‘What Matters to You’ Day: Our Experience in Beaumont Hospital

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Introduction

In the June 2016, Beaumont Hospital joined the international movement that is working to improve health and social care through gaining a better understanding of the things that are really important to people in their own lives. We know from experience and evidence that the effect of focusing on what really matters to people can lead to improvements in outcomes.

‘What matters to you?’ day started in Norway in 2014 with the aim of encouraging and supporting more meaningful conversations between the people who provide health and social care and the people, families and carers who receive health and social care. The exciting aspect of this day is that it was something different. It wasn’t a research project or a patient satisfaction survey. It was a conversation with a patient in which we asked the question ‘What matters to you’. This simple conversation improves the patient-centred care that we offer within the hospital.

The aim of this poster is to give a brief overview this approach to patient-centred care and to report the feedback we received from staff and patients who engaged in the process on the wards.

Person-Centred Care

Person-centred care supports people to develop the knowledge, skills and confidence they need to more effectively make informed decisions and be involved in their own health and care. It ensures that care is personalised and co-ordinated; enabling people to make choices, manage their own health and live independent lives, where possible.

One practical approach to providing person-centred care can be in the use of the five ‘Must Do With Me’ elements of care to design the interactions between people receiving services and those delivering them. These 5 elements are: 1. What matters to you? 2. Who matters to you? 3. What information do you need? 4. Nothing about me without me 5. Personalised context.

‘What matters to you?’ day focuses on the first of these elements and provides insight which places staff in a much better position to work with the person.

‘What Matters to you’ day: 8th June 2016

On Wednesday the 8th of June 2016, ‘What Matters to you’ day was held on four wards: - Whitworth ward - Hamilton ward - Hardwicke ward - Banks ward

The aim was to offer all patients on each ward the opportunity to have a ‘What matters to you?’ conversation with a staff member. Therefore their personal goals and the things that are important to them become part of their care.

Staff from the Speech and Language therapy and Medical Social Work departments worked as co-ordinators on the ward. These co-ordinators encouraged and supported all staff to have a ‘What matters to you?’ conversation with patients they were caring for. A record of this conversation was kept on a template form and this stayed with the patient, as their personal record of the conversation. Patients were encouraged to share this information with other staff that they met throughout the day.

Gathering Feedback

In the following days, some patients and staff were asked for some short feedback on the process and their impression of this approach to care. As records were kept by each ward of the patients who had a conversation and the staff who spoke to them, it was possible to approach a range of staff and patients for their feedback.

They were all asked ✓ Who did you talk to? ✓ What happened? ✓ How did it feel?

We asked some patients for permission to use the statements that they had recorded on their template in presentations to staff and others. All patients asked agreed to the use of their statements in an anonymous way. A review of these statements allowed us to see if there were common themes that emerged. As not all patients were asked for feedback, the themes should be seen as giving an indication of some of the things that matter to patients and not as results of the process.

The staff feedback was also collated and reviewed to identify some common themes of their experience of the day.

Themes from Staff Feedback

Noted that knowing more about the patient leads to a different level of engagement, that we were acknowledging the whole person, being patient-centred

Themes from Patient statements

- ‘I’m not 100% enjoying the food’
- ‘I’m in the television here’
- ‘I hope to transfer for a period of respite before go home as I had a positive experience previously’
- ‘Going home’
- ‘Cup of tea more often’
- ‘I’m going to be a prisoner’
- ‘I know less about you than I should’
- ‘Why are you here?... I know you are doing nothing’
- ‘The time goes slow when you are not occupied’
- ‘I’m not here for you’
- ‘I’m not here to help you’
- ‘Where are you going?... I know you can’t stay here forever’
- ‘I think you are doing this purely for your own benefit’
- ‘It seems like you are not here for my benefit’
- ‘I think you are doing this for you’
- ‘I think you are doing this to suit yourself’

Staff enjoyed the experience of being involved and having the conversation with patients although it may have found it challenging at first.

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% of Patients who were asked ‘What matters to you?’

- Had conversations
- Didn’t have conversations

Who Got Involved?

- Patient
- Staff nurse
- Medical social worker
- Speech and language therapist
- Clinical Lead for Speech and Language Therapy
- Clinical Lead for Medical Social Work

Staff Feedback:

- Very enjoyable, very busy
- ‘I’m going to be here for a long time’... I tried to make it a bit more meaningful for the patient, but it was really good. I really appreciated it.”

Opportunity for contact with patients

- Very enjoyable, very busy
- ‘At the beginning... I thought I would not have much to do’ (doctor)
- ‘It was really good, actually I felt good. I really enjoyed it.”