



# Indigo 4Ms tool for Primary Healthcare Workers

## Video kit training facilitator guide

### Who is the training for?

- Allied health staff and assistants
- Board members and Executive staff
- Nurses and case managers

### Goals of the training session

As a result of this training, participants should:

- Understand what the Indigo 4Ms tool for Primary Healthcare Workers does
- Understand how the Indigo 4Ms tool supports their current care for older people
- Know how the Indigo 4Ms tool assists with multidisciplinary integrated care for older people
- Recognise the importance of preventative assessments and actions in the care for older people.

### Delivery

We recommend that you lead an in-person session that includes viewing the appropriate videos, reviewing the Indigo 4Ms tool for Primary Healthcare Workers, and answering the questions listed below.

#### **Video 1: Why it's important for leaders to champion the Indigo 4Ms tool**

This video is for board members and executive staff. It describes the organisational benefits of implementing the Indigo 4Ms tool.

Duration: 3 min 30 sec

#### **Video 2: How the Indigo 4Ms tool supports your work**

This video is aimed at primary health and social care workers. It gives a general overview of the Indigo 4Ms tool. Duration: 4 min

#### **Video 3: The Indigo 4Ms tool in action**

This video demonstrates the use of the Indigo 4Ms tool in a consultation between a client and podiatrist. Duration: 5 min

### Questions to consider

#### **Video 1**

- Do your strategic and policy documents support integrated care through the Indigo 4Ms?
- Do you have quality improvement processes for multidisciplinary integrated, person-centred care for older people?
- Do you have data collection and electronic patient records that support comprehensive care?
- What training opportunities are available to staff to develop a single comprehensive care plan for older people?
- Do you have local health and social care service provider networks to facilitate timely and appropriate referrals?

#### **Videos 2 and 3**

- How will you assess and act on the 4Ms?
- How will you capture the information you gather?
- How will you share the information with your client and colleagues?
- Do you have appropriate resources and referral pathways?
- What health promotion assessments and actions for maintaining and preventing decline in the general capacity of older people are included in your role description?

## Background

### The Indigo 4Ms Framework

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In 2018, the Indigo Consortium (Beechworth Health Service, Indigo Shire Council, Indigo North Health, Yackandandah Health, and Upper Hume PCP) approached Age-Friendly North East Victoria to develop an integrated approach to the health and well-being of the older residents in their catchment.

With funding from Better Care Victoria, the group established a team of clinicians from across the region to review two international best-practice models—the Institute of Healthcare Improvement’s 4Ms Framework and the World Health Organization’s Integrated Care for Older People guidelines—and academic findings specific to rural healthcare. Through co-design processes, the group produced the Indigo 4Ms Framework.

### Indigo 4Ms tools for primary healthcare workers and older people

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In 2021, with funding from the Australian Government through the Primary Care Rural Integrated Multidisciplinary Models grant, seven local health services and the John Richards Centre for Rural Ageing Research collaborated to design a care model using the Indigo 4Ms Framework.

Through co-design with over forty older people and health workers from across the region, two new tools were produced to guide conversations between older people and their health providers: the Indigo 4Ms tool for Older People and the Indigo 4Ms tool for Primary Healthcare Workers.

### Implementing the Indigo 4Ms tools in North East Victoria

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With funding from the Australian Government, multidisciplinary primary healthcare clinicians in five health services—Alpine Health Myrtleford, Beechworth Health Service, Corryong Health, Gateway Health, and Tallangatta Health Service are implementing the Indigo 4Ms tool in their routine care of community-dwelling older people.

Concurrently, with State Trustees Australia Foundation funding, community organisations and older people in four rural communities—Beechworth, Corryong, Myrtleford, and Tallangatta—are implementing the Indigo 4Ms tool for Older People

## Resources

For copies of the Indigo 4Ms tool and background materials visit *Age-Friendly North East VIC | Creating great places in which to age* ([agefriendlynev.au](http://agefriendlynev.au))

WHO Integrated Care for Older People [www.who.int/teams/maternal-newborn-child-adolescent-health-and-ageing/ageing-and-health/integrated-care-for-older-people-icope](http://www.who.int/teams/maternal-newborn-child-adolescent-health-and-ageing/ageing-and-health/integrated-care-for-older-people-icope)

John A Hartford Foundation 4Ms care [www.johnahartford.org/grants-strategy/current-strategies/age-friendly](http://www.johnahartford.org/grants-strategy/current-strategies/age-friendly)

Institute for Healthcare Improvement 4Ms care [www.ihl.org/age-friendly-health-systems-resources-and-news](http://www.ihl.org/age-friendly-health-systems-resources-and-news)

UN Decade of Healthy Ageing [www.decadeofhealthyageing.org](http://www.decadeofhealthyageing.org)