

# "What Matters to You?"

*Ask What Matters. Listen to What Matters. Do What Matters.*

## A Background Resource for Health Care Providers

### What Is "What Matters to You?"

"What Matters to You?" started in Norway in 2014 with the goal of encouraging meaningful conversations between patients, caregivers, families and their health care providers. It's a simple question that can have a big impact on care.

When health care providers have a conversation about what really matters to the people they care for:

- It helps ensure that care is aligned with patient priorities
- Builds trusting relationships between patients, families and their health care providers
- Advances person- and family-centred care

"What Matters to You?" has grown to include over 49 countries! An international group of champions meet monthly to share their passion for spreading the initiative further and commit to freely sharing resources with one another.

### What's Involved in Asking "What Matters to You?"

Creating the space and time for a "What Matters to You?" conversation is easy and involves three simple steps:



1. Asking what matters; 2. Listening to what matters; 3. Doing what matters.

Sometimes, asking the question "What matters to you?" isn't the right fit. We encourage you to make the question your own. For example, you might ask: "What would you like to achieve as a result of our work together?"; "Is there anything else that you want to tell me that I haven't asked about?"; or "What are your goals and how can I help you achieve them?"

### Why Is This Initiative Important?

"What Matters to You?" advances the philosophy of person- and family-centred care by encouraging more meaningful conversations between patients, caregivers, families and their health care providers. When a health care provider starts a conversation by asking what really matters, they're taking an important step in ensuring that their daily practice goes beyond routine and is truly meeting the needs of their patients.



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The resulting conversations engages patients in decision-making, builds trusting relationships and ultimately leads to actions that align with a patient's priorities.

"What Matters to You?" can also benefit the joy and engagement of our very own health care providers – you! We know engaged providers are a crucial component of person- and family-centred care and **joy in work** has a direct link to improved patient experience, productivity, work satisfaction and quality and safety within the health care system.

## How Can I Contribute to "What Matters to You?" in My Everyday Work?

You can contribute by being aware of this initiative and adapting the question to fit the context of your work. "What Matters to You?" is relevant across many care settings and allows you to fully engage with the patients and health care providers you work with.

You can also promote this initiative through your networks or ask the question within your own team to explore what you can do to enhance joy in work.

## What Is International "What Matters to You?" Day and How Can I Contribute to the Celebrations?

International "What Matters to You?" Day is celebrated on June 9 by organizations all over the world. You can join the celebrations by sharing stories of impact (e.g., specifically from when this question was asked or highlighting other ways your organization is supporting the initiative), adding a "What Matters to You?" email signature, using a "What Matters to You?" Zoom background or promoting the initiative and resources among your networks.

Although we celebrate the initiative on June 9, "What Matters to You?" conversations need to be at the heart of every interaction, every day, with every person, every time!

## Resources

Resources are available to download and order from the [BC Patient Safety & Quality Council website](#).

You can also access resources created by international partners through [WMTY World](#).

## Additional Questions?

Any member of the BC Patient Safety & Quality Council's Patient & Public Engagement Team can assist you in answering questions about "What Matters to You?" and how it relates to your work. Get in touch at [whatmatterstoyou@bcpsqc.ca](mailto:whatmatterstoyou@bcpsqc.ca).



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