

Age-Friendly Health Systems: Owensboro Health Journey

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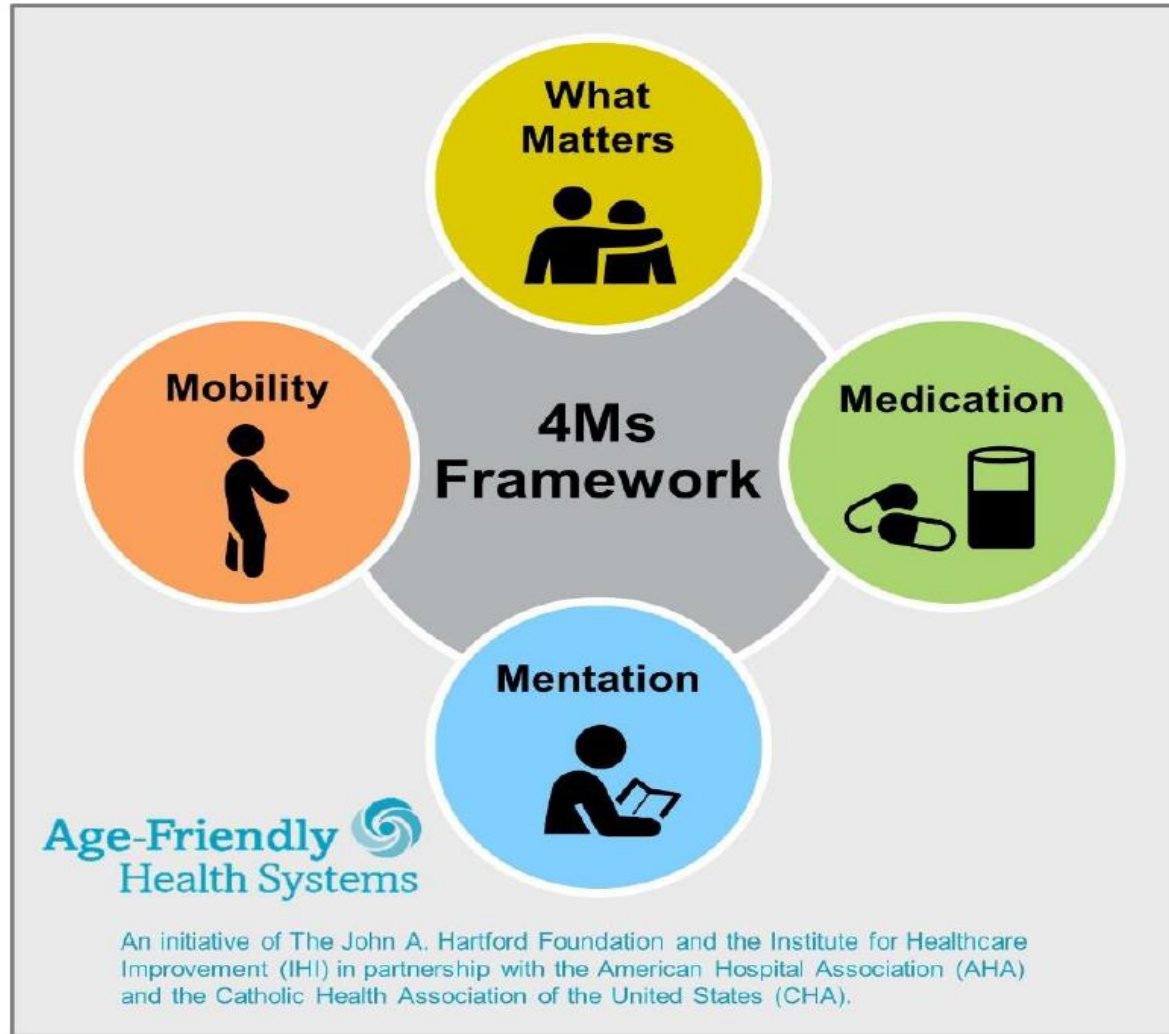


The Invitation

- Board Priority Focus Area: Older Adults and Aging
- Age-Friendly Health System Action Community
- About 100 hospitals
- August 2018 – March 2019
- Coaching Webinars
- One “In person” meeting at IHI Annual meeting



Framework for the 4 M's



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.

Our Approach and What We Learned

- Selected five Nursing Units
- Each Unit selected an “M” for focus
- Cardiac and Progressive Care – Mobility
- Orthopedics – Medications
- Pulmonary and Oncology – What Matters
- All inpatient units Mentation: Delirium screening every shift and Daily(weekday)Delirium rounds, Hardwired

Concurrent Initiative: NICHE

- Strategic goal related to implementation of **Nurses Improving Care for Healthsystem Elders (NICHE)**
- Concern for competition/confusion
- NICHE Initiative in early stages
- NICHE resources support Age-Friendly Health System elements



IHI “In Person Meeting

- **Sir Don Berwick’s Advocacy for the 4 M’s Bundle**

The 4 M’s approach must be implemented together to achieve the desired outcomes

- Sharing our “mistakes”

Dr. Donna Flick - *“you just have multiple small tests of change”*

Mentation

- Delirium – “keep doing what we are doing”
- Depression – acute care screening; clinics using PHQ9
- Dementia – opportunity for improvement



Medications

- Medication Focus in Delirium Rounds
 - BEERS List review for Clinical Pharmacists
 - Emphasis during pharmacist review of Prior to Admission Meds
 - Attention to meds that may interfere with mentation and mobility
 - Nursing – units provided with BEERS list
- More work to do.....*

Mobility

- Existing Mobility Assessment and Protocols Level 1 & 2
- Recognized lack of emphasis on mobility and good documentation
- FY 2020 Strategic Goal to improve Mobility
- Goal to improve documented episodes of mobility by 10%
- Get UP! – Out of bed three times a day



“What MATTERS”

- “What Matters” question trialed on two units during the action community work
- Asking patients What Matters - major focus at IHI
- Not just about end of life decisions
- Patients preferred being asked “what matters”
- Patient Experience Director – Became an advocate for change

Care Board with "What Matters"



Owensboro Health EXCELLENT Care ALWAYS. Every Person. Every Time. Target Zero

Today is: Sun Mon Tues Wed Thu Fri Sat

Room# 301 Room Phone# 270-417-0301

My Information

My Preferred Name: _____

My Primary Contact: _____

What matters most to you today?

My Pain Level

0 1 2 3 4 5 6 7 8 9 10

No Pain/No Dolor Moderate Pain/Dolor Moderado Severe Pain/Dolor Severo

Pain Medication **Time Received** **Next Available**

Pain Medication	Time Received	Next Available

My Care Team

Nurse: _____

Assistant: _____

Nurse Manager: _____ Phone: 270-417-2310

My Goal & Today's Plan

Diet

Thickened Liquids
 Do Not Eat or Drink
 Fluid Restriction

Mobility

Up Without Help
 Requires 1 Staff to Assist Patient
 Requires 2 Staff to Assist Patient
 Assistive Devices

My Discharge Plan

Expected Discharge Date: _____ Discharge Planner: _____

For Discharge Needs Call - (270) 417-4600

Careboard Reviewed & Updated with Patient

Time: _____ Initials: _____

Owensboro Health Regional Hospital 1201 Pleasant Valley Rd, Owensboro, KY 42303

What MATTERS Most to me about my care is..

Medication to be on time.

What MATTERS Most to me about my care is..

Get Better & Improve Breathing

Engaging All Disciplines in the 4M's Framework

- Rush video introducing the 4 M's Framework

<https://aging.rush.edu/professional-older-adult-family-care/age-friendly-health-system/>

- Recommend Senior Leadership Introduces the 4 M's
- Consider Using the “Try This” tools
- AFHS Action Community Measure Guide to establish process and outcomes measures

Clarifying Questions?

Enjoy the Journey!

Thank you