PFE Series: “What Matters To You?”
Webinar 2: How We Record Information

December 3, 2019
12pm – 1pm CT
Welcome and Introductions
Kavita Bhat, MD, MPH
Performance Improvement Coach, AHA
Introduce Yourselves

Please use the CHAT to tell us:

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

- Welcome and Introductions
- Review of “What Matters”: Series to Date
- Stories from the Field: Nebraska
- Recording “What Matters”: Formal and Informal Methods
- Stories from the Field: New Hampshire
- Recording “What Matters”: 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

AHA Center for Health Innovation

American Hospital Association
Advancing Health in America
Review of “What Matters”: Series to Date
Martha Hayward
PFE Subject Matter Expert

AHA CENTER FOR HEALTH INNOVATION
American Hospital Association
Advancing Health in America
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.
Enhancing conversations between patients and clinicians from -- “What’s the matter?” to also including “What matters to you?”
Review

Clarifying concepts

Is ‘What matters to you?’ just a question?

‘What matters to you?’ day encourages practitioners to ask a question focussed on what matters to the person, to listen to the service users’ answer and then take action to offer more personalised care. In this report, the sum of these three actions is referred to as the ‘What matters to you?’ approach.

Is ‘What matters to you?’ meant to happen during the initiative day or beyond?

The ‘What matters to you?’ day is primarily concerned with encouraging practitioners to begin using the approach or for those already working in this way, to engage with good practice. This report is mainly concerned with the application of the ‘What matters to you?’ approach as a sustained practice beyond the initiative day.
Stories from the Field: Nebraska
Tara Bristol Rouse, MA, CPXPX, BCPA
PFE Project Consultant, AHA
GREAT PLAINS HEALTH

- 116 bed acute care hospital
- Independent
- Not for profit
- PSA – 19 counties (about the size of Pennsylvania)
“WHAT MATTERS TO YOU?”

• Rounding questions-
  • Nurse leader rounding daily (7 days a week)
    • 100% of inpatients
      • Assessment of the room (visual check of the room, safety check, environmental standards)
      • Introduction as a “Nurse Leader”
        • Custom question on HCAHPS survey
      • Can you tell me your plan of care for today/your stay?
      • Who is your nurse (AIDET validation)
      • Is your pain controlled?
      • Is there anything I/We can do to make your stay exceptional?
        • Follow up question for Nurse Leader not asked to patient if compliant or grievance and if the patient advocate needs to follow up with patient/family
Recording “What Matters”: Formal and Informal Methods

Martha Hayward
PFE Subject Matter Expert
Think Differently

Act Differently
Recording: Formal and Informal Methods

- White boards
- Huddles
- EHR
- Family Interaction
- Water Cooler Conversations
- This Is Me – By Patient
My life so far (family, home, background and treasured possessions): Include place of birth, education, marital status, children, grandchildren, friends and pets. Any religious or cultural considerations.
The following routines are important to me: What time do you usually get up/go to bed? Do you have a regular nap or enjoy a snack or walk at a particular time of day? Do you have a hot drink before bed, carry out personal care activities in a particular order, or like to watch the news at 6pm? What time do you prefer to have breakfast, lunch, evening meal?
What makes me feel better if I am anxious or upset: Include things that may help if you become unhappy or distressed (e.g., comforting words, music or TV). Do you like company and someone sitting and talking with you or do you prefer quiet time alone?
My hearing and eyesight: Can you hear well or do you need a hearing aid? How is it best to approach you? Is the use of touch appropriate? Do you wear glasses or need any other vision aids?
WHAT MATTER TO ME !!!

I like spending time with my family.
I like to read War Horse.

I plan to take a walk in the woods on Saturday morning.

I like to have a bowl of ice cream for dessert.

I like to work on my homework for science.

I like going for a run after school.

I like washing the dog with my dad.

[http://www.whatmatterstoyou.scot/]
Daily Information for Families
Intensive Care Unit

Date: 30/10/10

Pts Name: [Blank]
DOB: [Blank]

Today’s Plan:
- New drip in neck for drugs
- Go to CT scanner at 4pm.
- Still has high temp - needs to talk to doc.
- Start new feed through drip in neck as not answering feed through tube in nose.
- Still in contact with Edinburgh re advice etc.

What would you like to happen for your family member today?

Seek to keep dad’s eyes open, I know that they hate different times when fluids being pushed into him. Mum gets upset when she sees his eyes looking red.

http://www.whatmatterstoyou.scot/
Getting to know me

This information will help staff to support you. It will help us to get to know you, understand who and what is important to you, and how you like things to be. We invite you, your family, friends and carers to complete this information with as much detail as you want to share with us.

Please ask a member of staff if you need any help to complete this information.

My name: my full name & the name I prefer to be called

The person who knows me best:

Home, family & things that are important to me:
your family, friends, pets or things about home

I would like you to know:
anything that will help the staff get to know you, perhaps things that help you relax or upset you

My life so far:
this may include your previous or present employment, interests, hobbies, important dates & events

Things you should know about my spiritual & cultural needs:
this can be important religious or other beliefs, or anything that makes you feel happy & content

Food & drink:
tell us about your likes and dislikes, where you like to eat, if you need any help with eating or drinking or special diet

Sleep & rest:
tell us about your usual routines & what helps you to rest or relax

Taking medication:
perhaps you prefer tablets, syrup, need help or take your medication in a specific way

Personal preferences & self-care:
tell us about your normal routine, any help you need & your preferences

http://www.whatmatterstoyou.scot/
Implementation of Recording Strategies

- How do we make this happen for every patient every time?
- Focus discussion on white board
Stories from the Field: New Hampshire
Tara Bristol Rouse, MA, CPX PX, BCPA
PFE Project Consultant, AHA
Peer to Peer Patient Visits

Karen McLaughlin, Patient Experience Specialist

karen.mclaughlin@cmc-nh.org
What matters most to our patients?
Strategy /Challenge

- Nurse leader rounding practices were not consistently performed
- Need for real time feedback, not just retrospective survey results to improve CAPS scores
- Provide real time bedside service recovery
- Provide real time feedback to our staff
- Identify opportunities for improvement to enhance the overall patient experience
Why can’t we just go talk to the patients?
Data Collection Methods
Connecting Patients and Staff in New Ways
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)
We Still 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.

- Send it to tbristolrouse_cs@aha.org by Friday 12/13

- WIN A PRIZE!
Resources

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

- IHI – What Matters To You?
  http://www.ihi.org/Topics/WhatMatters/Pages/default.aspx

- This is Me – Alzheimer’s Society
  https://www.alzheimers.org.uk/get-support/publications-factsheets/this-is-me
Questions & Answers
Tara Bristol Rouse, MA, CPXP, BCPA
PFE Project Consultant, AHA
Martha Hayward
PFE Subject Matter Expert
Bringing It Home: Commitments and Next Steps

Kavita Bhat, MD, MPH
Performance Improvement Coach, AHA
“What Matters To You?” - The Series

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<tr>
<td>1 - Receive</td>
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<td>2 - Record</td>
<td>TODAY!</td>
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<td>4 - Telling The Story</td>
<td>Tuesday, Jan. 7</td>
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<td>[Register here]</td>
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All sessions will be recorded

Remember to send your photos to Tara ([tbristolrouse_cs@aha.org](mailto:tbristolrouse_cs@aha.org)) by 12/13 to win a prize!
THANK YOU!