PFE Series: What Matters To You?
Webinar 1: How We Receive Information
November 12, 2019
1:00PM - 2:00PM CT
Welcome and Introductions
Kavita Bhat, MD, MPH
Performance Improvement Coach, AHA
Introduce Yourselves

Please use the CHAT to tell us:

- Name
- Hospital/State Hospital Association
- City, State
Agenda

- Welcome and Introductions
- Introduction to the “What Matters” Series
- Receiving Information: What Does It Look Like?
- Receiving Information: Testing the Practice
- Questions and Answers
- Bringing It Home: Commitments and Next Steps
Your HRET HIIN PFE Team

Tara Bristol Rouse, MA, CPXP, BCPA
Patient and Family Engagement
Project Consultant
AHA

Martha Hayward
Patient and Family
Engagement Subject Matter
Expert
The "What Matters To You?" Series

✓ Receive
✓ Record
✓ Respect
✓ Tell the Story
Introduction to the “What Matters” Series
Tara Bristol Rouse, MA, CPXP, BCPA
PFE Project Consultant, AHA
Vision for PFE

Hospitals and other health care providers achieving quality and safety goals by fully engaging patients and their families, determining what matters most to them in every situation, and partnering with them to make improvements to all aspects of care.
Your Peer Advisors

Nebraska

New Hampshire
Receiving Information: What Does It Look Like?

Martha Hayward
PFE Subject Matter Expert
What Matters Most?

Enhancing conversations between patients and clinicians from -- “What’s the matter?” to also including “What matters to you?”

Shared Decision Making — The Pinnacle of Patient-Centered Care
Michael J. Barry, M.D., and Susan Edgman-Levitan, P.A.
What Should We Expect?

From the evaluation report of *What Matters To You?* – Scotland:

- People received care that was more representative of their individual needs;
- Health and social care services were delivered more efficiently; and
- Staff members experienced more job satisfaction.
The Big Takeaway

To

For

WITH
One doesn’t have to operate with great malice to do great harm. The absence of empathy and understanding are sufficient.

Charles M. Blow, Journalist
Definition of Harm

The definition of harm is entirely related to what patients want and expect.
Getting It Right for ALL Patients – The System

What do patients and families want when in our hospital?

- Less Noise
- Family Presence
- Schedule
- Communication About Status and Condition

How do we gather that information?

- Formal - PFE Rounding
- Informal - Conversations
Getting It Right For THIS Patient – The Person

What does this patient need to feel comfortable and connected?

- Ask ‘What Matters’ at Every Interaction
- Understand Fears - Opioids
- Understand Motivation – Getting To Go On Vacation
- Know the Desires of the Heart – Family, Pet, Faith, Routines
But What Do I Ask?

What is the best question?
  - “What more can I do for you?” is never the right question.

End of Life –
  - What will make this a good day for you?

At Rounds –
  - What is your greatest concern right now?

Prior to Surgery –
  - What will success look like to you?
The Name of The Dog

Tom Segev, M.D., F.A.C.P.

It was May 1, my first day of internship, and I was feeling both excited and anxious. As I walked into the hospital doors, my heart raced. This was my first day in a medical setting, and I knew I was in for a challenge. The hospital was bustling with activity, and I could feel the pressure of the atmosphere. The interns and residents were everywhere, each with their own tasks to attend to. I was nervous but also excited to learn and grow as a doctor.

The Name of The Dog

The New England Journal of Medicine

Perspective

An Intricate System
A Deeper Connection

Putting the disease and treatment in the context of patients’ lives: gender, age, sexual identity, race, religion, cultural background, economic stays, education and previous health care experience.
Listening

By understanding our own context and our biases we allow ourselves to listen to others.
Transactional vs. Relational

What is your greatest concern right now?

What would make this a good day?

How do you envision your life after this surgery?

What else can I do for you?

Teach Back
What You Might Hear

“I like to receive the medication that manages my Alzheimer’s at the time I always take it at home rather than at drug rounds.”

“It’s really important to me that my granddaughter is involved in any discussions about my support. She’s the main person in my life!”

“Getting outside is really important to me. When I’m having a difficult day getting outside helps me to find space to think more clearly.”

https://www.whatmatterstoyou.scot/why-is-it-important-to-ask-what-matters/
What Is Your Greatest Concern?
What Will Result?
Receiving Information: Testing the Practice

Tara Bristol Rouse, MA, CPXP, BCPA
PFE Project Consultant, AHA
What Will You Test?

Review your patient satisfaction scores and other patient experience data

Consider work currently going on in your facility that this might fit with
How Will You Test?

Some is not a number. Soon is not a time.

Don Berwick, MD, MPP, FRCP
President Emeritus and Senior Fellow, Institute for Healthcare Improvement (IHI)
Resources

- What Matters To You? – Scotland
  https://www.whatmatterstoyou.scot/

- IHI – What Matters To You?
  http://www.ihi.org/Topics/WhatMatters/Pages/default.aspx
Bringing It Home: Commitments and Next Steps

Kavita Bhat, MD, MPH
Performance Improvement Coach, AHA

Tara Bristol Rouse, MA, CPXP, BCPA
PFE Project Consultant, AHA
Next Session – Record

We Want to Know - How do you record?

- Take a picture that represents the informal and/or formal ways you record and/or exchange information about preferences.

- Sent it to tbristolrouse_cs@aha.org

- WIN A PRIZE!
“What Matters To You?” - The Series

<table>
<thead>
<tr>
<th>Sessions</th>
<th>Date</th>
<th>Time</th>
<th>Registration Links</th>
</tr>
</thead>
<tbody>
<tr>
<td>1 - Receive</td>
<td>TODAY!</td>
<td>1:00PM – 2:00PM CT</td>
<td>TODAY!</td>
</tr>
<tr>
<td>2 - Record</td>
<td>Tuesday, Dec. 3</td>
<td>12:00PM – 1:00PM CT</td>
<td>[Register here]</td>
</tr>
<tr>
<td>3 - Respect</td>
<td>Tuesday, Dec. 17</td>
<td>11:00AM – 12:00PM CT</td>
<td>[Register here]</td>
</tr>
<tr>
<td>4 - Telling The Story</td>
<td>Tuesday, Jan. 7</td>
<td>12:00PM – 1:00PM CT</td>
<td>[Register here]</td>
</tr>
</tbody>
</table>

All sessions will be recorded
THANK YOU!