



GWEP-CC Age-Friendly Health Systems Action Community
Frequently Asked Questions

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STILL HAVE QUESTIONS?

Contact the GWEP-CC team at the American Geriatrics Society:

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Start Date

- **When does the GWEP-CC Action Community start?**
The action community begins on **Wednesday, January 15, 2020 at 4-5pm ET** with the Getting Started Webinar. Further details about the webinar will be sent via email. You can register for it by [clicking here](#).

Webinar Dates

- **What is the schedule for webinars?**
A schedule of webinars can be found in the [online community](#).
 - Monthly Team Webinars: 4 pm ET on Wednesdays:
Team Webinars are 60-minute webinars focused on understanding the steps to implementing Age-Friendly care in your setting and illustrating 4Ms care in action through examples.

January 15, 2020	May 20, 2020
February 19, 2020	June 17, 2020
March 18, 2020	July 15, 2020
April 15, 2020	

- Peer Coaching Webinars: 4 pm ET on Mondays:
Topical Peer Coaching Webinars provide an opportunity for participants to learn from one another and share ideas, successes, and challenges related to a specific topic or setting.

January 27, 2020	June 1, 2020
February 24, 2020	June 29, 2020
March 30	July 27, 2020
April 27, 2020	

- IHI Webinars: 2 pm ET on Tuesdays:
The Scaling Up Age-Friendly Care Webinar Series is designed to support leaders to set-up local conditions for scale-up of Age-Friendly Health Systems.

January 14, 2020,	May 12, 2020
February 11, 2020	June 9, 2020
March 10, 2020	July 14, 2020
April 14, 2020	

In-Person Meeting

- **When is the action community in-person meeting?**

The GWEP-CC Age-Friendly Health Systems Action Community in-person meeting will be held on May 6, 2020 in Long Beach CA as a pre-conference to the AGS 2020 Annual Meeting.

- **Who should attend the in-person meeting?**

Due to space and funding limitations, we have currently capped each GWEP at 3 individuals to attend this meeting and we are recommending that attendees include the GWEP Director and two primary care partners. We are asking GWEPs to work with their primary care partners to identify partners with an interest in attending and who are willing to share their learnings locally about implementing the 4Ms in primary care after the meeting. As we get closer to the meeting date, we are sometimes able to allow additional GWEP attendees, with each GWEP paying that additional person's expenses. We will be able to make that determination by the end of March 2020.

- **Is there funding to attend the in-person meeting?**

The GWEP-CC has funding available for three attendees from each GWEP. We are recommending that the attendees be the GWEP Director and representatives from two primary care partners.

GWEP-CC AGE-FRIENDLY HEALTH SYSTEMS ACTION COMMUNITY

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Who Should Participate

- **Who from my practice should participate in the GWEP-CC Age-Friendly Health Systems Action Community?**

To participate in the GWEP-CC Age-Friendly Action Community, teams are required to include at least one clinician who is active in clinical care. Other than that requirement, we anticipate that primary care practices will determine who from their team should participate in the action community. We recommend enrolling team members who will be responsible for implementing the 4Ms and will benefit most from participating in the action community.

Expectations for the Team

- **Does each team in the Action Community need to put all 4Ms into practice as a set?**

Yes! In order to be considered an Age-Friendly Health System, your teams would put all 4Ms into practice as a set with older adults. Since you are most likely putting the 4Ms into practice some days with some older adults already, the focus of the Action Community learning is on closing the gap between your current care and putting all 4Ms into practice as a set. The number of older adults reached with the 4Ms may be very small at first – 1, 5, 25. But you would increase that over time.

- **What will our team be doing in our practice?**

Informed by the monthly team webinars and guided by the [Age-Friendly Health System Guide to Using the 4Ms in the Care of Older Adults](#), GWEPs and their primary care partner teams will test and begin to implement specific key actions of Age-Friendly Interventions in their setting.

The GWEP-CC's monthly team webinars webinars (see schedule on [page 2](#) and details in the [table below](#)) will assist you with implementing the 4Ms. While practices are not required to participate, the webinars are valuable opportunities to participate in the "all teach, all learn" approach that the Institute for Healthcare

Improvement (IHI) has modeled in its age-friendly work. The webinars are designed to share content, but also to create a community of GWEPs and the primary care partners to share successes and challenges.

GWEP-CC Resources

- **How will the GWEP-CC be supporting our work?**

The GWEP Coordinating Center (GWEP-CC) serves as a strategic resource for the 48 GWEP grantees and their partners. The GWEP-CC’s mission is to support GWEPs in achieving all their grant objectives by providing programming and resources that are tailored to their needs and focused on preparing the healthcare workforce to care for older adults.

We are launching the GWEP-CC Age-Friendly Action Community to support the GWEPs and their primary care partners on their journey to becoming age-friendly. We’ve designed our Action Community as an on-ramp for primary care practices to test and adopt the 4Ms. We believe we have much to learn from each other and look forward to supporting our participants on their journey to becoming age-friendly practices.

Item	Details	When	Who
Online Community	– The Online Community provides networking and resources that are available to you 24/7.	The community is available 24/7 for real-time consultation with other participants.	All team members enrolled in the online community.
Monthly Team Webinars	– Team Webinars are 60-minute webinars focused on understanding the steps to implementing Age-Friendly care in your setting and illustrating 4Ms care in action through examples.	The third Wednesday of the month at 4pm ET, starting with January 15. See full schedule in the online community.	Full team invited, geared towards individuals working at the point of care who can test changes to the workflow
Monthly Topical Peer Coaching Webinars	– Topical Peer Coaching Webinars provide an opportunity for participants to learn from one another and share ideas, successes, and challenges related to a specific topic or setting (e.g., optimizing the EHR, developing measurement systems, ACE units). Occasionally, Topical Peer Coaching calls will be facilitated by expert faculty.	The last Monday of the month at 4pm ET, starting with January 27. See full schedule in the online community.	Full team invited, geared towards individuals working at the point of care who can test changes to the workflow
Monthly Leaders Webinars - Hosted by IHI	– Leaders Webinars are designed to support leaders to set-up local conditions for scale-up of Age-Friendly Health Systems. Topics will guide you in how to make the case for Age-Friendly care within your	The second Tuesday of the month at 2pm ET, starting with January 14.	Full team invited, geared towards individuals with some level of leadership in their health system that can be responsible

	<p>organization, including how to make the business case.</p> <ul style="list-style-type: none"> – These Webinars are hosted by IHI and open to leaders and participants from current and past Action Communities. 	See full schedule in the online community.	for supporting the scale-up of 4Ms to additional practices, units, locations. These calls are led by IHI and provide the opportunity to learn from health systems across the Age-Friendly Health Systems movement.
In-Person Meeting in Long Beach, CA	<ul style="list-style-type: none"> – Action Community Participants will come together for a full day session. 	Wednesday, May 6	GWEP Directors and two of their primary care partners
Age-Friendly Health System GWEP-CC Tool Kit	<ul style="list-style-type: none"> – Resources for each of the 4Ms from IHI, AGS, and the AGS Health in Aging Foundation (HiAF, our public education arm). 	These resources are available 24/7 for use by all participants.	All team members enrolled in the online community.

Getting Started

- **What do we need to do to get started in the Action Community?**

Besides participating in the Getting Started webinar on January 15, look out for a getting started checklist in your email and in the online community.

DATA SUBMISSION

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- **What data is submitted during the Action Community?**

Participants will be asked to submit the following: (1) describe how you're putting the 4Ms into practice, (2) the monthly count of older adults reached (3) qualitative comments on what the team learned that month.

- **How often is data submitted during the Action Community?**

We ask that data be submitted via the 4Ms Description and Count of Older Adults Reached survey (to be sent out once the action community begins) by one key contact at each site by the **5th of each month**, only for the duration of the Action Community (February-August). When a key contact submits the survey by the 5th, the IHI team will email feedback and next steps to the key contact by the 15th of each month.

- **In what file format and platform will data be delivered?**

We ask that data be submitted through SurveyMonkey. We will send the link to all Action Community participants via the listserv and post the link to the online community.

- **Why is data being submitted to IHI and not the GWEP-CC?**
The GWEP-CC has partnered with IHI to offer our GWEP-CC Age-Friendly Health Systems Action Community. IHI has created recognition levels for participants in the age-friendly action community and uses the submitted 4Ms description to determine whether a participant has met the criteria for recognition (see [Recognition Levels](#)).

AGE-FRIENDLY RECOGNITION

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What Does Recognition Mean

- **What does it mean to be an Age-Friendly Health System?**
An Age-Friendly Health System is one in which practices, units, hospitals and other sites of care put the 4Ms into practice as a set and in alignment with how the 4Ms are described in the [Age-Friendly Health System Guide to Using the 4Ms in the Care of Older Adults](#). You can review the Age-Friendly Health System Guide to Using the 4Ms in the Care of Older Adults [here](#).

Recognition Levels

- **How can my practice be celebrated as an Age-Friendly Health System?**
Action Community participants work towards two levels of recognition as an Age-Friendly Health System:
 - Recognition as an **Age-Friendly Health System Participant**: Determine how you will practice the 4Ms in your clinical care setting and submit a description to IHI (you will be provided with a survey link to complete).
 - Recognition as an **Age-Friendly Health System Committed to Care Excellence**: Once your description is approved by IHI, count the number of older adults that receive 4Ms care in your setting. You will be recognized at this level after submitting 3-months of counts.

Benefits of Recognition

- **What does it mean to be celebrated as an Age-Friendly Health System and what are the benefits?**
IHI, The John A. Hartford Foundation, Health Resources and Services Administration (HRSA), and the GWEP-CC are eager to celebrate you becoming an Age-Friendly Health System and joining the national movement. You will be provided with an Age-Friendly Health System Participant badge for you to proudly display in your practice and your materials. The name of your practice will be posted on ihi.org/AgeFriendly and GWEPOnline.org and included in press releases and social media posts. You will also be provided an Age-Friendly Health System Media Kit to build on the national attention for celebration in your local community. You will also receive monthly emails about resources available to spread the 4Ms across your health system, continuum of care and community.