

## Age-Friendly Health System Process Walk Through

Make notes below on each of the 4Ms from process walk-through observations. Consider answering some of these questions in your notes:

- What are current activities and services related to each of the 4Ms?
- Does it appear to be having a positive impact on the older adult and/or caregiver?
- What appears to work well?
- Where is the prompt or documentation available in the electronic health record?
- Does it appear to be having a positive impact on the provider and/or staff?

<p><b>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, and across settings of care.</b></p>	
<p><b>Medication: If medications are necessary, use Age-Friendly medications that do not interfere with What Matters, Mentation, or Mobility across settings of care.</b></p>	
<p><b>Mentation: Prevent, identify, treat, and manage dementia, depression and delirium across care settings.</b></p>	
<p><b>Mobility: Ensure that older adult move safely every day to maintain function and do What Matters.</b></p>	

**Join the Age-Friendly Health System movement:**

**IHI.ORG/AGEFRIENDLY \*\* [AFHS@IHI.ORG](mailto:AFHS@IHI.ORG) \*\* #AgeFriendly**