

Why ask “What Matters to You?”

Talking about your wishes, needs and experiences with your providers can have a big impact on your care. It helps to build trust and lets your health care team align the care you receive with what’s really important to you.

“What Matters to You?” started in Norway with the goal of encouraging meaningful conversations between patients, caregivers, families and their health care providers. This flyer has tips for sharing what matters to you - whether your doctor asks you or if you want to start the conversation.

Share your “What Matters to You” stories at www.bit.ly/wmtystories

WHAT MATTERS TO YOU?

How would you answer if your care provider asked you this question?



WhatMattersToYou.ca



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#WhatMattersToYou



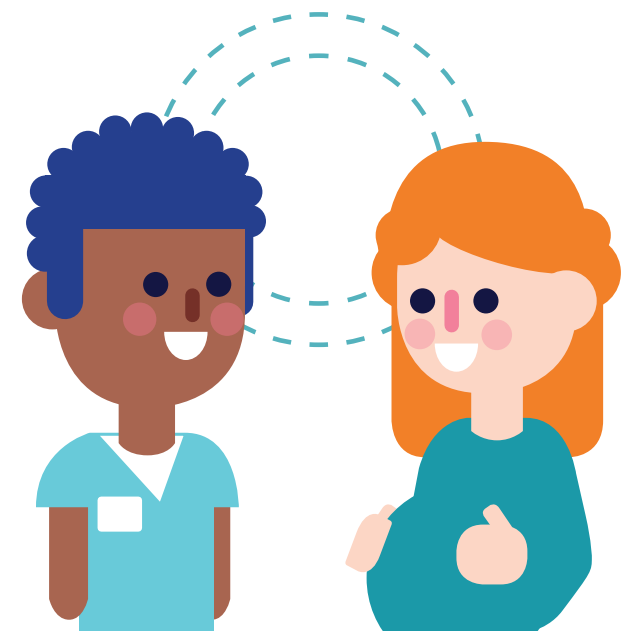
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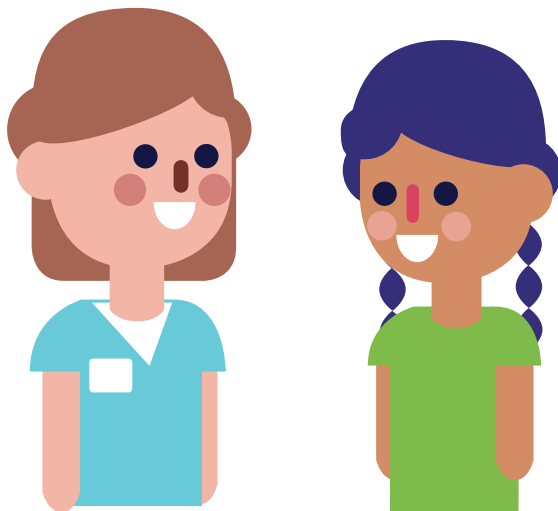
Taking part is easy, all you have to do is share what matters to you! Participating in a “What Matters to You?” conversation can take some thought and courage, but it’s a simple process. Just follow three steps:

1) Preparing for the question

Think about what matters most to you. What would you like your health care provider to know about you? What do you need in order to feel comfortable and safe in your care journey? What is important to you in your care?

“I was surprised at how quickly I felt like my work had more meaning just by asking this simple question! It allows you to create relationships with your patients and provide them with tailored, quality care”

- Health care provider



2) Sharing what matters

Sometimes it can be hard to share what matters to you — emotions, fear and lack of time with your care provider might hold you back. Feeling comfortable and ready to share can take time.

Before your appointment, think about what you’d like to say or ask, and write down notes that you can take with you. One way to start is by setting a goal for each appointment, such as sharing your greatest joy in life or something that is preventing you from following your care plan. You can also share goals, hopes and stories.

“It gives me the opportunity to share with my provider what matters to me - my health, health care, making every day a gift and telling them my medical history. It opens up amazing doors and lets people know that someone cares and that their voice can and will be heard”

- Patient

3) Partnering for action

Discussing your treatment options and the outcomes you value is key to creating a strong partnership with your provider. Having ongoing conversations with your care provider can help make sure that the care you receive aligns with your preferences.

To become more involved in your care, here are some questions you can ask your care provider:

- *How can I keep my quality of life?*
- *Do I really need this test or procedure?*
- *What are the risks?*
- *Are there simpler, safer options?*
- *What happens if I don’t follow these suggested courses of action?*
- *Can you provide me with more information so I can make an educated choice?*