

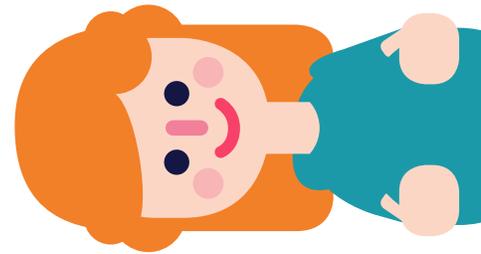
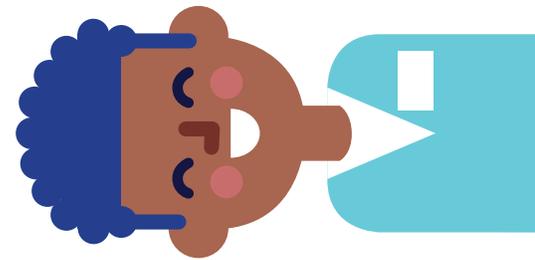
# WHAT MATTERS TO YOU?

*Ask What Matters. Listen to What Matters. Do What Matters.*

## What is it all about?

“What Matters to You?” (WMTY) Day started in Norway in 2014, with the goal of encouraging meaningful conversations between patients, caregivers, families, and their health care providers. It 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 ensure that care is aligned with patient preferences, builds trusting relationships between patients, families and their health care providers and advances person- and family-centred care.



## Creating the space

Creating the space and time for a “What matters to you?” conversation is easy and involves three simple steps:

1. Asking what matters;
2. Listening to what matters; and
3. Doing what matters.

Sometimes, asking the question “What matters to you?” isn’t the right fit. We encourage you to make the question your own and adapt it. For example, you might ask: ●

- What is important to you at the moment?
- What would you like to achieve as a result of our work together?
- Is there anything else that you want to tell me that I haven’t asked about?
- What are your goals and how can I help you to achieve them?

If you are concerned about the time it might take to ask, “What matters to you?”, research shows that patients usually only need 90 seconds to state their concerns.<sup>1,2</sup>

If you are worried about opening Pandora’s box and not being able to respond appropriately, remember that you don’t have to solve everything – just talking about concerns can help! Discussions may highlight opportunities to connect patients with other helpful community resources.

### Asking “What matters to you?” is possible if you:

- Adopt a flexible, non-prescriptive approach;
- Embed the question in your work;
- Keep track of the impact; and
- Feel supported by leadership and your peers.

<sup>1</sup>Halpern J. What is clinical empathy? J Gen Intern Med. 2003; 18(8), 670–674.

<sup>2</sup>5. Bryant L. The art of active listening. Pract Nurs. 2009; 37(6), 49-52.



Learn more and order free resources at:  
**BCPSQC.ca/WhatMattersToYou**



**@BCPSQC @PatientVoicesBC**  
**#WhatMattersToYou**

### What’s next?

Each year, International “What Matters to You?” Day is celebrated in June. While a single day of action, we encourage you to have “What matters to you?” conversations each and every day with the people you support and care for.

If you haven’t already tried it, we encourage you to ask, “What matters to you?” and see what happens!



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