

## Newsletter Template

“What matters to you?” and <<insert your facility and/or organization’s name here>>

“What matters to you?” is a simple question that can have a big impact on care. When providers have a conversation about what really matters to the people they care for, it helps them ensure that care is aligned with patient preferences and provide more person- and family-centred care.

We are joining the Patient Voices Network, the BC Patient Safety & Quality Council, and other health care organizations across the province in encouraging our staff and providers to have “What matters to you?” conversations each and every day with the people they support or care for. Because patients are the true experts on their own needs and experiences, asking, listening and responding to what matters to patients is a key feature of person and family-centred care.

As part of our continuing commitment to person- and family-centred care, we are joining the “What Matters to You?” movement, and we encourage you to participate too! There are several ways you can do so:

- Order or download resources from [WhatMatterstoYouBC.ca](http://WhatMatterstoYouBC.ca).
- Start a conversation with a <<patient/client/resident>> by asking, “What matters to you?”
- Share your thoughts on conversations about what matters on social media, using the hashtag #WhatMattersToYou, filling out the form on the website or e-mailing us at [whatmatterstoyou@bcpsqc.ca](mailto:whatmatterstoyou@bcpsqc.ca)

Learn more at [www.whatmatterstoyoubc.ca](http://www.whatmatterstoyoubc.ca).

Ask what matters. Listen to what matters. Do what matters.