

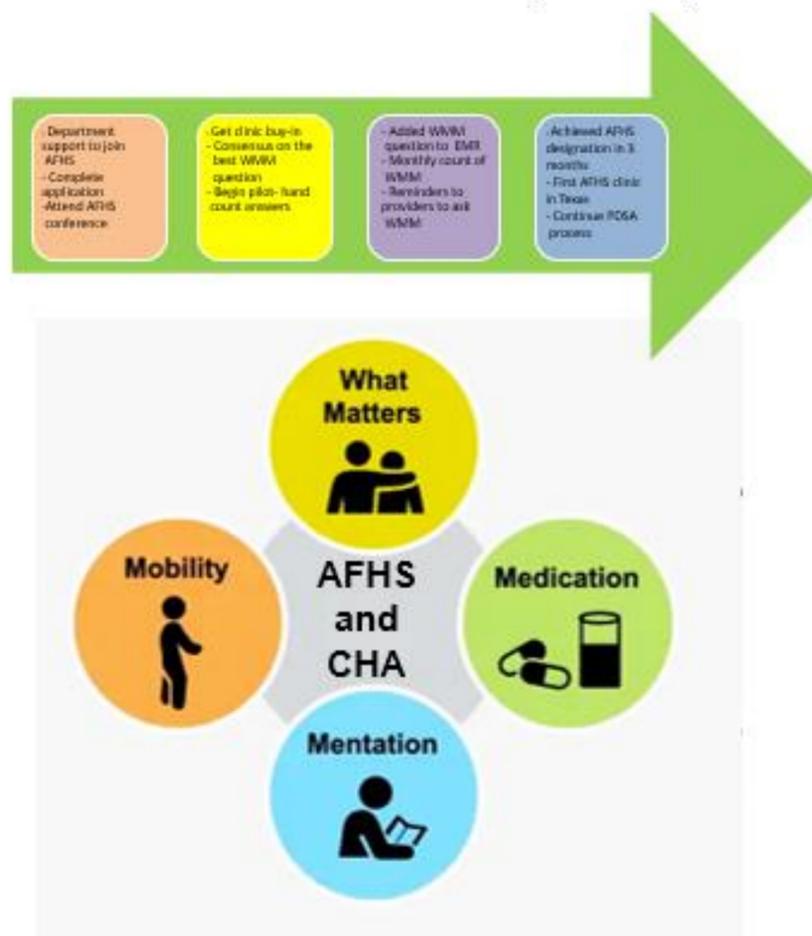
Abstract

CHA applied to Age-Friendly Health System (AFHS) in 2019 with the intention of advancing geriatric care in our clinic through the adoption of 4Ms of AFHS. The CHA was already 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 is the What Matters Most question for our patients.

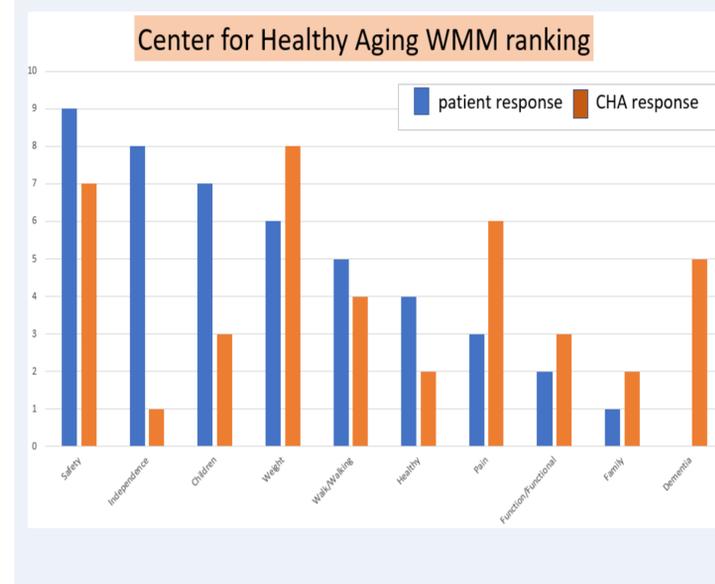
In order to become recognized by AFHS, the clinic began a quality improvement process over several months. Regular communications and progress reports were submitted to AFHS for review. We surveyed our team to determine which What Matters Most Question (WMM) we would ask our patients. The Allscripts team provides a monthly report of the number of patients asked What Matters most including the actual answers and patient demographics. The clinic achieved recognition after three months of PDSA.

As providers, we can make assumptions as to what matters to our patients which can influence care. Four months of patient WMM responses were compiled. Providers ranked the responses according to their assumptions about our patients. The top themes for patients were safety, independence, and family while the providers and staff top themes were weight, safety, and pain. Though dementia or memory loss was never mentioned by patients, it was a major assumption of importance by the providers and staff. This project provided more insight into What Matters Most to our patients and helps to guide the care we provide.

Becoming Age-Friendly What Matters Most (WMM)



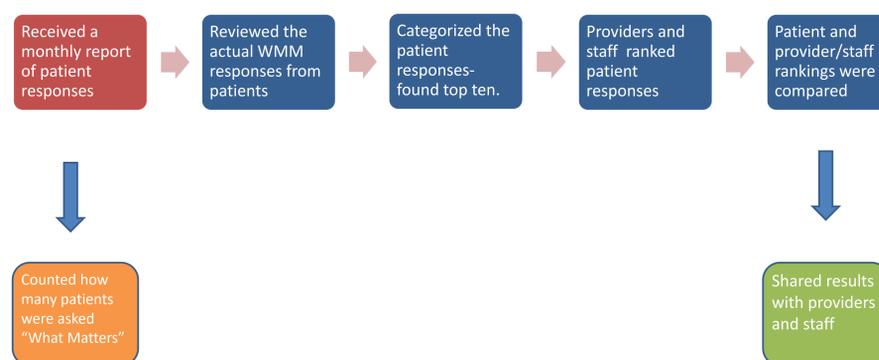
Comparison of Patient and Provider Responses



What are the issues?

- Not enough providers with geriatric training
 - Growing population of people over 65
- AFHS Plan- meets their needs with evidence based tools
 - Age-Friendly Health System
 - 4Ms- medication, mentation, mobility, What matters most
 - Goal – spread to 20% of US hospitals and clinics
- **Do provider assumptions of What Matters Most match our patients' responses?**

Diving into the Assumptions



Impact on our patients and clinic

- Patients appreciate being asked the question – most have never been asked this before
- Providers and staff recognize that there may be a disconnect between our assumptions and patient answer to WMM
- Patient responses to WMM should and will guide our care
- We demonstrate to patients and the community our commitment to thoughtful geriatric care through the AFHS Committed to Care Recognition