

Adopting the 4Ms at a Geriatric Clinic

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Could we improve our clinic with the 4Ms?

Abstract

The Center for Healthy Aging applied to Age-Friendly Health System (AFHS) in 2019 with the intention of advancing the level of geriatric care in our clinic through the adoption of 4Ms of AFHS. Prior to applying to participate in AFHS, we assumed that our geriatric care was complete.

The clinic was providing three of the 4Ms-mentation with the PHQ9 and dementia assessments, mobility assessments with the Get Up and Go Test, and medication review with every appointment. The last M was the What Matters Most (WMM) question. The 4Ms framework was developed using evidence-based intervention with 2 important drivers, assessment and action.

- In order to become recognized by AFHS, the clinic began a quality improvement process over several months.
- Initially, we surveyed our team to determine which What Matters Most Question (WMM) we would ask our patients.
- EMR provided a monthly report of the number of patients asked What Matters most including the actual answers and patient demographics.
- Regular communications and progress reports were submitted to AFHS for review. Most patients were pleased and surprised when asked What Matter Most to them.
- The answers became a permanent part of the chart.
- **The clinic achieved recognition after 3 months of PDSA.**

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.

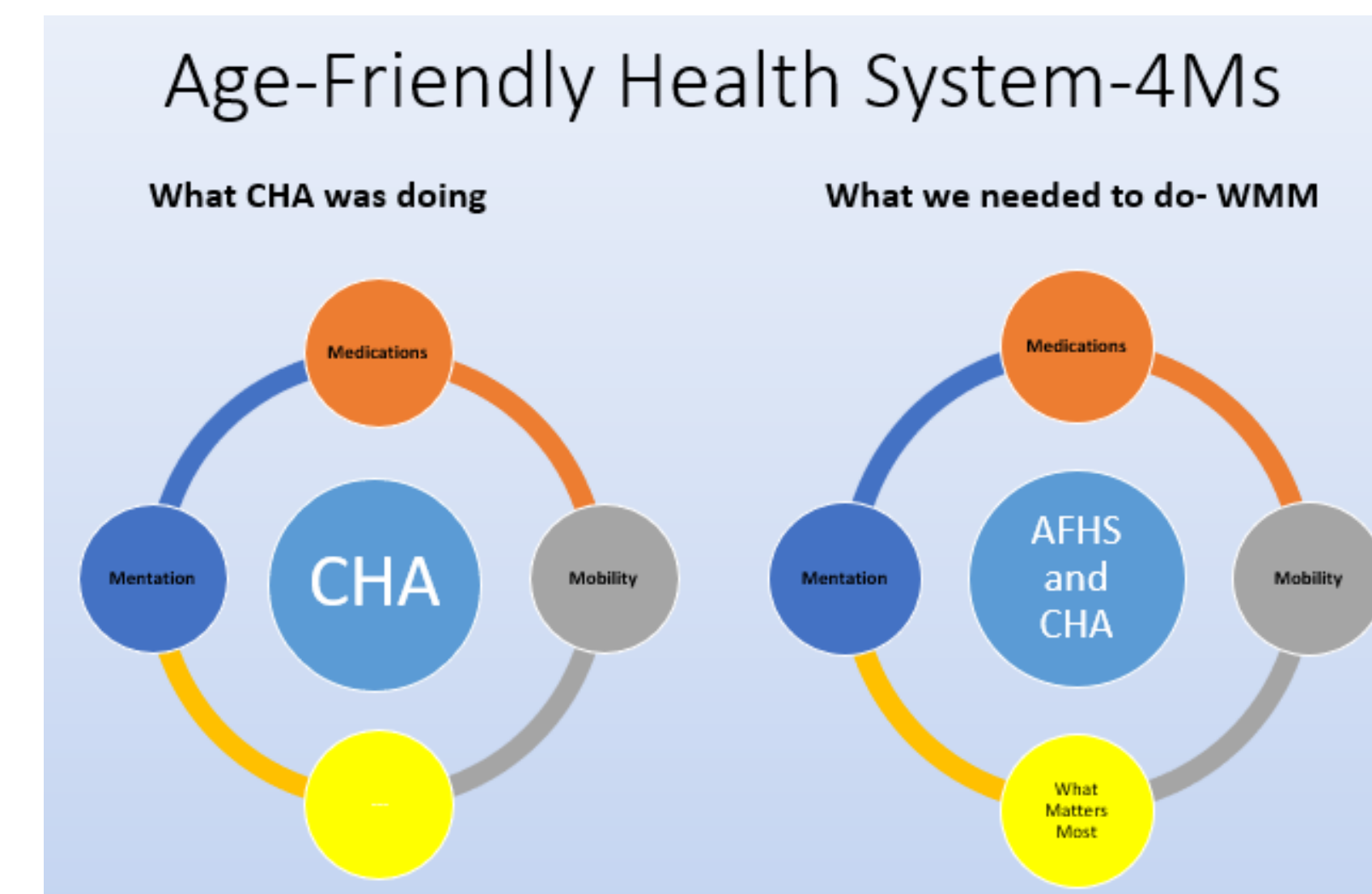
Mentation

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

Mobility

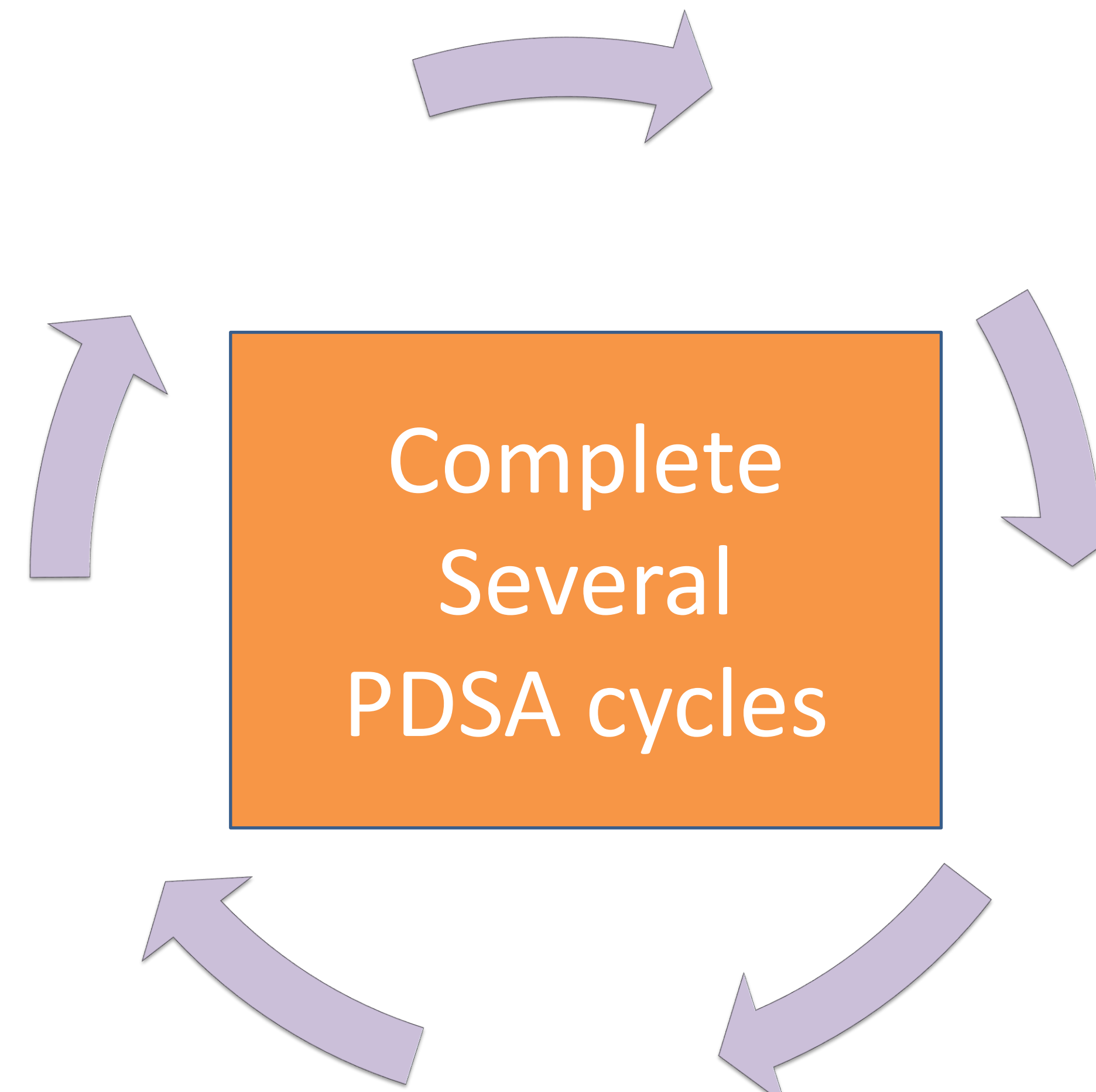
Ensure that older adults move safely every day in order to maintain function and do What Matters.

Discover our patient demographics
 Who do we serve?



Inform Explain Involve
 Survey staff
 Pick top WMM question

Clinic Patient Characteristics		
Age	65-74	330
	75-84	479
	85-94	418
	>95	59
Gender	Female	937
	Male	360
Insurance Type	Medicare	770
	Managed Medicare	424



Staff/Provider Survey	
1.	What matters most to you?
2.	What give you joy in your work? a. what makes for a good day for you? b. What makes you proud to work here? c. When we are at our best, what does it look like? <i>Four areas have been identified that are important to the care of our patients: What Matters Mentation Medications Movement</i>
3.	What do you think is important to our patients?
4.	Rate how well we do the following? • Know what matters and act on what matters to our patients? • We reconcile their medications? • How successfully do we deprescribe medications? • Gait evaluations? • Manage depression? • Assess for dementia? • Consistently evaluate mentation, mobility, medications? • Re-test dementia and depression?

Why AFHS?

- Not enough geriatric providers
- Growing population
- 4Ms meets the need

-Department support to join AFHS
 -Complete application process
 -Attend conference

-Get clinic buy-in
 -Consensus on best WMM question
 -Begin pilot- hand count participation

-Added WMM question to Allscripts
 -Monthly count of WMM
 -Reminders to providers to ask WMM

-Achieved AFHS designation in 3 months
 -First clinic in Texas
 -Continue 4Ms



We did it!



Patient Characteristics

18-64	11
65-74	330
75-84	479
85+	477
85-94	418
>95	59
Total	1297

Female	937
Male	360
	1297

MEDICARE	770
MANAGED MEDICARE	424
BLUE CROSS BLUE SHIELD BLUE CHOICE	22
UNITED HEALTHCARE PPO	14
BLUE CROSS BLUE SHIELD UT SELECT PPO	12
HMO CONTRACTED	10
MEDICARE/MEDICAID PLANS	7
SELF PAY-NO INSURANCE	6
AETNA POS	6
RAILROAD MEDICARE	5
CIGNA PPO	4
COMMERCIAL NON-CONTRACTED	2
AMERIGROUP MEDICAID	2
UNITED HEALTHCARE POS	2
BLUE CROSS BLUE SHIELD HMO	2
MEMORIAL HERMANN HEALTH INSURANCE COMPANY	1
PRIVATE HEALTHCARE SYSTEMS	1

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Why the adopt AFHS- 4Ms

- Problem- not enough providers with geriatric training
- Growing population of people over 65
- Plan- meet the need with evidence based tools
 - Age-Friendly Health System
 - 4Ms medication, mentation, mobility, What matters
 - Goal – spread to 20% of US hospitals and practices

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Mobility

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