

Age-Friendly Health Systems

The Veterans Health Administration (VHA) Office of Geriatrics and Extended Care (GEC) joined the Age-Friendly Health Systems (AFHS) movement so that every Veteran is provided safe, high-quality care aligned with What Matters. In March 2020, GEC set the aim for VHA to become the largest integrated health care system in the U.S. to be recognized by the Institute for Healthcare Improvement (IHI) as Age-Friendly.

Age-Friendly care is...

- ✓ Guided by an essential set of evidence-based practices known as the **4Ms – What Matters, Medication, Mentation, and Mobility**.
- ✓ Aligned with VHA's mission to become a **High Reliability Organization** to continuously improve care and achieve **Zero Harm**.
- ✓ Recognized as an approach to **Whole Health Care**; and
- ✓ Centered around **What Matters** (the Veteran's **Mission, Aspiration, and Purpose (MAP)**).

The 4Ms are a framework to provide Veteran-centric care focused on what matters across all care settings. When practiced reliably as a set, the 4Ms represent a broad culture shift to focus and align care based on each Veteran's unique care preferences and health outcome goals. In March 2021, AFHS became recognized as an approach to Whole Health Clinical Care. As with Whole Health, AFHS is driven by the recognition that what matters most to an individual is both unique and critical to our health care system.

GEC's vision is for each older Veteran to receive 4Ms care. AFHS is not just for GEC programs – the 4Ms can be championed by any member of the care team in inpatient, outpatient, or long-term and post-acute care settings.

GEC is leading the second Age-Friendly Action Community January through July 2024 to accelerate the adoption of the 4Ms in new care settings through monthly webinars and coaching calls. As of May 1, 2024, **364** care settings at **151** VA facilities have earned recognition from IHI.

For more information, please visit the [VA Diffusion Marketplace](#) or www.ihf.org/agefriendly.

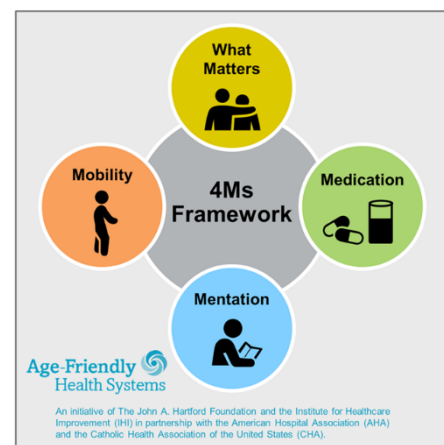


Figure 1. Age-friendly Health Systems is an initiative of the John A. Hartford Foundation and the Institute for Healthcare Improvement (IHI), in partnership with the American Hospital Association (AHA) and the Catholic Health Association of the United States (CHA).

Through the 4Ms framework, each M is "Assessed and Acted On" to improve care for older adults.