



Patients For Patient Safety US

**Advancing Age-Friendly Care:
How Project PIVOT and the 4Ms of the Age-Friendly Health Care System Can
Achieve What Matters Most to Older Adults
Zoom Event: March 9, 2026, 1:00 – 2:00 ET**

Register [HERE](#)

Convened by Patients for Patient Safety US (PFPS US)

Moderator

Martin Hatlie, JD, Director for Policy & Advocacy, PFPS US

Presenters/Discussants

Rosie Bartel, Patient Safety Advocate, Older Persons Priority Population Lead for Project PIVOT

Ruth Ann Dorrill, MPA, Assistant Inspector General, U.S. Department of Health and Human Services

Lynn Mertz, PhD, Lynn Mertz, PhD, Senior Strategic Policy Advisor, Global Thought Leadership – Health | Global Age-Friendly Cities and Communities AARP

Michelle Schreiber, MD, Deputy Director of the Center for Clinical Standards and Quality and Director of the Quality Measurement and Value-Based Incentives Group, Centers for Medicare & Medicaid Services

Sue Sheridan, MIM, MBA, DHL, President & CEO, PFPS US

Rani Snyder, MPA, President, John A. Hartford Foundation

Objectives

By the end of the webinar, participants will be able to:

1. Describe how older adults disproportionately experience adverse events—including missed and delayed diagnoses—within health systems, how age-related discrimination and the minimization of their concerns contribute to these harms, and how systemic underreporting limits visibility, accountability, and corrective action.
2. Understand the 4Ms Framework (What Matters, Medication, Mentation, Mobility), its relevance to better care, the CMS Age Friendly Hospital Measures and how it complements Project PIVOT patient-reported measures
3. Explain how Project PIVOT addresses the concerns and perceptions of older adults in care by advancing patient-reported experience survey questions developed and prioritized by older adults for potential integration into national and organizational surveys that address patient safety, getting an accurate and timely diagnosis, and biases in care.

AGENDA

| Time | Agenda Item | Presenters | Slides |
|-----------|--|----------------------------------|--------|
| 1:00-1:05 | Welcome, Carolyn's Story, Introductions | Marty Hatlie | |
| 1:06-1:13 | Are Older Patients more at Risk? <ul style="list-style-type: none"> • Higher rates of adverse events among Medicare beneficiaries in hospitals | Ruth Ann Dorrill | |
| 1:13-1:20 | What are Older Patients Experiencing? <ul style="list-style-type: none"> • Older adults reporting their concerns are dismissed and the related impact | Lynn Mertz | |
| 1:20-1:28 | Advancing Age-Friendly Health Systems Using the 4Ms: <ul style="list-style-type: none"> • Matters, Medication, Mentation, Mobility | Rani Snyder | |
| 1:28-1:36 | CMS Age-Friendly Hospital Measure: <ul style="list-style-type: none"> • Applies to hospitals, EDs, and ORs • 5 Domains • Reporting and Attestation Requirements | Michelle Schreiber | |
| 1:36-1:45 | Project PIVOT: Patient Prioritized PREs and PROs to Address Patient Safety, Diagnosis and Bias <ul style="list-style-type: none"> • Universal PREs and PROs • What Older Adults prioritized • Integration between Project PIVOT and the 4Ms and the Age-Friendly Hospital Measure | Sue Sheridan Rosie Bartel | |
| 1:45-1:56 | Panel Discussion/Q&A | Marty & all Presenters | |
| 1:56-1:59 | Next Steps | Sue | |
| 1:59-2:00 | Closing Comments | Marty | |