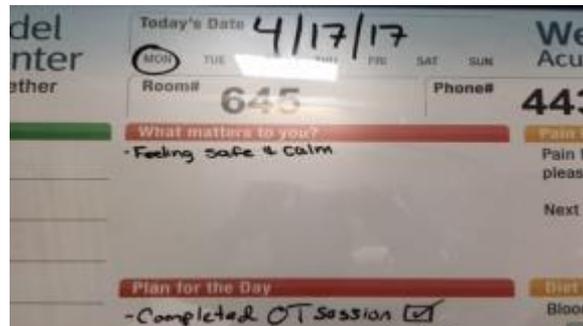


**82.1%**  
Top Box Score  
Score Goal: 73.5  
n-Size: 28

**Measure:**  
CAHPS - Tell you what new medicine was for \*  
**Peer Group:**  
All PG Database

	Previous	Change
<b>RANK:</b> 44	▲	+35
<b>SCORE:</b> 77.8%	▲	+4.3

# What Matters: Patient/Family Boards



# The Birth of My Story©

- Inspired by the “All About Me Board” in an editorial called ‘Do You Know Your Patient’ (Fick, 2013)
- Goal: create a simple document that would help assisted living and hospital staff provide person- centered care
- Provide an opportunity for older adults to voice their preferences and needs
- Improve care for residents with dementia who may be unable to communicate needs to caregivers

# How It All Began: Chet



# Chet's Completed My Story

**I am from**  
Massachusetts

**My favorite sports team is** Patriots  
Boston Red Sox

**I worked as**  
a truck driver

**I enjoy listening to**  
Neil Diamond, the birds outside

**My favorite things are** To relax and be with family, Chick Fil A sandwiches, going out to lunch

**My spiritual preference is**  
Catholic

**The names of my family members are**  
Susan, Perry, Kari, Steven, Andrew, Timmy

**I served in the military**  
Army

**My marital status is**  
Widowed

**I like to watch**  
CNN, old movies, Smithsonian Channel  
need closed captions

**I feel relaxed and calm when**  
I have my electric blanket set on 3

**My native language is**  
English/Polish

**What's most important to me/makes me happy is**  
Being pain free and with my family

**I like to be called:**  
CHET

**I don't like**  
Being cold

<b>I normally walk/transfer</b> With a walker/I transfer independently	<b>I sleep</b> Soundly from 8pm to 8am	<b>My favorite food/drink is</b> Boost Plus - only Vanilla or Strawberry, mac and cheese	<b>For a snack I like to eat</b> Cookies, cheese and crackers
<b>I wear</b> Leather shoes only, PJs to sleep in	<b>I communicate verbally/nonverbally</b> Verbally	<b>I like to bathe</b> With help in the morning	<b>Meal time preference is</b> Breakfast at 8a, lunch at 12p, snack at 3pm, dinner at 530p
<b>I need help with</b> Bathing, buttoning small buttons	<b>I eat</b> By myself and only what I like	<b>I have trouble with hearing and/or vision</b> I wear glasses, speak facing me directly	<b>I have a dental problem</b> I have my own teeth

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Anne Arundel County Department of Aging and Disabilities

# Assisted Living Program Goals

- Monitor the care and services provided to residents of 4-16 bed community-based assisted living facilities
- Continue efforts to build a more age-friendly community
- Create partnerships with community resources to enhance the quality of life for seniors

# My Story© Methodology

- Completed a MY STORY© tool for each resident using self-report and input from staff and family members
- Residents who required emergency medical assistance would have the MY STORY© tool sent along with emergency forms to the hospital and throughout the continuum of care
- Collected feedback on effectiveness of the MY STORY© tool and overall experience

# Pilot Program

- Selected 15 small (4-16 bed) community-based assisted living facilities to pilot the MY STORY<sup>®</sup> tool (230 residents) in Anne Arundel, Baltimore, and Howard Counties

## Heart Homes, Inc.



Assisted Living Well  
Compassionate Care



## Fern Care Corp.



Peartree House  
Assisted Living



# Lessons Learned

- Include input from staff for each work shift
- Computer (typed) vs. hand written forms
- ADA compatibility
- Useful for outside health professionals (home health, hospice, PT/OT)
- Consent forms to share personal information

# Results

# of Participants	116 out of 230 (50% return)
Length of Time Need to Complete Tool	5-45 minutes (avg. 20 minutes)
Staff Feedback	<ul style="list-style-type: none"><li>• Majority found the tool useful for assisting staff and healthcare professionals with learning about residents</li><li>• Especially beneficial for residents with dementia sent unaccompanied to the hospital for emergency care</li></ul>
Person who completed the tool	Primarily completed by caregivers, residents, and family members

# My Story© Revisions

- Removed medications & allergies from the form (staff concern)
- Addition of information regarding:
  - Communication
  - Marital status
  - Military service
  - Language(s) spoken
  - Spiritual preference
  - Transfer ability
  - Name of assisted living facility
- Updated for ADA compliance

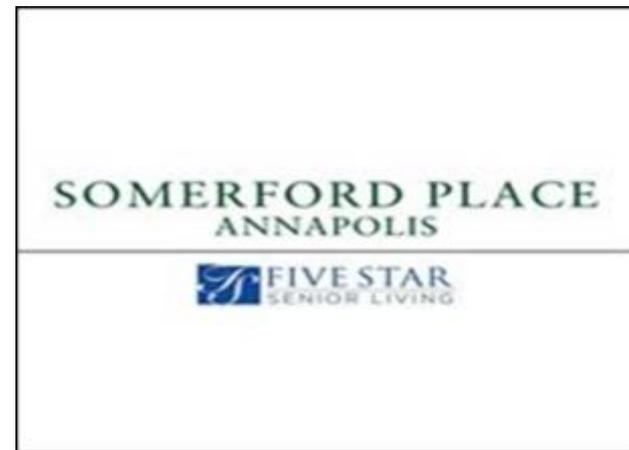
# Benefits of My Story©

- Staff on all shifts really got to know “what matters” to residents
- Residents enjoyed interaction with staff & vice versa
- New or relief staff could clearly get a “picture” of the resident in 5 minutes
- Family members valued interest shown to their loved one

# Benefits of My Story©

- Residents with dementia had specific interventions noted that made caregiving easier
- Information staff received from MY STORY© helped to reduce resident's anxiety
- ED staff gained valuable information about residents who were unable to communicate
- ED staff was able to prevent use of restraints for some patients with dementia

# Expansion



# National Award – My Story©



# Current Partners and Future Expansions

## Current Partners

Assisted living facilities

Family caregivers

Senior care

Senior center plus

Guardianship clients

Skilled nursing facilities

Dementia care facility

Home health agency

Adult medical day services

Respite care workers

- Expand the MY STORY© tool to the community at large, Hospice volunteers, health training programs



# What Matters: To Me



# What Matters: To Me



# AAMC's First "What Matters to You Day"



# Powerful Outcomes

- Hospital and Community-based staff developed personal, meaningful connections with all residents
- Patients and residents feel that “they matter”

# Translating It All to the Patient





# Questions & Answers: Please Submit Using the “Questions” Box



# Please join us for future webinars in the Aging and Disability Business Institute Series

***“Embracing the Culture of Accountability:  
How We Measure Success in Achieving Our  
Mission” - March 5, 2019***

***Learn more and pre-register here:***

<http://www.asaging.org/series/109/aging-and-disability-business-institute-series>



advocacy | action | answers on aging



Aging and Disability  
**BUSINESS INSTITUTE**



# Contact Information

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# Questions about the Aging and Disability Business Institute?

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