Patient Priorities Care and the Age-Friendly Health Systems (AFHS) 4Ms Framework

An Age-Friendly approach to deliver What Matters Most
Patient Priorities Care

- **Patient Priorities Care (PPC)** helps patients (and caregivers) and their clinicians focus decision-making and healthcare on patients’ own health priorities (the health outcomes goals people most desire given the healthcare they are willing and able to receive).

- PPC is predicated on asking, understanding, and acting on what matters most to each person.
The 4Ms of Age-Friendly Care

What Matters is the keystone “M” of the 4Ms of age-friendly care. It guides treatment toward the unique health outcomes that matter most to a patient and it inform the other 3Ms of age-friendly care.

**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.
What Matters Most…

- Patient Priorities Care addresses the What Matters “M”, the core element of the Age-Friendly Health Systems (AFHS) 4Ms Framework: what Matters, Medication, Mentation, and Mobility.

- A health system is only Age-Friendly when you act on What Matters to older adults.

- Patient Priorities Care is endorsed by the Institute for Healthcare Improvement as an approach to meet the What Matters “M”, of the Age-Friendly Health Systems 4Ms Framework.
Mrs. B

• Mrs. B is a 75 year-old woman with multiple chronic conditions including Atrial Fibrillation, Diabetes, Hypertension, Arthritis.

• She often presents with varying symptoms including fatigue, pain, dyspnea, and urinary frequency.

• Dr. T, her PCP, is not sure how to balance her competing conditions and symptoms. She is also uncertain if some of her treatments are helping or harming Mrs. B.

Dr. T uses the PPC approach to work with Mrs. B and identifies the One Thing that Matters Most to her.
PPC aligns health care for patients like Mrs. B with What Matters Most to them
Tools for Asking and Identifying **What Matters Most**:

- **MyHealthPriorities.org website**: A self-directed website that guides individuals (and their caregivers if desired) through identifying their health priorities. At the end, they have a template/summary that outlines their Health Priorities.

- **Conversation Guide and Manual for Identifying Patients’ Health Priorities**: This guide is for sites who prefer to use a facilitated health identification process and is for the member of the healthcare team who will help patients identify and communicate their health priorities.

- **Quick Conversation Guides for the Emergency Department, Hospital and Ambulatory Care**: This guide provides 2 questions that are well validated and identify What Matters Most in a way that can inform care and decision making.

All resources available at: https://patientprioritiescare.org/
Tools for Acting On What Matters Most:

• **Decisional guidance:** The PPC Decisional Guidance tool provides steps and strategies for addressing common clinical scenarios and challenges in aligning care with patients’ health priorities.

• **Pocket Card Key Strategies:** Condensed version of the strategies for point of care reference.

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