



# THE HOW TO OF EMBEDDING WHAT MATTERS TO YOU

Ask what matters.

Listen to what matters.

Do what matters.



# WELCOME AND BACKGROUND



#WhatMattersToYou

# The How-To of Embedding "What Matters to You?"

Wednesday September 26, 2018 | 1230 - 1330 PST

1230-1235	<b>Welcome and Background</b>	Kathryn Proudfoot Provincial Engagement Leader Patient & Public Engagement <i>BC Patient Safety &amp; Quality Council</i>
1235-1300	<b>How to Prepare Patients, Family Members and Caregivers for WMTY Conversations</b>	Maggie Breslin Director <i>The Patient Revolution</i>
1300-1310	<b>How to Encourage Health Care Providers to Ask WMTY in a Fast-Paced Environment</b>	Lara Gurney Emergency Clinician <i>Vancouver General Hospital</i>
1310-1325	<b>How to Rally Community Members to Lead WMTY</b>	Santanna Hernandez Ambassador Lead
1325-1330	<b>*New* Translated WMTY Resources &amp; Next Steps</b>	Kathryn Proudfoot Provincial Engagement Leader Patient & Public Engagement <i>BC Patient Safety &amp; Quality Council</i>

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

# What Is It?

Everyone who works with patients, and their family members or caregivers in health, social or community care across BC is invited to add one simple question into their practice each and every day, in order to improve care:

**“What matters to you?”**



#WhatMattersToYou

# Aim

*A simple question with the goal of encouraging meaningful conversations between patients, family members or caregivers, and their health care providers.*

# Why Is It Important?

Asking “What matters to you?” puts the patient voice at the centre of care by focusing on what matters to them and ensuring that care is aligned with what matters.

# Who Is Invited?

Anyone who is a patient, family member or caregiver and anyone who works with people in health, social, or community care, is invited to participate.



# How to Prepare Patients, Family Members and Caregivers for WMTY Conversations

Maggie Breslin  
Director, Patient Revolution





# About Patient Revolution

- The Patient Revolution is a non-profit organization working to develop tools, programs, and resources that help patients, caregivers, communities, and clinicians work towards healthcare that is careful and kind.

# Plan Your Conversation Cards



# Plan Your Conversation Cards



# Reflection Tool

- What is one non-medical thing your doctor should know?
- What is one thing your doctor is asking you to do that you feel is helping?
- What is one thing your doctor is asking you to do that feels like a burden?
- Where do you find the most joy in life?

**TELL US ABOUT YOUR LIFE.**

Please take a moment and try to answer the following 4 questions before your visit with the doctor. It may help you to think about your family and friends, your work, your neighborhood, your finances, your faith, your emotions, your sleep, your eating habits or what you do for fun while you answer these questions.

<p>Tell us one NON-MEDICAL thing about your life that you think the doctor should know. (Where did you grow up? What do you do when you aren't at the clinic? What makes you famous?)</p>	<p>What is one thing your doctor is asking you to do for your health that is helping you feel better?</p>
<p>What is one thing your doctor is asking you to do for your health that feels like a burden or feels harder than it should?</p>	<p>Where do you find the most joy in your life?</p>

Patients and clinicians, we'd love your feedback on this tool. Our goal is to make it easier for patients to talk about what is important to them and how healthcare is fitting into their lives. You can reach out (and find other tools and programs) at [patientrevolution.org](http://patientrevolution.org).

The Patient Revolution is an action and advocacy movement for careful and kind patient care.

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# Barrier Cards - Patient

I don't want my comment or question to make me appear unintelligent or concerned about the wrong things.

I don't want to be a burden to my doctor.

I worry I'll be judged if my choices are different from what most other people would do.

I assume that decisions need to be made right away.

I don't want my doctor to think of me as a difficult patient.

I worry I'll be judged for considering cost in making decisions about my health.

I assume that the doctor's recommendation is the only option or the best option.

I assume that if an aspect of my life is important, the doctor will ask me about it.

# Barrier Cards - Clinician

I don't want my patients to think of me as cold or uncaring.

I worry that my patients don't fully understand the medical terms and concepts I translate for them.

I worry that my personal biases prevent me from helping my patients make the best decision for them.

I struggle to bring up sensitive topics like rape, abuse, discrimination, or how to prepare for death.

I worry that my inability to identify with a patient may limit my capacity to care for them.

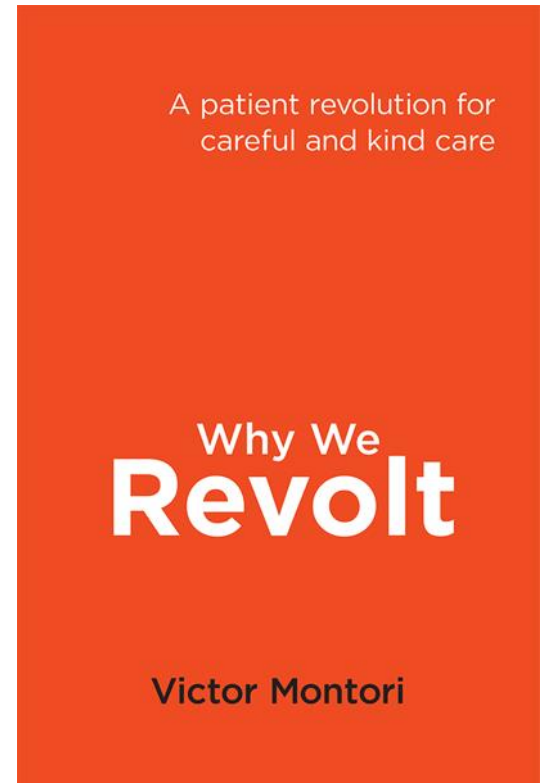
I worry that I will become overwhelmed by my patients' needs.

I'm uncomfortable saying that I don't know or I don't have the best answer.

I worry that my workload is depleting my own emotional capacity.

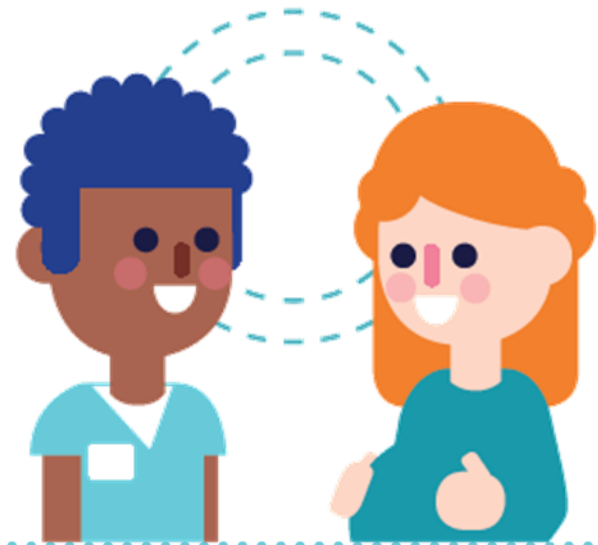
# Find more

- Find these tools and more on our website  
[patientrevolution.org](http://patientrevolution.org)
- Contribute stories to our [story library](#)
- Read our manifesto – Why We Revolt





# QUESTIONS?



#WhatMattersToYou

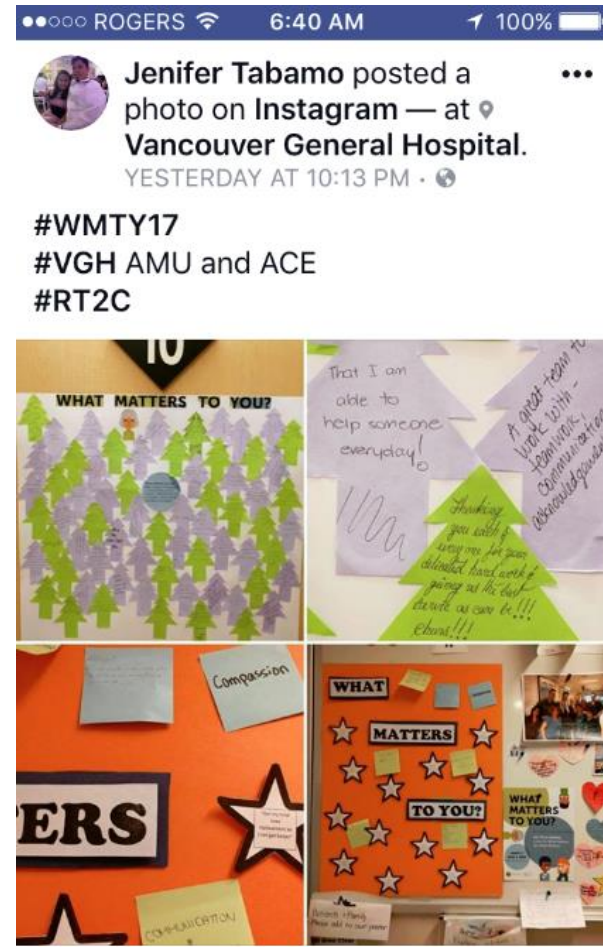


# How To Encourage Health Care Providers to Ask WMTY in a Fast Paced Environment

Susan Harrison Salt & Lara Gurney  
Vancouver General Hospital, ED



# The idea



# Advertising in our weekly staff letter



## Education

Often in conversations we don't really listen to what is being said. "What Matters to You?" Day is about encouraging people to listen more deeply, in order to truly understand what is being communicated. "What Matters to You?" Day provides an opportunity to pause and think about how well we are listening to others.

Here are some ideas that can help improve our ability to listen:

- Take a few minutes at the end of each day to reflect on the conversations you had.
  - Did you spend more time listening or talking?
  - Did you listen to understand, or were you waiting for your turn to speak?
- Listen with an open mind. In doing this, try to see from the other person's point of view to understand what is important to them. Remember that listening involves more than your ears. Signals such as making eye contact, nodding, and leaning in can also demonstrate that you are paying attention.
- Relationships require both people to make an effort. Listen to others the way you want to be listened to.
- Repeat back what you have heard, to check that you understood what the other person meant to say. This is called "closed loop communication."
- After you ask, "What matters to you?" give the other person time to talk without interrupting. Try silently counting to ten after they finish speaking before saying something, as they might just be pausing between thoughts.

For more information on asking, reflecting, & listening skills refer to the BC quality council website  
<https://bcpsqc.ca/what-matters-to-you-day/skills-for-what-matters-to-you-day-3/>

# Utilizing tips from the BCPSQC website

## How did we prepare?

We reached out to our staff in our daily huddles, and through word of mouth, posters, stickers, and a Facebook page. As well, we did 2 weeks of advertising in our weekly educational tidbits newsletter. The first week focused on “improving our ability to listen” and the second week we focused on “asking the question.” These simple techniques gave staff tools to effectively communicate as well as obtain a deeper understanding of what their patient is experiencing.

We then approached our mentorship group of nurses to spread the word as well.

Staff members then sent out emails to the Emergency Department staff group on “what matters to them” as they began to reflect on June 19.

# BCPSQC website had a wealth of resources and information

Great tips from the BC Quality Forum from WMTY day on effective communication and partnerships:

## TIPS FOR EFFECTIVE COMMUNICATION

Effective partnerships start with getting to know each other and working together to leverage experiences and abilities. These tips help create a comfortable environment with shared understanding and communication which is open, honest and respectful.

<b>SHARE THE FLOOR</b> ..... everyone needs time to speak and be heard	<b>KEEP FOCUSED</b> ..... avoid side conversations and stay on topic	<b>TAKE CARE OF YOURSELF</b> ..... do what you need to do to stay focussed and involved
<b>EMBRACE THE DIFFERENCES</b> ..... we all bring different ideas and opinions	<b>RESPECT CONFIDENTIALITY</b> ..... what is shared, stays private	<b>AVOID "HEALTH CARE SPEAK"</b> ..... remember, not everyone is a health care provider
<b>BE PRESENT</b> ..... give your full attention to the work that you and the others are doing	<b>KNOW YOUR STUFF</b> ..... do your homework so you can actively contribute	<b>RESPECT PEOPLE'S TIME</b> ..... if you can't make it, let them know



Patient  
Voices  
Network



PSQC is supported through the:  
BC PATIENT SAFETY & QUALITY COUNCIL  
Working together to improve patient safety and quality of care



# Order the Resources

## Download & Order Resources

We've created a number of resources to help you spread the word about **“What Matters to You?”** in your workplace, school, or community! Use our order form to request our free resources, and we'll mail them to you within two weeks. (Unfortunately, resources can only be mailed to those living in BC).



		QTY
Bookmarks - LOW STOCK	<a href="#">(view)</a>	<input type="text"/>
Buttons (Patient)	<a href="#">(view)</a>	<input type="text"/>
Buttons (Provider)	<a href="#">(view)</a>	<input type="text"/>
Getting Started Kits	<a href="#">(view)</a>	<input type="text"/>
Lanyard Cards (Provider)	<a href="#">(view)</a>	<input type="text"/>
Poster	<a href="#">(view)</a>	<input type="text"/>
Stickers (Patient)	<a href="#">(view)</a>	<input type="text"/>
Stickers (Provider)	<a href="#">(view)</a>	<input type="text"/>

# 2017 WMTY Board



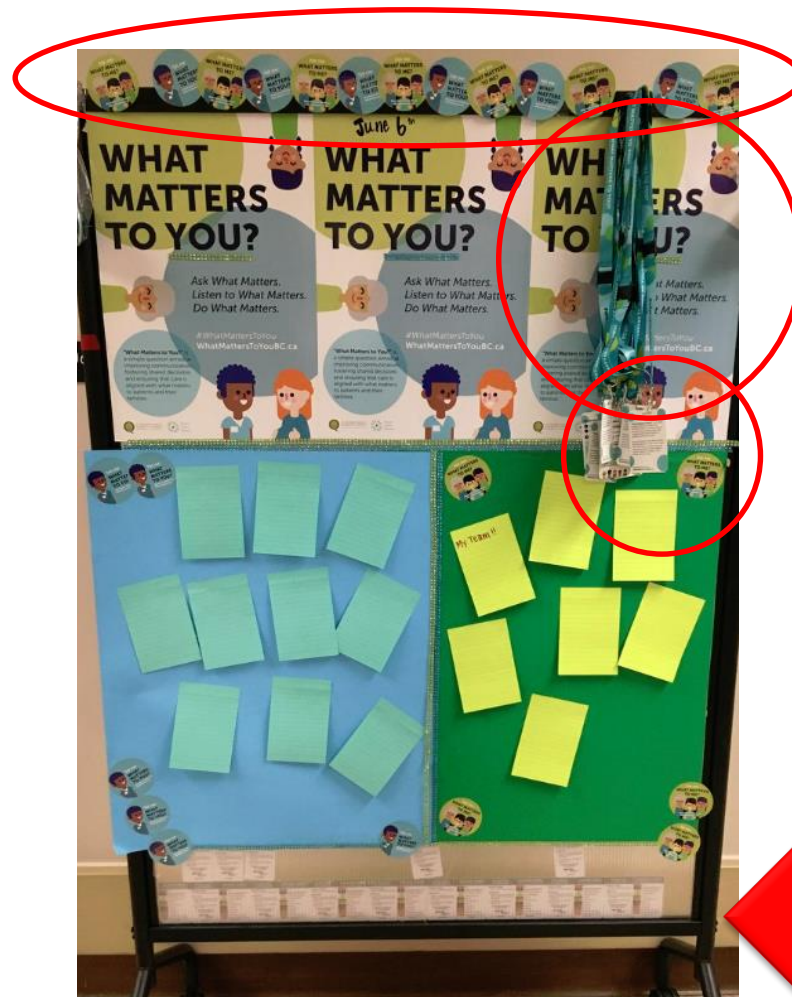
# Getting creative ... wheels!

## We will come to you!





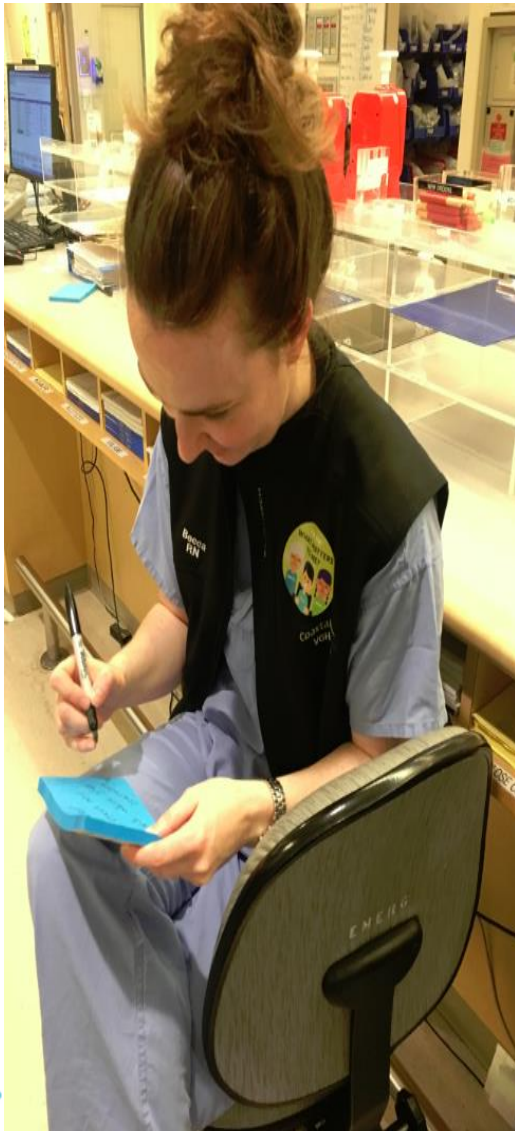
# 2018 WMTY Board



**On Wheels!!**

#WhatMattersToYou

# Asking The Nurses



# Engaging All The Staff





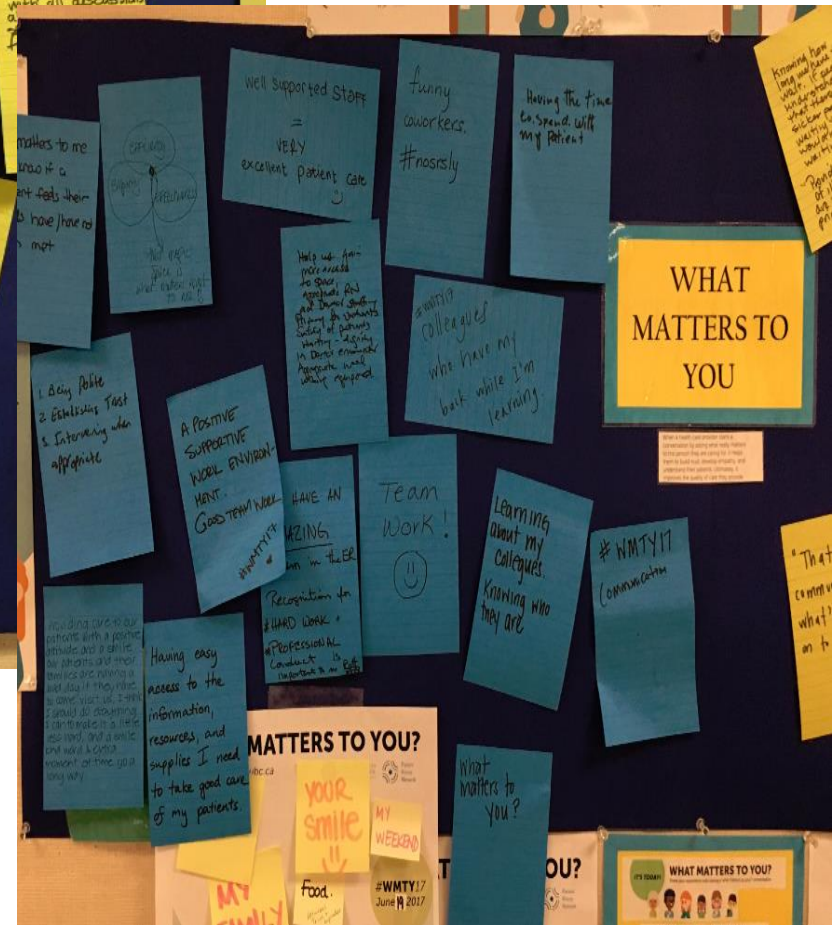
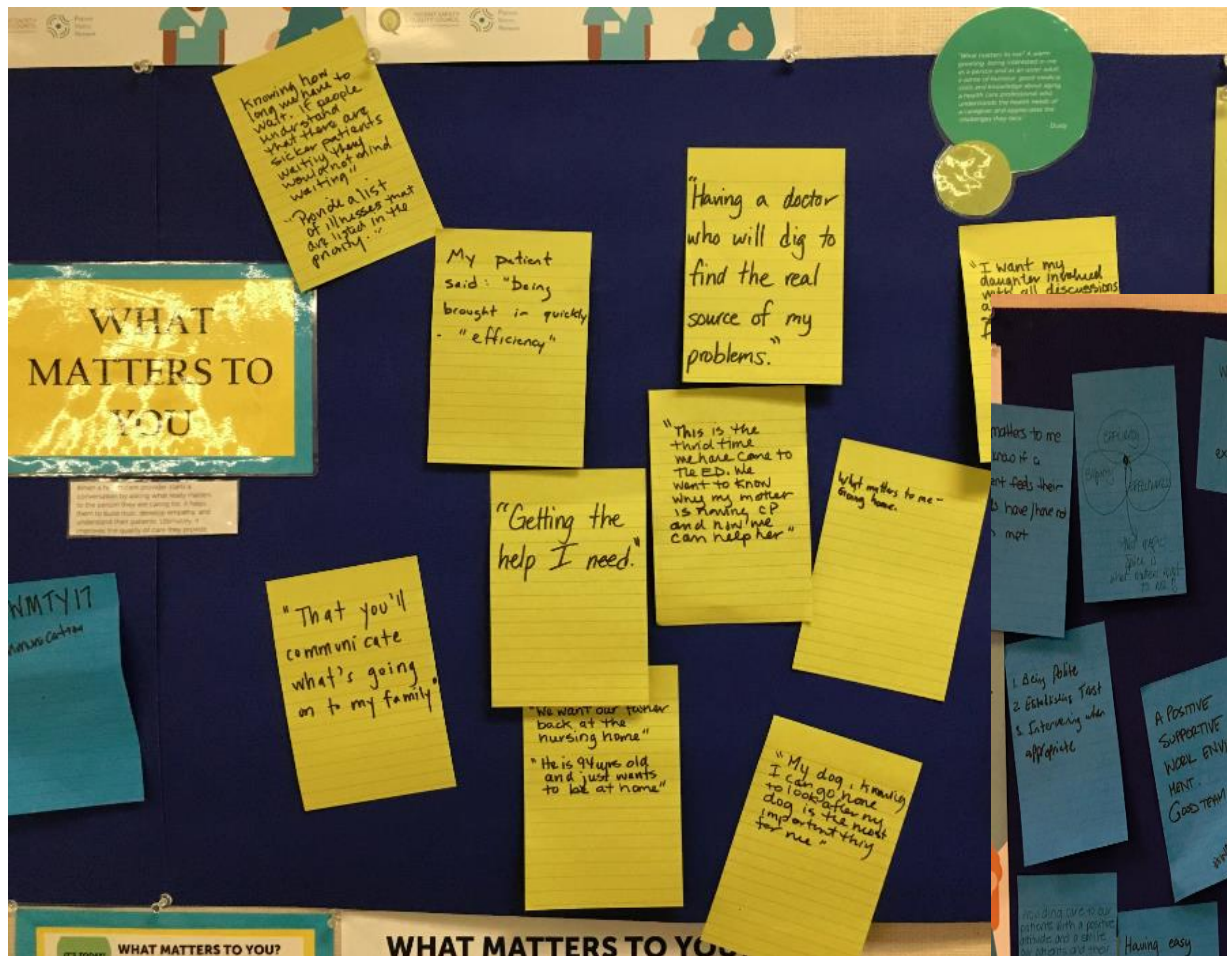
# Follow up in Tidbits and the board was left up for the summer so patients and staff could read

## Quality

Thank you to everyone who participated in the 'What Matters to You Day'. It was a big success for the emergency department. Your hard work and dedication to this unit has received wonderful recognition from the BC Quality council and top leadership at VCH for this day.



Thanking the staff in our weekly email for taking the time to participate!



# 2018 Board Completed

## Personal

Hope you had a chance to read the WMTY write up in the VCH news! Thank you to all those who participated and an extra Thank you to Verity for helping out!



## **VGH emergency staff ask patients: What matters to you?**

Encouraging meaningful conversations between patients, family members, caregivers and health care providers.

Thanking the staff in our weekly email for taking the time to participate!



# VCH News Article 2017



[HOME](#) [ACROSS](#) [COASTAL](#) [RICHMOND](#) [VANCOUVER](#)

[Home](#) > [VGH ED staff ask & answer, "What matters to you?"](#)

Past editions by week ▾

June 21, 2017



VCH staff member Sue Lee shares what matters to her with her team.

## VGH ED staff ask & answer, "What matters to you?"

One June 19, VGH Emergency Department participated in its first official "What Matters to You?" Day. On that day, we encouraged all staff to actively ask patients what was important to them. The idea was shared to the Emergency Department from our leadership team: Lara Gurney, Nurse Clinician; Susan Harrison-Salt, Nurse Educator; Lori Quinn and Sarah Turner, Head Nurses.

### Staff testimonials

Nicole K, Emergency Nurse: It's so easy to become focused on task management.

### STRATEGIC PRIORITIES

View all articles related to a VCH strategic priority:

[CST](#)

[Health Human Resources](#)

[Information Management](#)

[My VCH](#)

[Primary & Community Care](#)

[Rural Health Services](#)

[Surgical Services](#)

# VCH News Article 2018

**MYVCH** intranet

Employee directory



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News & discussion ^

News

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## VGH emergency staff ask patients: What matters to you?

Lara Gurney

Emergency Clinician, Vancouver General Hospital

June 14, 2018

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#WhatMattersToYou



# Staff Testimonials

## Staff testimonials

Nicole K, Emergency Nurse: It's so easy to become focused on task management.



Lori Korchinski, Patient Services Manager: I want you to thrive and grow



Andrea G, Emergency Nurse: We could relieve some anxiety of those people waiting at triage



Monique McLaughlin, Nurse Practitioner: It is 4 am in Gondar, Ethiopia.



Dr. Chad Kim Sing, Medical Director: Many of you helped care for my dad before he passed away.



Scott M, Emergency Nurse: Put your own spin on it.



Eleanor C, Emergency Nurse: Create as many moments of positivity as I can



Yarrow R, Emergency Nurse: An idea we can carry forward into everyday practice



Josh D, Emergency Nurse: Arming patients with information is important



# Collecting the Data

2018

Patients	Staff
Patience with patients	Feeling heard
Take time. Make sure you listen.	Having accurate information to provide to families
Good communication skills	Safe staffing, collaboration between health care providers
Medical staff to be patient	Respectful communication
Having questions and concerns answered in a timely fashion	Team work
Timely open communication	Safe work environment, team work
Being comfortable	Having a family atmosphere, a place of belonging, getting to know each and every one I work with
Being in the right place	Team work relationships
Being able to lie down	Advocating and empower patients
Knowing approximately time to be seen	Safe learning environment, opportunities to share information, mutual respect and humor
Knowing I am getting great care	Having a great team and laughter shared with our team and patients
Good listening skills	Having supportive leadership
Staff has what they need to be proficient and comfortable at work	Communicating respectfully and kindly
Understanding and communicating honestly	Practicing cognitive compassion
Compassion and patience	Kindness, teamwork, respect being open and transparent
This is my hospital	Mutual respect
Friendly people, smiles are important	Giving patients and families the opportunity to ask questions
Nice staff, doctor listen	Feeling as though I can make a difference in a patents life
Getting out of the hospital but getting out "working"	Providing good, awesome, safe care at triage
I want to go home and eat spaghetti and die. I don't want any treatment just suture my cut up and discharge me please. I am palliative	Collegial interactions, well stocked work place
Having accurate information	Supportive boss, lovely coworkers, patient care
	Respect, team work, communication
	Respect, compassion, kindness to all

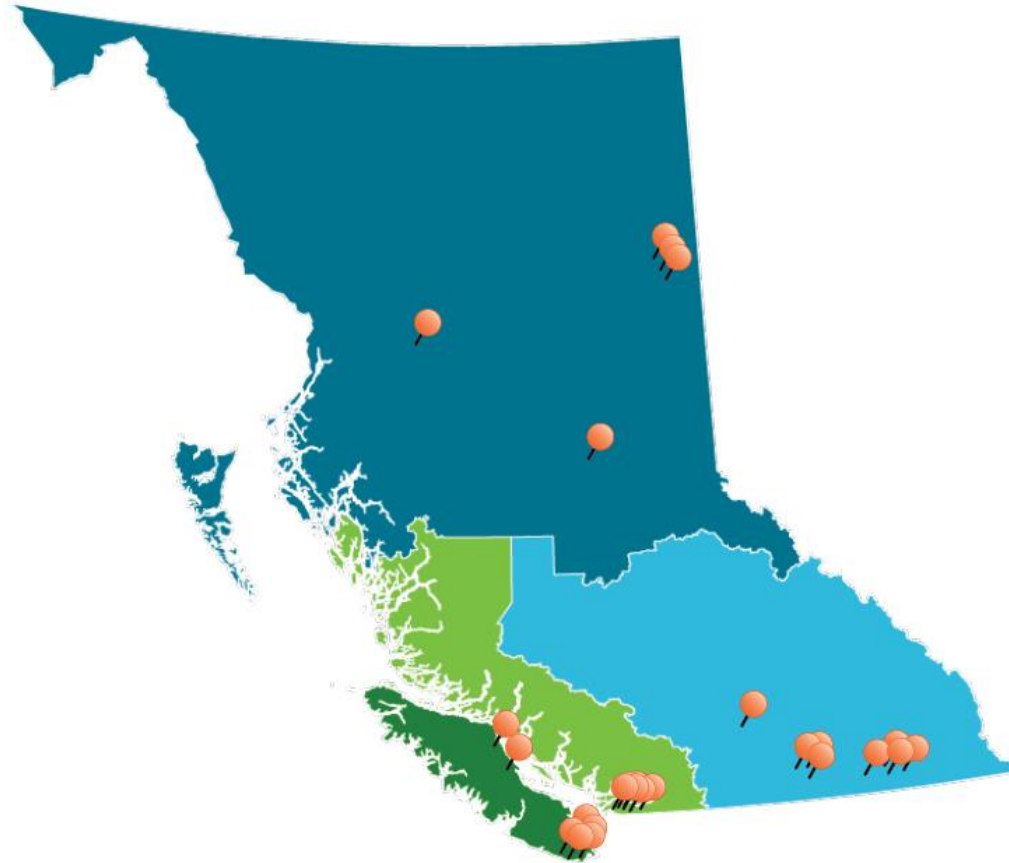


# How to Rally Community Members to Lead WMTY

Santanna Hernandez  
WMTY Ambassador Lead



# Where are your Champions?





# Build Relationships!



# Resources

- The Role of PVN
- Role of the BCPSQC
- Role of the QIC
- Role of the Champions in the facilities
- Role of patients and families
- Role of staff and physicians
- Role of volunteers
- Role of administration

# Questions and Ideas





Kathryn Proudfoot

Provincial Engagement Leader, Patient & Public Engagement

*BC Patient Safety & Quality Council*

# TRANSLATED RESOURCES FOR PATIENTS AND PROVIDERS



#WhatMattersToYou

QU'EST-CE QUI VOUS IMPORTE?

あなたにとって何が大切ですか？

ĐIỀU GÌ QUAN TRỌNG VỚI BẠN?

너에게 중요한 것은 무엇인가?

**WHAT MATTERS TO YOU?**

ما يهمك؟

什么对你很重要？

ਤੁਹਾਡੇ ਲਈ ਕੀ ਜ਼ਰੂਰੀ ਹੈ?

¿QUÉ ES IMPORTANTE PARA TI?

आप के लिए क्या मायने रखता है?

什麼對您重要？

چه چیزی برای  
شما مهم است؟

"What Matters to You?" is a simple question aimed at improving communication, fostering shared decisions and ensuring that care is aligned with what matters to patients and their families.

#WhatMattersToYou  
WhatMattersToYouBC.ca



BC PATIENT SAFETY  
& QUALITY COUNCIL  
Working Together for accelerating improvement



Patient  
Voices  
Network



#WhatMattersToYou



**EVALUATION &  
THANK-YOU!**



#WhatMattersToYou