



It's a simple question with the power to transform healthcare.

What is it all about?

What Matters to You? (WMTY) Day is about encouraging more meaningful conversations with the patients and families who receive healthcare, and with the staff, physicians and volunteers who provide it.

Why does it matter?

Asking what matters helps healthcare teams to further understand what is important to their patients. With this crucial insight, we are in a much better position to partner with patients in their care journey. Providing care that focuses on the needs of patients and families leads to stronger partnerships, improved treatment and health outcomes, patient safety, and an overall better care experience.

How do I participate?

Patients & Families



Share what matters to you with your healthcare team. It's that simple!

Healthcare Provider



Ask your patient or client, "What matters to you?"

Get Social



Share it on Twitter, Facebook, or Instagram using #wmtlyAB.

How can I prepare?

We've put together a participation guide to help you have meaningful WMTY conversations.

Preparing for a *What Matters to You?* conversation

Have you ever found yourself distracted or multi-tasking during a conversation, not truly listening to what was being said?

Having a *What Matters to You?* conversation is an opportunity to be present to the person speaking, and listening to understand.

General tips:

If you are the listener



- **Pause and focus:** Put distractions aside and prepare to listen. We are often multitasking and nothing is getting our full attention.
- **Sit and wait:** Allow the person to finish speaking before asking questions or clarifying information. When we ask the patient and family if you can sit and talk with them, their perception of empathy and being listened to increases.
- **Validate and act:** Confirm what you have heard from your patient and take action when appropriate. Sometimes taking action is difficult, it is during these times you need to have an open dialogue.
- **Document and share:** Record what you hear and share it with others on the healthcare team.

Learn more: Jason Leitch's video [The 6th Vital Sign](#) gives more information about the history of WMTY Day. Jason describes how learning what mattered to his patient completely changed the patient's health outcome.

Family Presence and *What Matters to You?*

Did you know?



- We build partnerships with our patients when we ask them about the important people in their lives, and how they would like these people to be involved.
- When family members or care partners are included in a *What Matters to You?* conversation they better understand what the patient needs and how they can be most supportive.
- Family members or care partners are valuable sources of information about what matters to patients, especially in situations where patients are not able to speak on their own behalf.
- Asking family members what matters to them helps healthcare providers understand what they need to support their loved one.

Resources:

[Involving Families During COVID-19 Tip Sheet](#)

[Helping You Stay Connected: Online tools for patients and families](#)