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Situation Analysis

The number of Americans age 65 and older is rapidly increasing, and Medicare comprises nearly 50% of Atrium Health Cabarrus' payer mix. To address needs specific to this patient population, hospital leadership is taking innovative and critical steps to improve acute care for older adult patients.

Project Goals



Tailor care for older adult patients using the Age-Friendly Health Systems 4Ms Framework — what matters, medications, mentation and mobility.
Become an Acute Care for Elderly (ACE) without walls organization.



The
John A. Hartford
Foundation

Actions Taken

- Conducted an ACE SWOT (strengths, weaknesses, opportunities, threats) analysis at the hospital.
- Established an ACE task force that includes representation from medical leadership, nursing leadership, pharmacy, case management, senior behavioral care, and administration.
- Developed care pilots that uniquely addressed each of the 4Ms — what matters, medications, mentation and mobility:
 - Volunteer patient ambassador program (what matters)
 - Geriatric inpatient pharmacist (medications)
 - Exercise physiologist program (mobility)
 - Transitions of care program (mentation)

Positive Outcomes

- Volunteer patient ambassadors conducted “what matters” conversations with 61% of older adult patients so far.
 - 66% of older adult patients who participated in these conversations and completed the patient experience survey said that they would likely recommend the hospital, exceeding the unit’s target goal.
- Inpatient pharmacy pilot reviewed medications for 255 patients age 65 and older upon admission and throughout their hospital stay. These patients experienced a lower average length of stay than those who did not receive such a review.
- Mobility compliance increased from 20% in April 2022 to 62% in October 2022, after exercise physiologists started working with patients.
- Average fall rate decreased from 6.89 (January – April 2022) to 2.37 (May – July 2022), exceeding stretch goal.
- Overall, average readmissions decreased from 1.14 (January – April 2022) to 0.812 (May – July 2022).
- Received positive feedback from older adult patients, patient visitors, unit care teams, ancillary departments and volunteers.
- Received approval for funding a future geriatric inpatient pharmacist.
- Received support to pursue an age-friendly medical unit at the hospital.

For detailed information, visit:

www.aha.org/center/next-generation-leaders-fellowship

