

An Innovative Approach to Developing Age-Friendly Educational Materials for Nurse Practitioners

Evelyn Duffy, DNP, AGPCNP-BC, FAANP (FPB SON CWRU), Mary E. McCormack, MSN, MPH, APNC (CVS MinuteClinic), Sherry A. Greenberg, PhD, RN, GNP-BC, FGSA, FAANP, FAAN (IHI; SHU CON)



Background

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 MinuteClinic; consultant from IHI

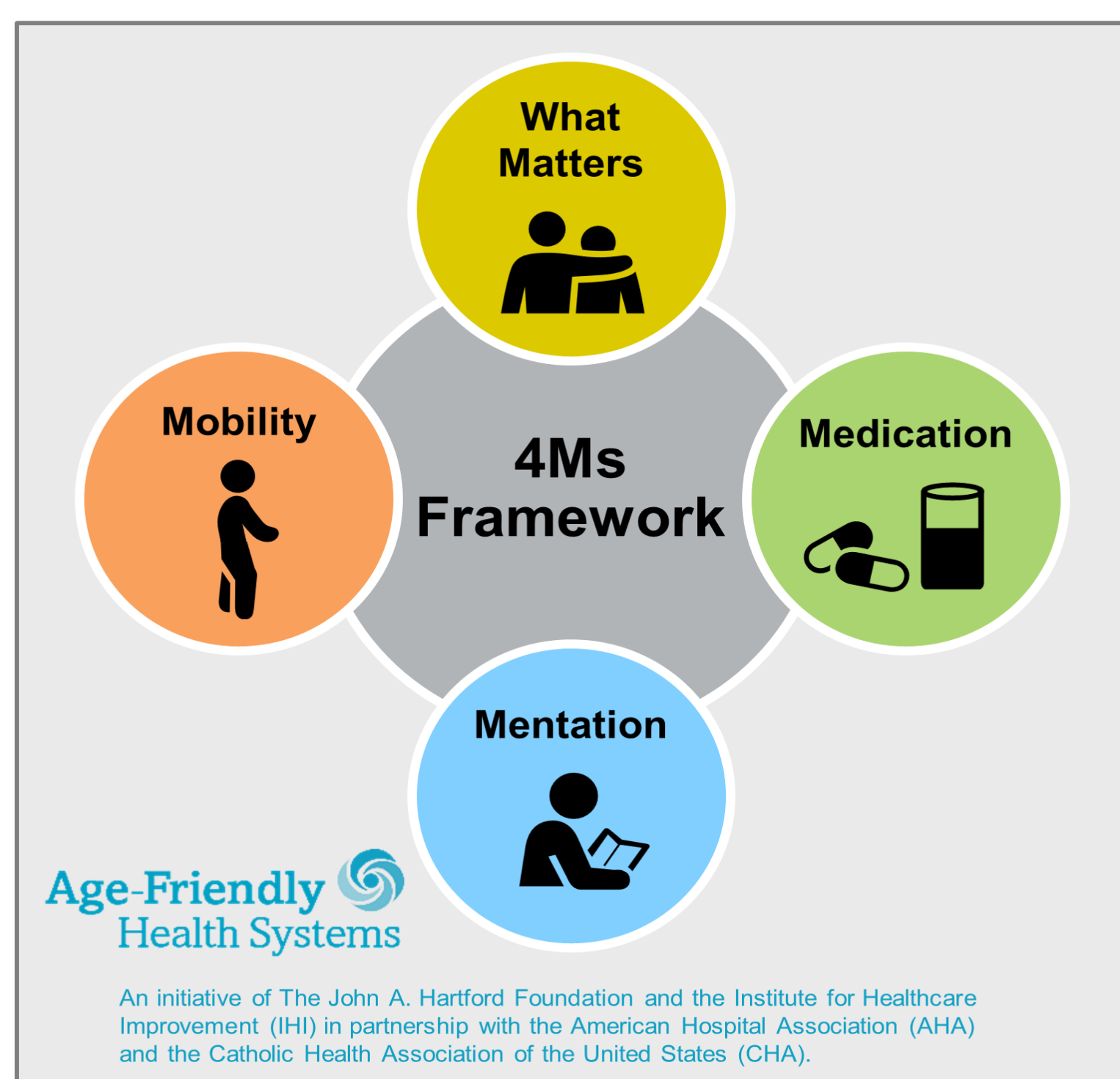
Goal: Develop content to guide MinuteClinic providers in the integration of 4Ms care. Measure competence of providers in implementing Age-Friendly care.

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 credits 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 Framework



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.

Orientation Modules

4Ms in Age-Friendly Care Orientation:

- 4 interactive modules
- Knowledge check
- Content mandatory for all MinuteClinic providers

What are the 4Ms?

The 4Ms Framework is an Age-Friendly way to assess older adults. The 4Ms should always be assessed and acted upon in a holistic manner, as a set, not in isolation.

Start with the What Matters circle and select each circle to learn more. Review all four in order to move on.

When Age-Friendly Care Isn't Provided

Watch the video below to see a traditional patient visit **without** Age-Friendly Care.

The Impact of Age-Friendly Care on Patients

Watch the video below to see how patient care **improves** when the provider incorporates Age-Friendly Care.

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

Video Vignettes

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: exd4@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