Convenient care clinics are becoming the provider of choice for episodic care even for adults 65 years of age and older. As the US population is aging, demands for care that is efficient, effective, and Age-Friendly are increasing. Case Western Reserve University Frances Payne Bolton School of Nursing (FPB) partnered with CVS Health MinuteClinic, and the Institute for Healthcare Improvement (IHI) in a project funded by The John A. Hartford Foundation to facilitate the development of educational materials to increase the number of providers trained in the provision of Age-Friendly care using the 4Ms Framework: What Matters, Medication, Mentation, and Mobility.

**Purpose and Description**

**Professional Development Team:** Faculty from FPB, educator from CVS Health MinuteClinic; consultant from IHI

**Goal:** Develop content to guide MinuteClinic providers in the integration of 4Ms care. Measure competence of providers in implementing Age-Friendly care.

**Priority:** Effective and efficient education informed by the flow of MinuteClinic patient visits and the current CVS continuing education offerings

**Products:** All products award CE and include pharmacology content when appropriate.
- Age-Friendly orientation module and videos comparing standard care to Age-Friendly care
- Monthly Age-Friendly Grand Rounds
- Video vignettes include in-depth gerontological content

### 4Ms in Age-Friendly Care Modules:

- **4Ms Framework**
  - What Matters
  - Medication
  - Mentation
  - Mobility

**Orientation Modules**

- **4Ms in Age-Friendly Care Orientation**
  - 4 interactive modules
  - Knowledge check
  - Content mandatory for all MinuteClinic providers

**Age-Friendly Grand Rounds**

- **Weekly Grand Rounds:** Traditional mode of continuing education for MinuteClinic providers
- **Monthly Age-Friendly topics** recorded live and available in online portal beginning Aug 2020
  - Cerumen Impaction
  - Possible Urinary Tract Infection
  - Community-Acquired Pneumonia
  - Chronic Obstructive Pulmonary Disease
  - Dementia, Depression, Delirium
  - Diabetes Mellitus
  - Geriatric Syndromes
  - Polypharmacy
  - Shingles
  - Skin Infection
  - Upper Respiratory Infection
  - Venous Stasis Dermatitis vs. Cellulitis

**10 Video Vignettes:** Offer in-depth understanding of the application of 4Ms care

**Part 1**
- Introduction to 4Ms
- Assessment of What Matters
- Mobility/Modified Get Up and Go
- Mobility/Preventing Falls
- Using the Evidence

**Part 2**
- Mentation
- Mentation/Assessing Mood
- Mentation/Assessing Memory
- Medications/AGS Beers List
- Medications/Over-the-Counter

**Conclusions**

- Each of the products began with a prototype that was tested using the Plan-Do-Study-Act change process
- Pilot testing of Grand Rounds demonstrated:
  - Increased knowledge about Age-Friendly 4Ms care
  - Providers would change practice based on education
  - Need for increased time allotment for presentations
  - More exemplars needed in presentations
- Changes continue to be made before finalizing products
- Providers engage with innovative educational strategies

**Next Steps**

- Review continuing education related evaluations
- Evaluate responses to knowledge questions and adjust content as needed
- Develop more Age-Friendly Grand Rounds cases
- Offer site visits to support Age-Friendly implementation

**Contact Information**

Evelyn Duffy: evd4@case.edu; Mary McCormack: Mary.McCormack@CVSHealth.com; Sherry Greenberg: sherry.greenberg@shu.edu; PI: Mary Dolansky: mad15@case.edu; PI: Anne Pohnert: Anne.Pohnert@CVSHealth.com

Cleveland, Ohio