Maine Medical Center                                        All MaineHealth

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# How HELP Provided the Pathway to become Age-Friendly

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## Recommended Citation

# How HELP Provided the Pathway to become Age-Friendly

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Maine Medical Center — MaineHealth

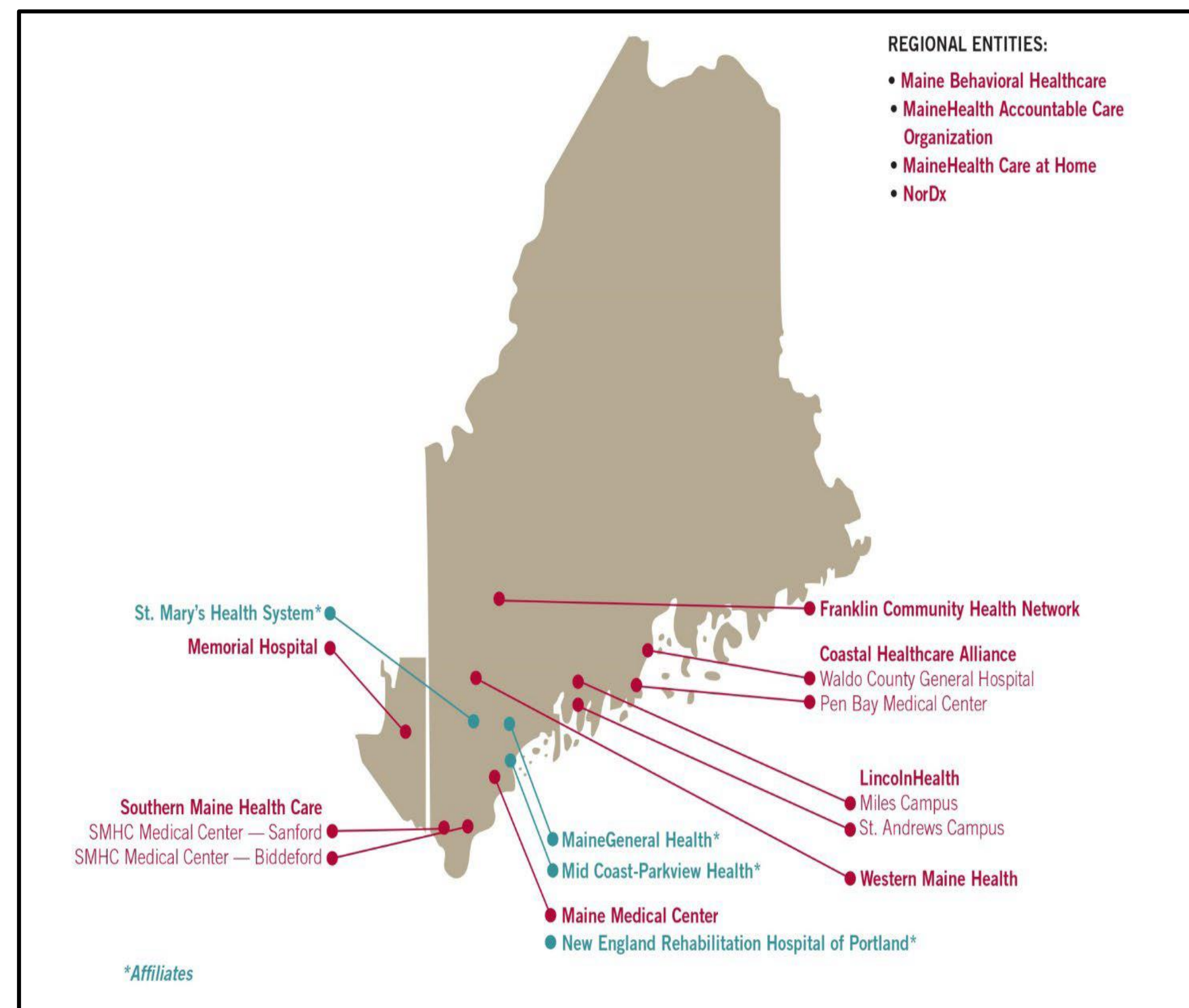Marcus Institute for Aging Research — Hebrew SeniorLife

## 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

REGIONAL ENTITIES:
- Maine Behavioral Healthcare
- MaineHealth Accountable Care Organization
- MaineHealth Care at Home
- NorDx

St. Mary's Health System*
Memorial Hospital

Franklin Community Health Network

Coastal Healthcare Alliance
Waldo County General Hospital
Pen Bay Medical Center

Southern Maine Health Care
SMHC Medical Center — Sanford
SMHC Medical Center — Biddeford

MaineGeneral Health*
Mid Coast-Parkview Health*

LincolnHealth
Miles Campus
St. Andrews Campus

Western Maine Health

Maine Medical Center
New England Rehabilitation Hospital of Portland*
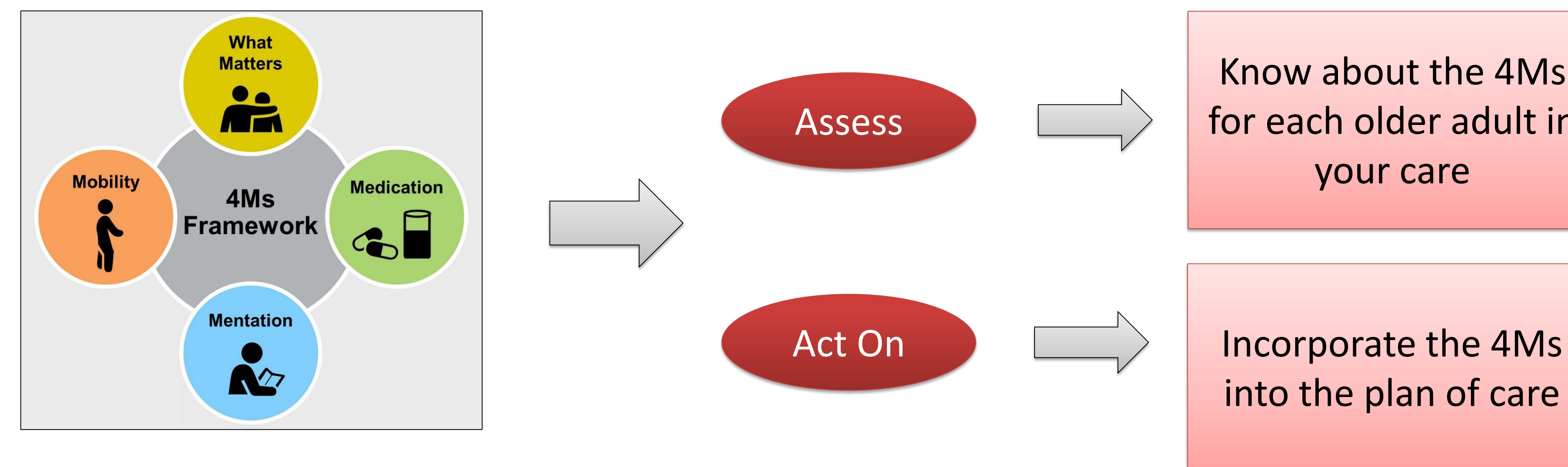
*Affiliates

## OBJECTIVES

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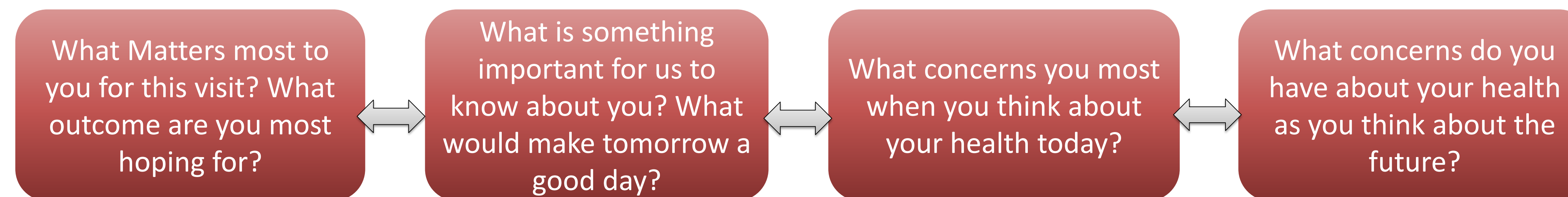- Incorporate What Matters into HELP assessments and documentation

## METHODS

**2-step approach to Age-Friendly Care:** Assess and Act on

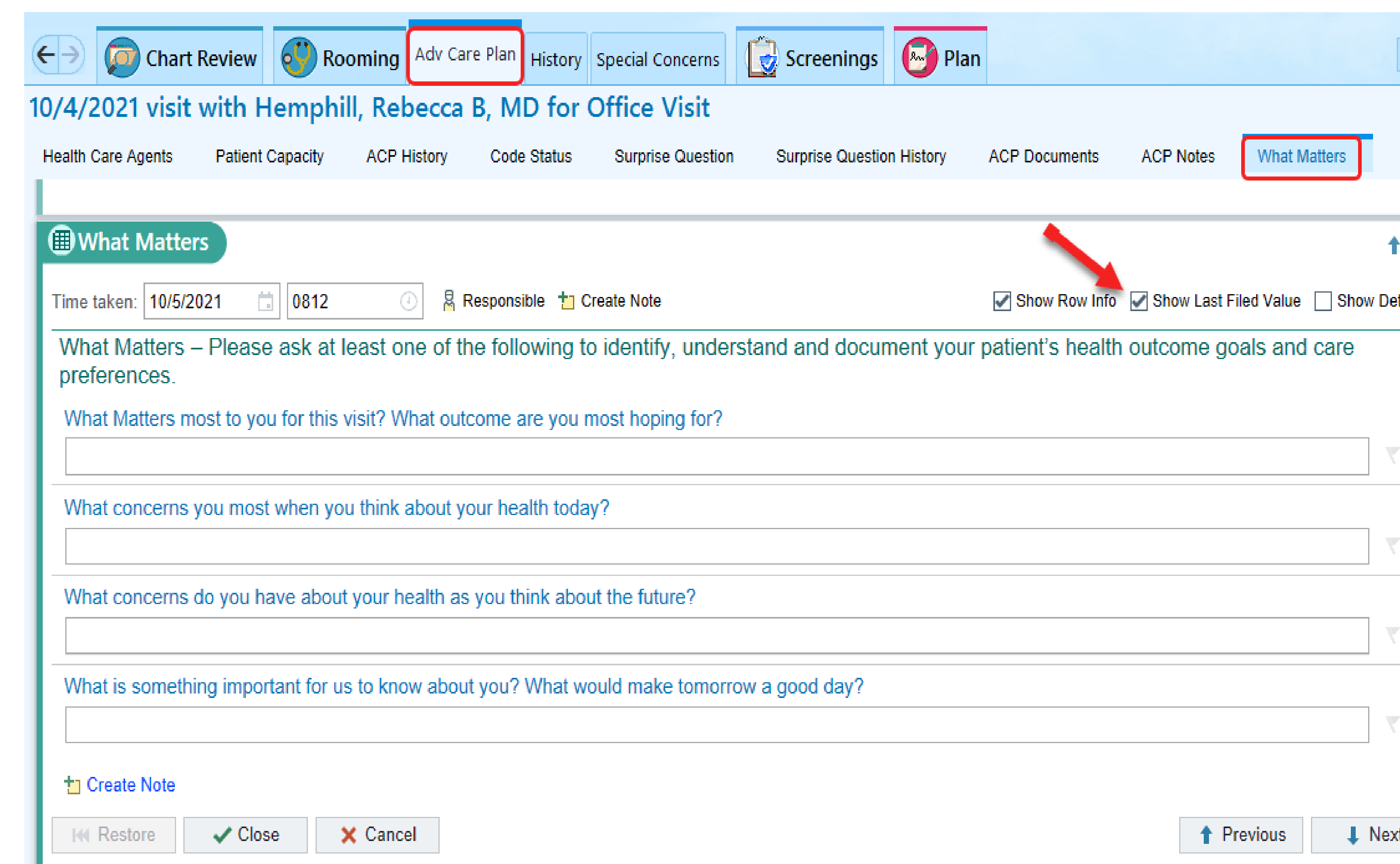- Both steps are supported by documentation and communication across settings and disciplines

What Matters — Mobility — Medication — Mentation — 4Ms Framework

**Assess** → Know about the 4Ms for each older adult in your care

**Act On** → Incorporate the 4Ms into the plan of care

**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

What Matters most to you for this visit? What outcome are you most hoping for?

What is something important for us to know about you? What would make tomorrow a good day?

What concerns you most when you think about your health today?

What concerns do you have about your health as you think about the future?

**Updated EHR to include "What Matters" prompts:**

Chart Review | Rooming | Adv Care Plan | History | Special Concerns | Screenings | Plan

10/4/2021 visit with Hemphill, Rebecca B, MD for Office Visit

Health Care Agents | Patient Capacity | ACP History | Code Status | Surprise Question | Surprise Question History | ACP Documents | ACP Notes | What Matters

What Matters

Time taken: 10/5/2021 0812 Responsible Create Note

☑ Show Row Info ☑ Show Last Filed Value ☐ Show Details

What Matters – Please ask at least one of the following to identify, understand and document your patient's health outcome goals and care preferences.

What Matters most to you for this visit? What outcome are you most hoping for?

What concerns you most when you think about your health today?

What concerns do you have about your health as you think about the future?

What is something important for us to know about you? What would make tomorrow a good day?

Create Note

Restore | Close | Cancel | Previous | Next

## RESULTS

**Changes made in EMR to reflect 4M's Care:**

- 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

**86 y.o F:** Patient had experienced delirium during past hospitalization.
**What Mattered:** Being enrolled in AGS CoCare®: HELP – Was hopeful she would not become delirious and enjoyed engaging with volunteers and in activities.

**72 y.o. F:** Patient admitted with shortness of breath.
**What Mattered:** Being able to go on walks with her boyfriend. Had a goal of walking 1 mile to the beach and back.

**76 y.o. F:** Patient located in overflow unit with poor cell phone reception and bedside phone was unavailable.
**What Mattered:** Being able to speak to her spiritual priest over the phone daily during her hospitalization.

## 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/Inpatient-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