

“What Matters to You?”

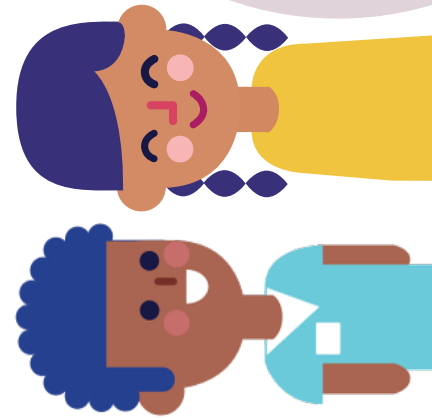
Ask What Matters. Listen to What Matters. Do What Matters.

Tips for Health Care Providers

What is “What Matters to You?”

“What Matters to You?” (WMTY) 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.



Why Asking is Time Well Spent

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. [1,2] 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.

Learn More
and Order
Free
Resources

Ask, Listen, Do

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



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

² 5. Bryant L. The art of active listening. Pract Nurs. 2009; 37(6), 49–52.

