**Asking What Matters?**

* Why “What Matters Most” matters most for patients?
  + The health goals and preferences vary between patients
  + Older adults and caregivers suffer as a result of care that doesn’t match priorities
  + Improves patient experiences, satisfaction scores and staff retention
  + Avoid unnecessary utilization (ICUs) and better utilization of hospice services
  + Ensures everyone is on the same page, improves relationships and provides basis for everything else
  + Clinicians should elicit what matters to their patients if their prognosis is 6 weeks, 6 months, 6 years or 6 decades – What matters to them?
  + Align care to goals across care settings
* What Matters – What it is NOT
  + What matters is not an advance directive initiative
  + What matters is not just a conversation about end of life issues
* Components of What Matters and How to ask
  + Start with one thing that matters most to each patient, “you said you most want to be able to (most desired health outcome) and you think (health problem, symptom, treatment, etc.) is getting in the way. I suggest we start with…”
  + Link care options to outcome goals & care preferences, “There are several things we could do, but knowing what matters most to you I suggest we…”
  + Use patient’s priorities (not just diseases) in communicating, decision-making, assessing benefit, “I know you don’t like the CPAP mask, but are you willing to try it for 2 weeks to see if it helps you be less tired so you can get back to volunteering which you said was most important to you?”
  + Acting on What Matters requires input and coordination from many disciplines (PT, SW, community organizations, etc.) Make best effort to have everyone on the same page
  + Get to know the person & what’s important to them
  + Consider culture, religion, etc.
  + Agree on what information is important
  + Reliable, specific, actionable questions (preferably vetted and tested)
  + Involve patients, families, staff
  + Feasible (time, format)
  + Discuss how to document, transmit and share info with healthcare team
  + Transend settings (not solely hospital based)
  + Utilize IHI Age Friendly Health System What Matters Toolkit
  + When discussing situational decisions such as surgery/procedures – assess what really matters: worst case-likely scenarios – death may not be worst outcome
* Getting to know person & what’s important: commonly used & vetted questions
  + What is important to you today?
  + What brings you joy? What makes life worth living?
  + What do you worry about?
  + What are goals you hope to achieve in the next six months, one year?
  + What do we need to know about you to take better care of you?
  + What else would you like us to know about you?