

Incorporating What Matters Most into Patient Care Across the Care Continuum

National Acute Care for Elders (ACE) Conference
Mary Tinetti, MD

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Why What Matters matters most

- Health care for older adults often:
 - uncertain benefit
 - burdensome
 - fragmented & conflicting
 - not focused on What Matters to person / care partners

Why What Matters matters most

- Older adults vary in What Matters (health priorities) in face of tradeoffs
 - health outcomes they most desire
 - healthcare preferences (what they are willing and able to do)

Why What Matters matters most



If care is of uncertain benefit, burdensome, conflicting, and

Older adults vary in what matters most...

What else would you align care with?

What Matters : “Getting to know you”



Care Team Nurse: BRIAN	Date 1/21/2020
Technician: JARON * Heather	What Matters to Me
Doctor/NP/PA:	
What's Next <input type="checkbox"/> Lab Tests	Diet <input checked="" type="checkbox"/> No Food or Drink
<input type="checkbox"/> Radiology	<input type="checkbox"/>
<input type="checkbox"/> Medications	Activity <input type="checkbox"/> Fall Risk <i>Please Call - Don't Fall</i>
<input type="checkbox"/>	<input type="checkbox"/> Toilet <input type="checkbox"/> Commode <input type="checkbox"/> Bedpan/Urinal
<input type="checkbox"/> Discharge	Sensory Aids
<input type="checkbox"/> Transfer	
<input type="checkbox"/> Admit/Obs	

Getting to know you questions

- What is important to you today?
- What brings you joy?
- What makes life worth living? What does a good day look like?
- What goals do you hope to achieve in the next six months?
- What do we need to know about you to take better care of you?

http://www.ihi.org/Engage/Initiatives/Age-Friendly-Health-Systems/Documents/AgeFriendlyHealthSystems_How-to-Have-Conversations-with-Older-Adults-About-What-Matters.pdf

Asking & acting on What Matters

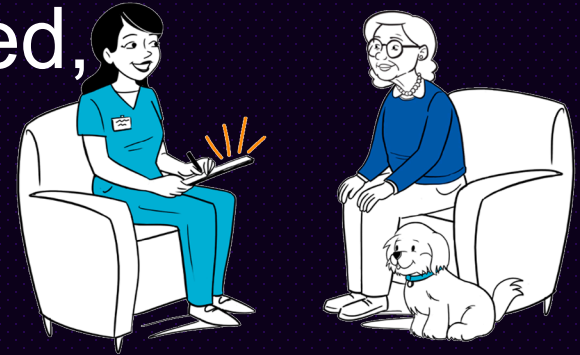
Get to know person
& what's important

✓ Inform decisions

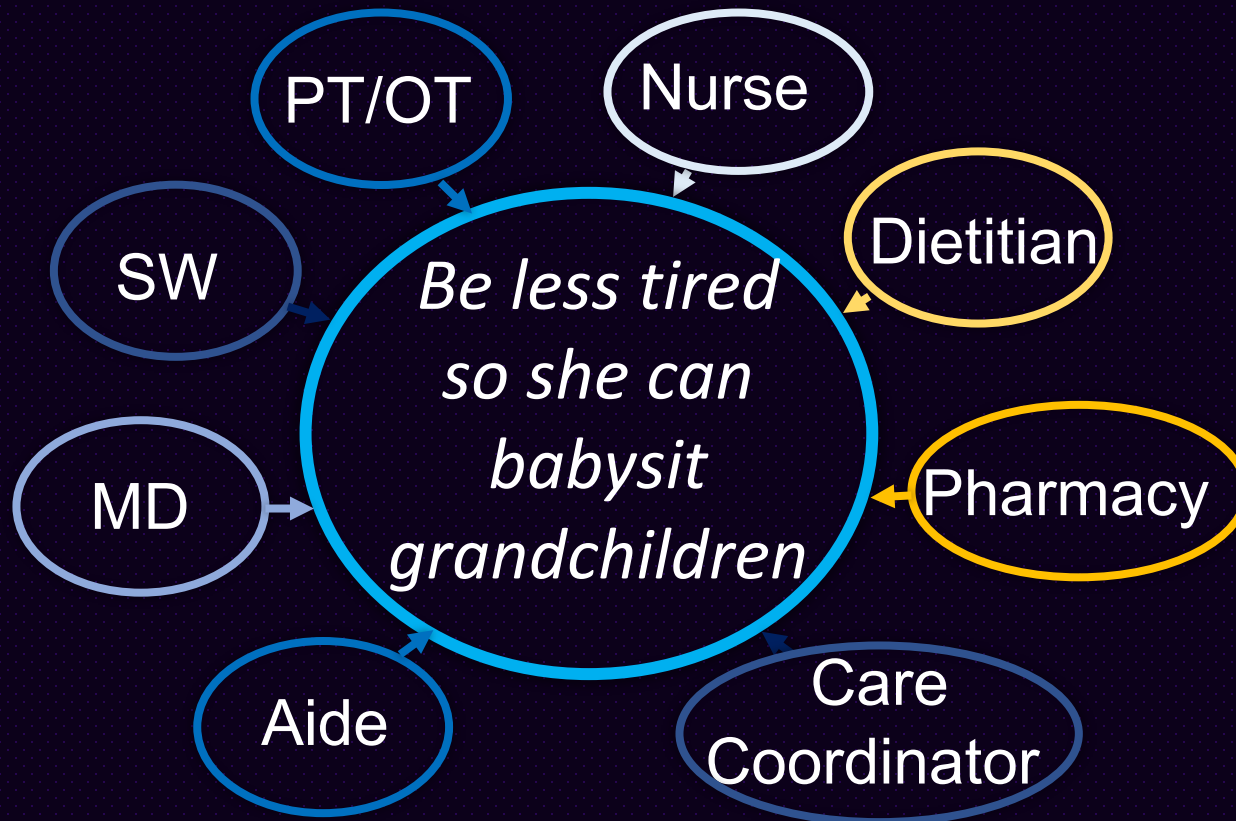


Benefits of asking & acting on what matters (patient's priorities)

- Patients feel listened to, engaged, and motivated → ↑ adherence
- Anchor in face of uncertainty, tradeoffs, lack of one best answer
- Aims everyone at same target



Patient priorities: Same target for all health professionals



Uses of asking & acting on What Matters

- ✓ Inform care decision
 - ✓ Discrete /time limited (e.g., hospital, ED, procedure, rehab)
 - ✓ Ongoing care (e.g., ambulatory, long term care)



Time-limited/discrete decisions (ED, hospital, etc.)

Script	Rationale
What fears and worries do you have that brought you to the ED (Hospital)?	Knowing concerns and fears helps guide education and treatment
What outcomes are you most hoping for from this ED visit (hospitalization) (procedure)?	Identifies expectations & desired outcomes <ul style="list-style-type: none">- Set realistic expectations
What do you hope to be able to do after being in ED (hospital)?	<ul style="list-style-type: none">- Focus care

Tip for acting on What Matters

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Link care options to what matters

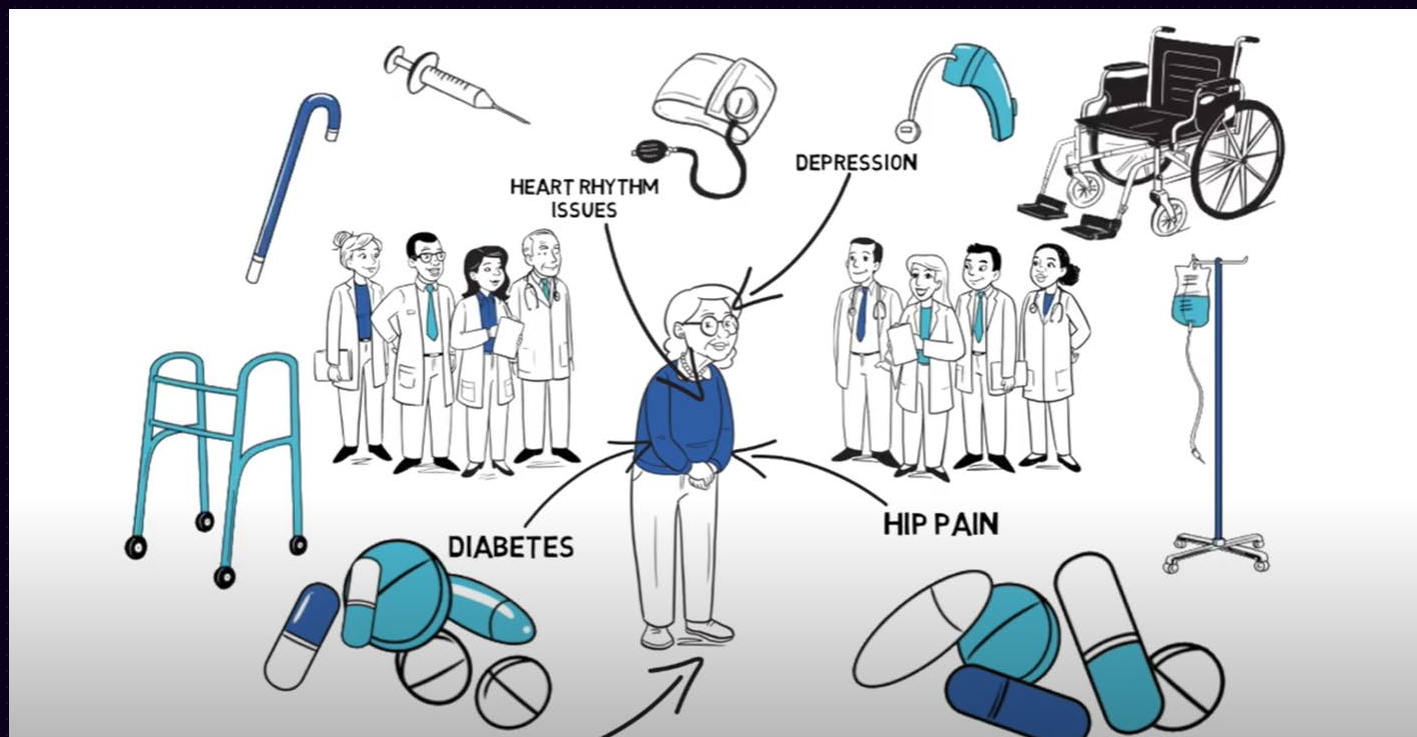
“You said you want to be less short of breath to be able to walk from car to church. I know you don’t want this procedure (go to PT) but I do think it is your best chance to be able to walk far enough.”

Uses of asking & acting on What Matters

- ✓ Inform care decision
 - ✓ Discrete /time limited (e.g., hospital, ED)
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Ms. B: 81y.o.; 14 active health problems; 6 clinicians (e.g., APRN, MD, SW, PT); 11 medications; 5 daily self-management tasks; 3 hospitalizations over past 2 years



IDENTIFY HEALTH PRIORITIES

- Values (What Matters most to the patient)
- Actionable, specific, realistic health outcome goals
- Health care preferences (which care the patient finds helpful and which burdensome) and any tradeoffs
- “One Thing” - the health goal the patient most wants to address to help achieve what Matters most

ALIGN CARE WITH HEALTH PRIORITIES

Consider if current and potential care is:

- Consistent with health outcome goals including patient’s “One Thing”?
- Consistent with care preferences?

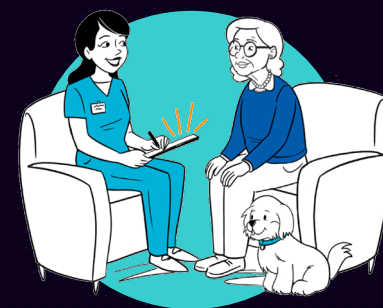
Use the patient’s priorities:

- As the focus for communication with the patient
- As the goal for serial trials to start, stop or continue interventions
- To prioritize care decisions, especially where differing perspectives exist

Update components as needed

Identify patients' health priorities

- **Member of health team** facilitates
 - in-person
 - Video
 - Phone
- **Self-directed** (care partner)
 - Paper version
(patientprioritiescare.org)
 - Myhealthpriorities.org



Identify health priorities: Explore what matters

Your Values

Connecting

Family
Friends
Community
Religion

Enjoying Life

Productivity
Recreation
Personal growth

**What
matters
most?**

Managing Health

Managing symptoms
Living as long as possible vs.
quality of life

Functioning

Dignity
Independence

Health Priorities

- Matters Most (Values)
- Specific, actionable, & realistic outcome goals
- Most bothersome problem interfering with goals
- The One Thing (Top Priority) patient wants to focus on to achieve goal

Patient Priorities Care: Health Priorities Template for Mrs. B

What Matters Most (Values): Spend time with family, Volunteering - link to community, Mobility/Activity - handling books

Most Important Health Goals:

1. Watch grandchildren after school 2-3 times weekly
2. Volunteer in library, handling books, two times weekly

Healthcare Preferences

Helpful care: self-management tasks, clinical visits, tests, or procedures, that you think are helping most with your health goals and you can do them without too much difficulty

1. Exercise, physical therapy
2. Bloodwork and imaging

Burdensome care: self-management tasks, clinical visits, tests, or procedures that don't think are helping your goals and are burdensome or too difficult. You should talk with your doctor about whether these are helping your goals. If not, can you stop them or cut back? If they are helping, is there a way to make them less burdensome or less difficult?

1. Taking multiple medications daily
2. CPAP/ Being in the hospital

Current Medications

Helpful: Medications you think are helping most with your health goals and you can take without too much difficulty

1. Omeprazole for reflux
- 2.

Burdensome: Medications you don't think are helping your goals and are too burdensome. You should talk with your doctor about whether these are helping your goals. If not, can you stop or decrease? If they are helping, is there a way to make them less burdensome?

1. Diuretic
- 2.

Most Bothersome Symptom: Fatigue and hand pain

The One Thing: The one thing Mrs. B wants to focus on is being less tired so that she can continue to watch her grandchildren.

If health goal not specific, actionable

“You said [value] was important to you, what specific activity would you like to do that will help you live [your value]”

“What would you do more of if you didn’t have [symptom, problem]?”

“Tell me what that activity looks like in a practical way”

<https://patientprioritiescare.org/decisionguide/troubleshooting>

If health goal unrealistic

- **Can patient do the activity with intervention**
“How doable is this activity given your current health & circumstances?”
- **If determine goal is unrealistic, go back to the value**
“I worry that you will not be able to accomplish that goal now given your current health & circumstances. Can we explore other ways to help you live your [insert value]?”
- **Help break the goal into something more manageable:**
“This activity seems a bit much right now. Can we work our way up to [insert unrealistic goal], where do you think is a good place to start?”

<https://patientprioritiescare.org/decisionguide/troubleshooting>

PPC for Mrs. B

Health goal: Babysit grandchildren 2-3 days

Healthcare preferences:

Willing & able: PT, tests & imaging; most medications

Burdensome (unwanted): CPAP, beta blocker, defibrillator

Most bothersome: Fatigue; pain

One thing (Top Priority): To be less tired so that she can babysit grandchildren

Using health priorities in decision-making

First Identify: Conditions, treatments, socioeconomic, life stressors, etc. contributing to most bothersome problem impeding goals (too tired to babysit)

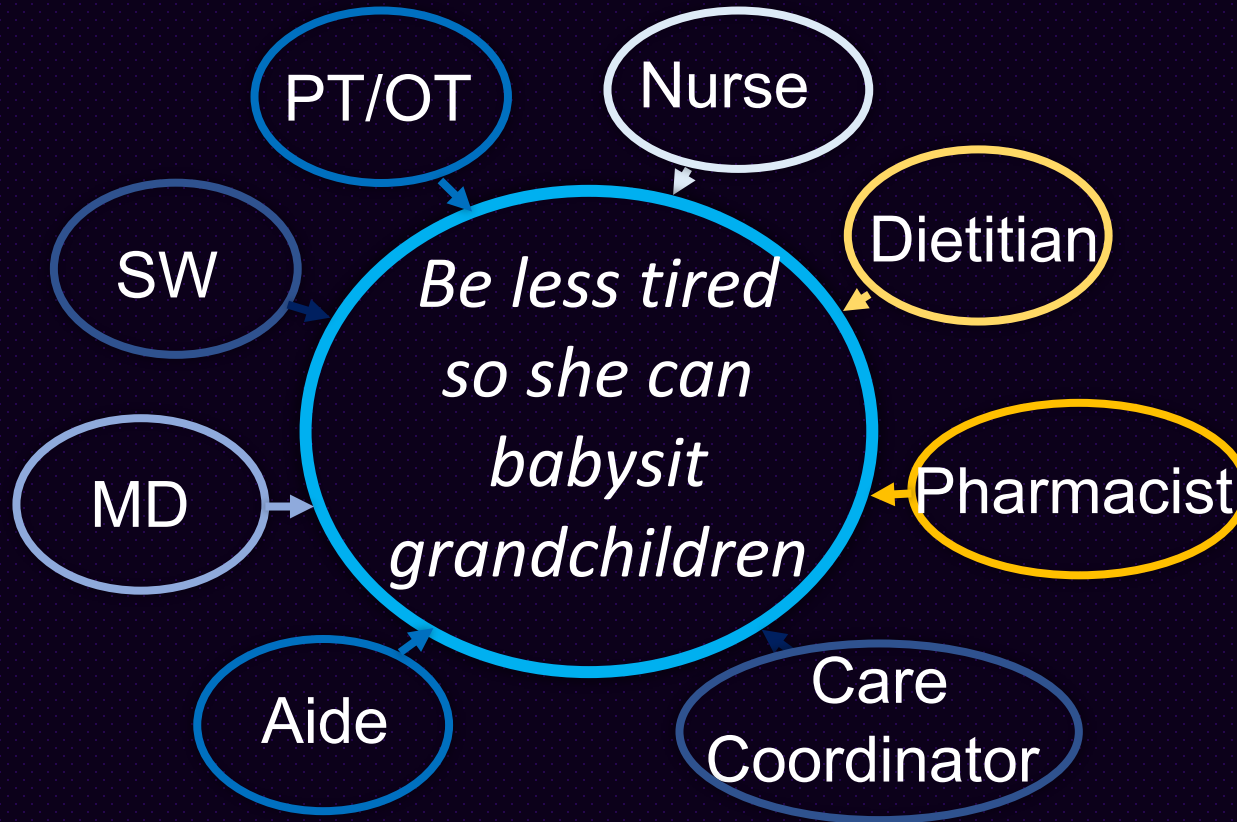


Then Consider: what interventions likely to help or impede

Interventions likely to affect patient's bothersome health problem & goal

	Continue	Start	Stop
Medical/surgical			
Rehabilitative /palliative			
Behavioral/psychological			
Supports & services			

Patient priorities: Same target for all health professionals



Tips for acting on What Matters

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- **Put What Matters**
 - at top of notes, evaluations, consults, etc.
 - accessible place in EHR
 - as focus of care plan
- **Use patient's priorities** in communicating, decision-making, *“I know you don't like doing the PT exercises (CPAP, counselling, etc.), but are you willing to try it for a month to see if it helps you be less tired so you can babysit which you said was most important to you?”*

Tips for acting on What Matters

P2
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Link care options to outcome goals & care preferences

“You said you most want to be able to (most desired health outcome) and you think (health problem, symptom, treatment, etc.) is getting in way. I suggest we start with...”

“There are several things we could do, but knowing what matters most to you, I suggest we...”

Getting started on asking & acting on what matters

- Pick one patient
- Identify their goals & preferences (e.g. myhealthpriorities.org; conversation guide [@patientprioritiescare.org](https://twitter.com/patientprioritiescare))
- Put at top of encounter note
- Make one decision with patient based on Top Priority (One Thing)
- Ask colleague to make one decision with same patient based on top priority

More Information:

PatientPrioritiesCare.org



Self-Guided Priority Identification:

MyHealthPriorities.org



Implementation Resources:

patientprioritiescare.org/implementation-toolkit



Care Alignment Strategies:

decisionguide.patientprioritiescare.org/



Mary Tinetti, MD

Gladys Phillips Crofoot of Medicine & Public Health
Yale University

mary.tinetti@yale.edu

Patientprioritiescare.org

[@goalsdrivecare](#); [@ptpriorities](#)

