



a contribution to the
**Decade
of healthy
ageing**

The Indigo 4Ms tool is intended for primary health and social care workers caring for older people in rural and regional communities.

The Indigo 4Ms tool for Primary Healthcare Workers



Health Workers' Tool

Before an appointment

- Should anyone else be included in this session
- What current background information do you have



What Matters

- Do you know what is important to this Person right now
- Do you know this person's goals and priorities
- Have you discussed an advanced care plan



Medication

- Have you got an up-to-date medication list
- Is this person taking any other medications or supplements
- Are all medications required
- Are you confident this person understands what they are taking, and why
- Do you know how this person manages their medications
- When was the last medication review and by whom
- Has there been a change in this person's health and/or personal circumstances since the review



Mobility

- What daily activities is this person doing
- Is there anything this person wants to do but can't
- Have you noticed any difficulty with moving
- Have you considered a simple mobility assessment
- Does this person require further assessment and review of their home and social environment



Mental Wellbeing

- Has this person had any unintentional weight loss or poor appetite recently
- Has this person had a vision and hearing check in the last twelve months
- Does this person have any incontinence issues
- Does this person have regular social contact
- Do you know this person's housing and financial arrangements
- Is there a risk of elder abuse
- Does this person have any concerns about their concentration, memory or thinking
- Has this person recently been feeling depressed or anxious

Plan and Communicate

- Have you developed or updated this person's comprehensive care plan based on all the information you now have
- Have the priorities been set by this person
- Does the plan include doable actions to develop and maintain their physical and mental capacity
- Is the plan written clearly, in plain language, with clear next steps and accountability
- Have you given this person a written copy
- Does this person know what to do next
- How will you record and share the plan with others in this person's health team
- Are referrals needed and to whom
- When and who will review the plan

What is it?

The tool is a cognitive aid, written as a series of questions or prompts. It will enable staff to craft a single personalised, comprehensive care plan that maintains or improves functional ability.

Using the tool will structure the conversations with older people through the essential elements of evidence-based care, helping to navigate the complexity of integrated care for older people. The tool provides a shared language for the multidisciplinary team involved in the care of an older person.

Health services and organisations can adapt the design of the tool while ensuring integrity of the four core elements—what matters, medication, mobility, and mental health.

Use of the tool gives actions and evidence for two national safety and quality standards: Partnering with Consumers and Comprehensive Care Planning.

How was the resource developed?

In 2021, Beechworth Health Service received funding from the Commonwealth Government through the Primary care Rural Integrated Multidisciplinary Models (PRIMM) grant round.

Seven health services in the Upper Hume region collaborated to codesign a care model using the Indigo 4Ms framework: Albury Wodonga Aboriginal Health Service, Albury Wodonga Health, Beechworth Health, Corryong Health, Gateway Health, Tallangatta Health, and Yackandandah Health. The John Richards Centre for Rural Ageing Research at La Trobe University undertook a comprehensive monitoring and evaluation of the project.

Thirty-two people from across northeast of Victoria came together for five half-day workshops, half of which were older people. The codesign team created three insights that led to the developed two Indigo 4Ms tools, one for older people and one for health and social care workers:

1. Using the tools must address negative attitudes and stigma associated with ageing and older people.
2. Older people must be recognised as experts in their care and need connection with their health providers to be able to discuss issues of importance.
3. Health services must address the existing structures and governance of health systems that hamper age-friendly care.