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How HELP Provided the Pathway to become Age-Friendly

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INTRODUCTION

AGS CoCare®: HELP
- Multicomponent framework that inherently achieves AFHS 4Ms
- Reassessment of HELP was done to incorporate more visibility of “What Matters”

Maine Medical Center:
- HELP running since 2002: Medical Director, 2 part-time ELNS, 1 full-time ELS + ~40 volunteers covering 3 shifts/day, 7 days/week
- Center of Excellence since 2010
- IHI AFHS Committed to Care Excellence
- When fully-operational (2019): Enrolled 2434 patients (avg. 203 patients/mo.)
- Data – numbers smaller without volunteers, no consistent ELS in past years, getting one soon.
*Data reflective Pre-COVID

METHODS

2-step approach to Age-Friendly Care: Assess and Act on
- Both steps are supported by documentation and communication across settings and disciplines

Flowsheet for What Matters: ELS & ELNS note for patients
- 4 specific questions – ask 1-3 of 4 (minimum of 1).
- Built a prompt into electronic medical record (EMR) to support providers asking What Matters (EPIC “Smart Phrases”)
- During time of enrollment, Elder Life Specialist and Elder Life Nurse Specialist ask questions → Captured at least once at the beginning of hospitalization

Built Flowsheet for What Matters: ELS & ELNS note for patients
- 4 specific questions – ask 1-3 of 4 (minimum of 1).
- Built a prompt into electronic medical record (EMR) to support providers asking What Matters (EPIC “Smart Phrases”)
- During time of enrollment, Elder Life Specialist and Elder Life Nurse Specialist ask questions → Captured at least once at the beginning of hospitalization

Changes made in EHR to include “What Matters” prompts:
- Added BMAT and mobility check onto EPIC homepage to aid in daily review of patients’ mobility
  - BMAT – Bedside Mobility Assessment Tool
  - Mobility Check - Shows record of nurses ambulating patients every 12 hours
- Included medications to EPIC homepage to aid in daily review
  - Columns added reflecting BEERs, Anticholinergic, and sedating medications
- Incorporated “What Matters” into patients’ flowsheets and notes

RESULTS

OBJECTIVES

- Receive Age-Friendly Health Systems designation for AGS CoCare®: HELP
- Update electronic medical record to meet 4M’s model
- Incorporate What Matters into HELP assessments and documentation

DISCUSSION

In assessing how the 4Ms framework applies to the Hospital Elder Life Program, we were able to target specific ways to deliver more Age-Friendly care to those enrolled in the program.

RESOURCES

1. Maine Medical Center Geriatric Care
https://www.mainehealth.org/Maine-Medical-Center/Services/Geriatric-Care/Patient-Services
2. AGS CoCare®: HELP https://help.agscocare.org/
3. Institute for Healthcare Improvement: Age-Friendly Health Systems
https://www.ihi.org/Engage/Initiatives/Age-Friendly-Health-Systems/Pages/default.aspx