

What Matters to You? Experience from 4 Countries

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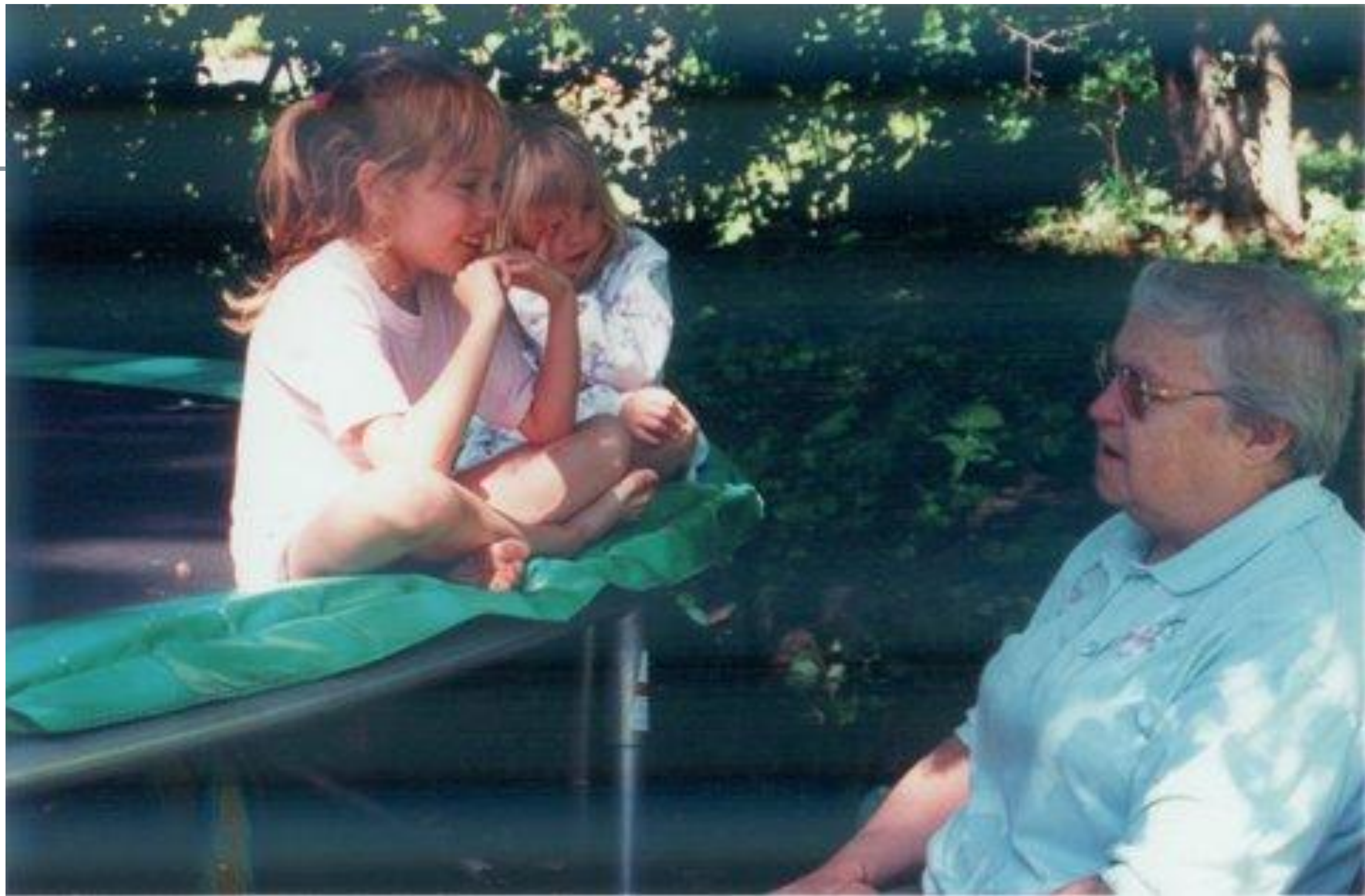
Have a 'what matters to you'
conversation with someone



Lessons from my mother











Ruby's wishes



<https://www.youtube.com/watch?v=avdBHbVwe9E>



Attentiveness

directs

Kindness

promotes

Kinship

Whole process
reinforces
conditions for
kinship/kindness

Better outcomes

produces

enables

Attunement

builds

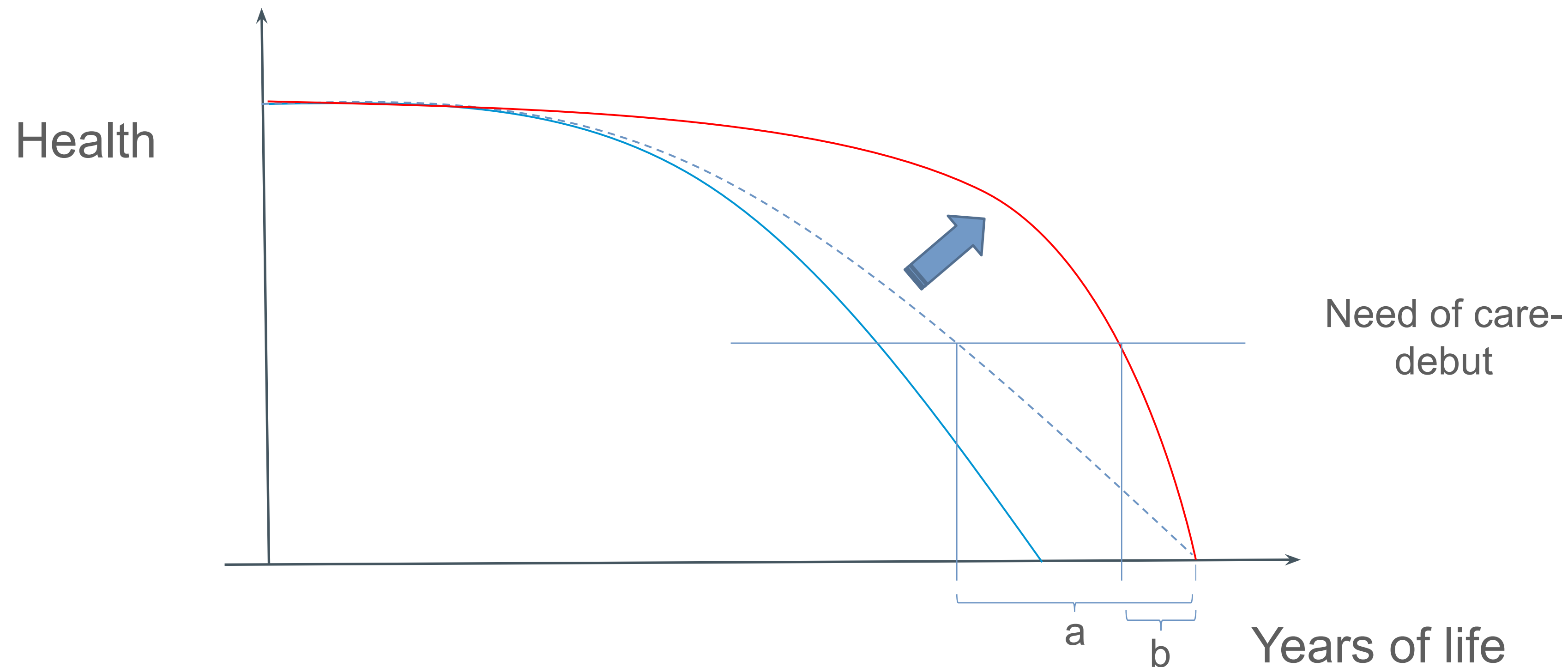
Trust

generates

Therapeutic alliance



Years to life – or life to the years



Many factors point to the fact that we are already living longer without a need for help (third age).

The age wave is arriving, but it isn't equivalent to an increased need for healthcare.

Spijker J, MacInnes J. Population ageing: the timebomb that isn't? [BMJ 2013 2013-11-12 23:30:47;347](#)

What matters to you – Form

What matters to you?


Patient ID: TORDIS

How difficult is it for you to perform the activity?

0 1 2 3 4 5 6 7 8 9 10
Unable to perform No difficulties

	1. Conversation	2. Conversation
PUT ON THE SOCKS BY MY SELF	0	8
MAKE MY OWN BREAKFAST	2	5
MAKE MY OWN COFFEE	3	8
WALK ALONE USING MY WALKER	3	7
Average	2	7
Experienced improvement	1	2

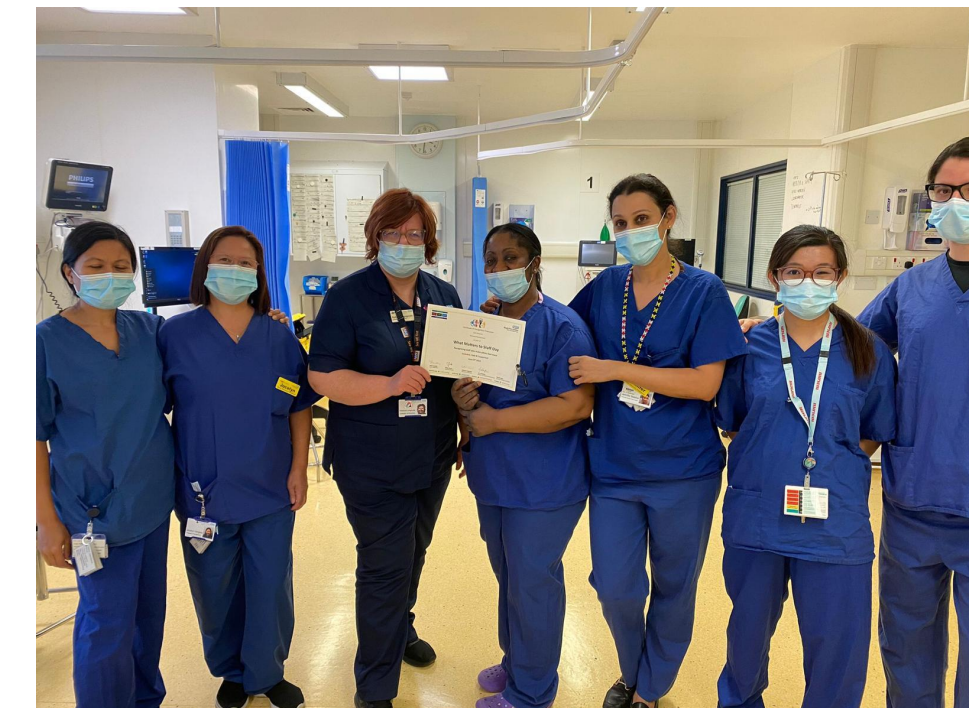
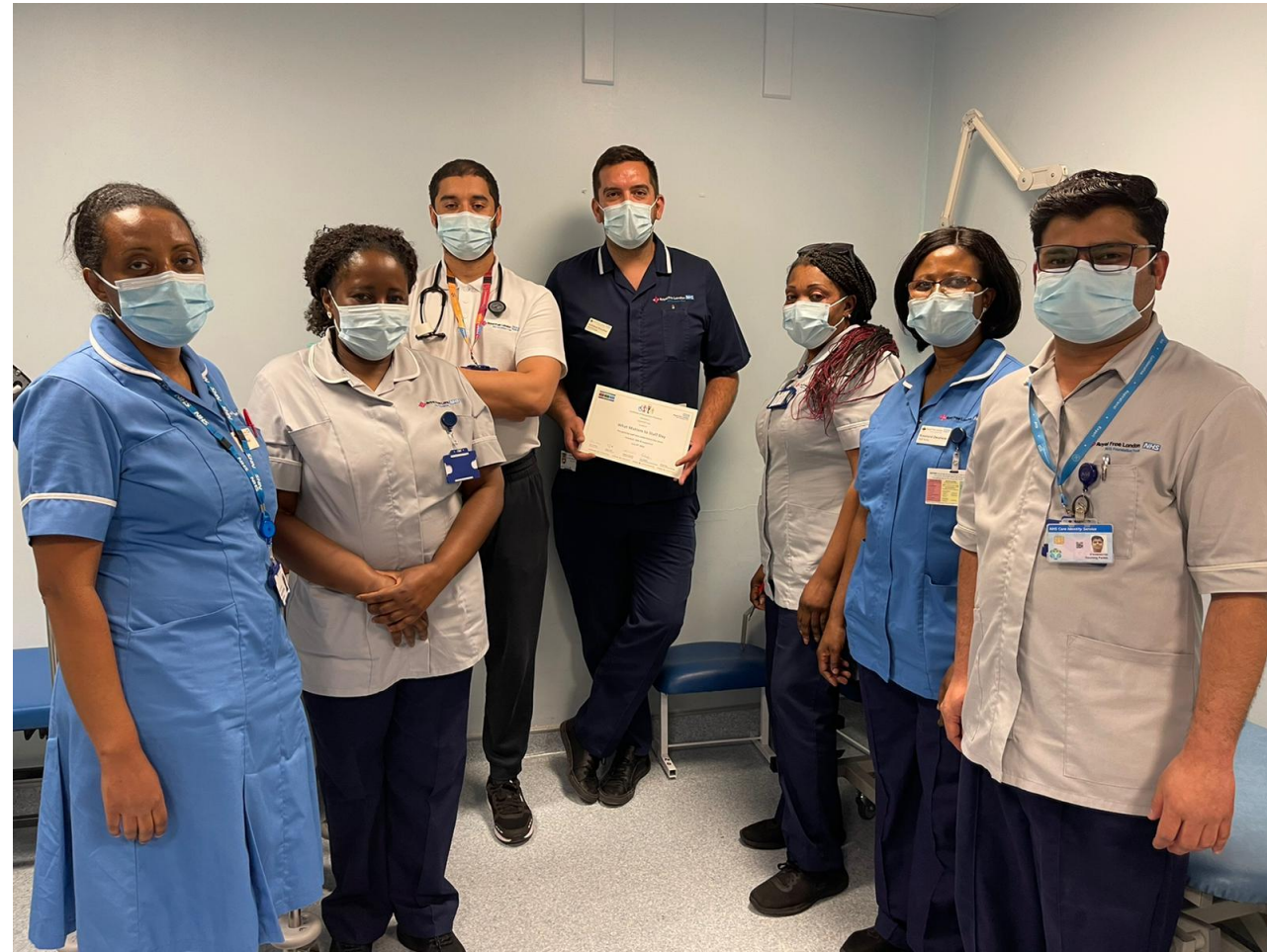
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<https://vimeo.com/214148460>

KS Norwegian Institute of Public Health Helsedirektoratet

What matters to staff...2022



world class expertise  local care

NHS
Royal Free London
NHS Foundation Trust

Royal Free Hospital

What Matters To Staff

Improvement Cycle

Staff Experience		
Included	Safe	Supported
Patient Experience		



What would help you prioritise
what matters to you
conversations?



WMTY Conversation Guide

? ASK

- Be curious, be kind, be present.
- Example of open questions : 'what matters most to you right now/today/in the future?', 'what's worrying you most?', 'what/who is most important to you?', 'how can I best support you?', 'what makes a good/bad day for you?', 'is there anything I can do to make things better?', 'is there anything else you think I should know?'

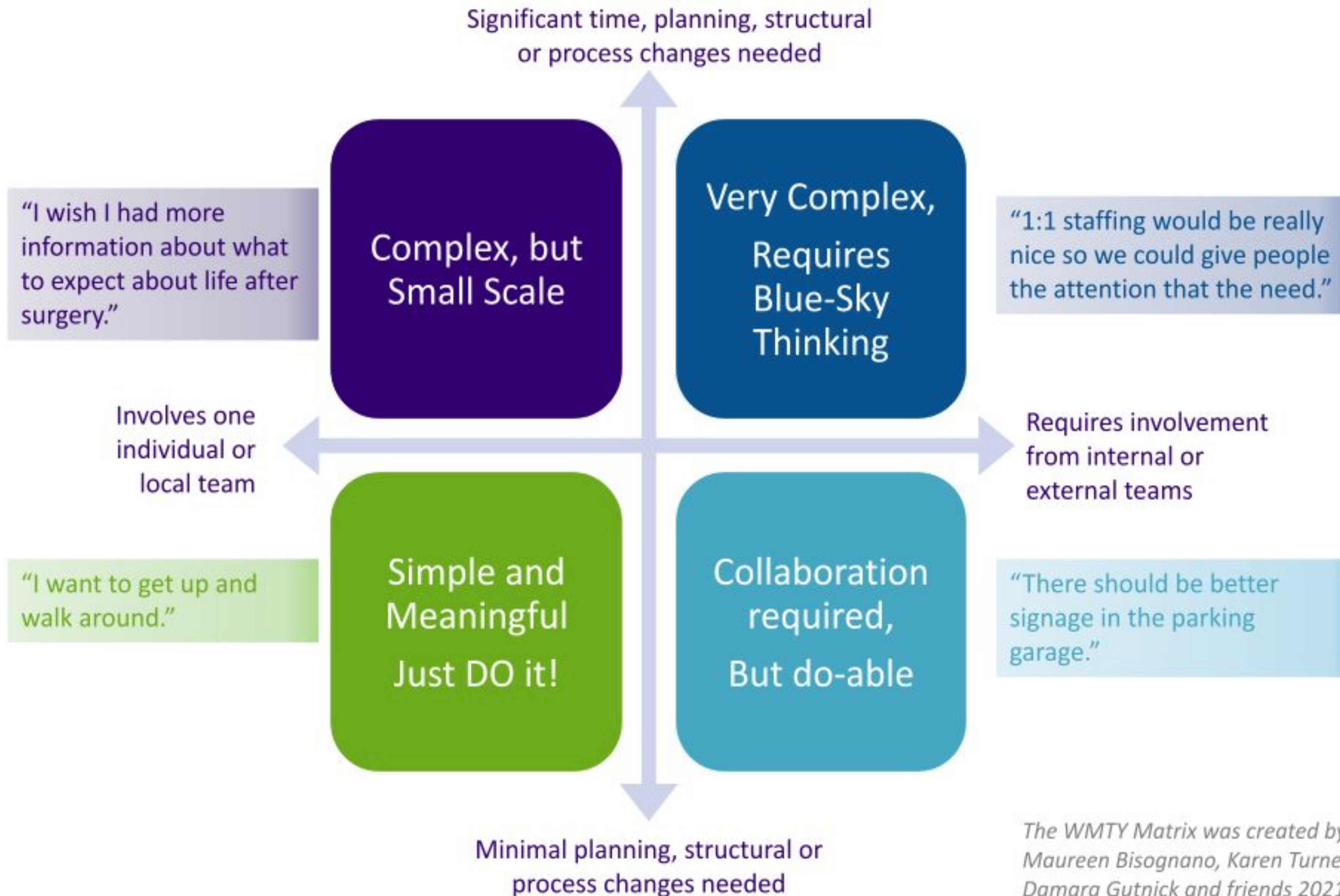
🔊 LISTEN

- Show you're listening – verbal and non-verbal affirmation
- Reflect back what you've heard
- Listen for cues – follow up with questions if clarity needed

✓ DO

- Active listening = doing
- Explore quick wins and discuss what may need more planning
- Mutually agree on actions or signposting
- Sometimes it's not 'doable' – but explain why and explore further what it is that really matters most and what is possible

How much effort does it take to DO What Matters?



If we make time to ask...

60-70%

- Staff change practice as a result of asking

70-80%

- Staff learn something new

80-90%

- Staff report it enhances their conversation / connection

HAVE YOU GOT 40 SECONDS FOR COMPASSION?

**56% OF DOCTORS BELIEVE THEY DON'T HAVE TIME
TO TREAT PATIENTS WITH COMPASSION**

WHY IS COMPASSION IMPORTANT?



64% of people have
experienced
unkindness in
healthcare



75% of people
experience a feel-
good sensation
helping others



Compassion brings
personal,
organisational and
patient benefits



Compassion can
improve quality,
safety and reduce
costs

Will you do anything differently now
when you next have a conversation
with a colleague or a patient?

and / or

Which of the tools do you think you
could use?



Thank You!

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For more information and downloadable resources –
please go to wmtty.world

