

# "What Matters to You?"

*Ask What Matters. Listen to What Matters. Respond in Meaningful Ways.*

## How Leaders Can Create Joy in Work by Asking a Simple Question

### 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.

Asking "What Matters to You?" can also be beneficial to the joy and engagement of health care providers! 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.

### Five Steps for Leaders: Joy in Work Framework\*



\*Adapted from *IHI Framework for Improving Joy in Work*

<https://www.ihl.org/resources/Pages/IHIWhitePapers/Framework-Improving-Joy-in-Work.aspx>



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## Getting Ready to Support Joy in Work:

- Prepare for the “What Matters to You?” conversations – listen & learn
- Ensure leader capacity at all levels of the organization – ultimately, by understanding what matters to staff, leadership time can be saved in the long run
- Designate a senior leader champion – active, curious leadership 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 makes a good day for you? What makes you proud to work here? When we are at our best, what does that look like?” This then sets the context for asking what gets in the way of a good day or what makes for a bad day.

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

Leaders, ask your staff. Staff, ask your co-workers. Asking, listening, and responding to each other in meaningful ways strengthens teams, improves the care experience, enhances engagement, and increases joy in work.

## Resources

Resources are available to download and order from [Health Quality BC’s website](#).

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

## Additional Questions?

Any member of Health Quality BC’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).

