

# 4Ms Training for Older Adults and Family Caregivers: Facilitator's Guide



## MATERIALS

- 4Ms brochures for participants
- Flip chart paper
- Markers
- PowerPoint slides (optional)
- Laptop and projector (optional)

► *Facilitator's Tip: The materials listed are for in-person facilitation. If facilitating virtually, share the PowerPoint slides on the screen. Pass out materials at the beginning of the workshop. If facilitating virtually, email PowerPoint slides to participants.*

## TRAINING LENGTH

60 minutes

## INTRODUCTION (5 MINUTES)

### Slide 1

Welcome everyone. My name is \_\_\_\_\_, and I work for \_\_\_\_\_. Today we are discussing better care for older adults - the 4Ms. The 4Ms are designed to help patients and providers collaborate to optimize overall health.

### Slide 2

Together, we will learn about age-friendly healthcare with a focus on the 4Ms, brainstorm how to use the 4Ms, and discuss ways you can advocate for what is most important to you during healthcare encounters. This training is designed for older adults, but caregivers can also participate and learn how to use the 4Ms when helping older adults with appointments. Our objectives are:

- Identify the 4Ms: what matters, medication, mind, and mobility
- Understand how the 4Ms can be used to inform conversations with providers
- Brainstorm how to use the 4Ms by creating sample questions

## THE 4MS OVERVIEW (25 MINUTES: 20 FOR OVERVIEW, 5 FOR QUESTIONS)

### Slide 3

Let us start by identifying the 4Ms.

 *Facilitator's Tip: If you are facilitating in person, point to the 4Ms poster or Slide 3 if you have a projector. If you are able to create a large poster, place it at the front of the room with you. If you only have smaller posters, post multiple copies around the room so people can look at the one closest to them. If you are facilitating via an online platform, display the image on Slide 3. Participants will also be able to follow along on their own copies.*

The 4Ms focus on your health and wellbeing. They are:

What Matters

Medication

Mind

Mobility

When it comes to your health, many things come to mind. Why do we focus on these four? Research shows that when patients and providers pay attention to What Matters, Medication, Mind, and Mobility, your healthcare can complement your goals and priorities.

You are the expert on what matters for your own health. You can use the 4Ms to talk about what is important for your health and plan for the healthiest future possible.

Let us start to break down what these mean as you talk with your care team, like your primary care physician, pharmacist, or physical therapist.

### Slide 4

What comes to mind when you think about “what matters”?

*Accept 1-2 answers.*

When you talk with your providers, What Matters is the overarching M. It is about your goals, values, and what is most important to you. You might want to know how a new medical or health diagnosis might affect your lifestyle. If a provider says to change your diet, you may want to ask how that affects meals at family gatherings. How may a new mobility device change how you get around? It is important to think about what your providers recommend and how it may affect your life.

## Slide 5

What do you think of when you hear “medication”?

*Accept 1-2 answers. If not mentioned, include side effects, when to take a medication, how long you have to take it (i.e., short-term vs long-term), etc.*

When you visit your providers, bring your medications (or the names of them) with you. Ask about which ones are necessary or which ones may cause uncomfortable side effects, like fatigue or dizziness.

## Slide 6

What do you think of when you hear the word “mind”?

*Accept 1-2 answers.*

Get screened every year for depression and dementia. Take the time to discuss any changes in your mood, memory, or motivation.

 *Facilitator's Tip: You can discuss social isolation, especially as it relates to COVID-19.*

## Slide 7

Finally, what comes to your mind when you hear “mobility”?

*Accept 1-2 answers.*

Staying physically active is important for your health. Talk with your provider about an exercise plan that works for your life. Explore your home and identify where rugs or missing handrails could be a fall hazard.

 *Facilitator's Tip: Sometimes people do not know what a word means. Prepare to define “mobility” or other key words.*

We covered a lot in a short time. What questions do you have?

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## ACTIVITY (25 MINUTES: 5 FOR INSTRUCTIONS, 10 FOR GROUP WORK, 10 FOR REPORT BACK)

### Slide 8

In the beginning, I mentioned that you are the experts of your health. Now is your chance to brainstorm what types of questions you would like to ask your providers. This is an opportunity for you to identify what is important for you but also share ideas with one another.

We will split you into four groups. Each group will talk about one of the 4Ms. Take 10 minutes to think of as many questions as you can. When we come back as a large group, choose a representative to review a few key points.

 *Facilitator's Tip: If in person, give each group sheets of flip chart paper and markers to write down their responses. After each group reports back, ask the audience if they have questions to add. Write additional questions at the bottom of the sheet.*

## WRAP-UP (5 MINUTES)

### Slide 9

Thank you for all of the examples you provided. The questions that you created are a good starting point for discussing the 4Ms with your providers. Remember:

What Matters;  
Medication;  
Mind; and  
Mobility help you focus on your health and wellbeing.

### Slide 10

I hope that you use the 4Ms as you advocate for yourself. If you have more questions, please contact me at \_\_\_\_\_. Please fill out your evaluation form and I will collect them as you finish. Thank you so much for attending today.

 *Facilitator's Tip: If facilitating virtually, type the link to the evaluation into the chat and post it on the last slide.*