WHAT MATTERS TO YOU?

Impacting Patient Experience and Joy in Work

Lorraine Horgan, MS
Vice President of External Affairs
Cabrini of Westchester
Cabrini of Westchester

304-bed skilled nursing facility
- Sub-acute/short-term term rehabilitation
- Respite care
- Long-term skilled nursing
- Hospice services
- Certified Home Health Agency
- Affordable Senior Housing
Maureen Bisognano
(Former CEO of Institute of HealthCare Improvement)

Let’s Flip Healthcare from. . .

WHAT’S THE MATTER?

to

WHAT MATTERS TO YOU?
What if. . .

• Every clinician and staff member routinely asked—“What matters to you?” - and listened attentively at every encounter with the people they work with and their families

• **What would we learn?** How would this understanding enhance our ability to develop genuine partnerships with patients, clients caregivers and family members?

• If care was planned around what matters to each person  **What would the impact be?**
WMTY: A Global Movement
MONTEFIORE HUDSON VALLEY COLLABORATIVE PPS

Dr. Damara Gutnick, Medical Director, MHVC

Introduced at Regional Meetings June 2017
What Matters to Me Charts

What's Important
To Me
What's important to me

I was a WRVS Volunteer
I lived in Rio de Janeiro for 42 yrs
I can speak Portuguese
I was in the Women's Air Force
My son Malcolm and daughter Moira
I did a lot of charity work
I am partially sighted
I have an M.B.E!
Cabrini of Westchester

ASK
What Matters?

LISTEN
To What Matters

DO
What Matters!
What mattered was... 

*maintaining the tradition of celebrating their anniversary like they had for the previous 54 years.*
What Matters May Include. . .
Social Determinants of Health (SDH)

- What Matters to You?
- I am being evicted.
- My kids are hungry
- I can’t get to appointments
- My son uses drugs
Asking Families What Matters
-Cabrini Skilled Nursing Facility

• Identifying and addressing the underlying driver of the fall in the first place.
**WMTY Impact at Cabrini**

### Patient Experience Measures

<table>
<thead>
<tr>
<th>Question</th>
<th>2017</th>
<th>Q1 2018</th>
<th>Q2 2018</th>
<th>Q3 2018</th>
<th>Q4 2018</th>
<th>Q1 2019</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Question 1:</strong> Does our service live up to your expectations?</td>
<td>94%</td>
<td>100%</td>
<td>100%</td>
<td>99%</td>
<td>98%</td>
<td>99%</td>
</tr>
<tr>
<td><strong>Question 2:</strong> Would you recommend Cabrini of Westchester to a friend or family member?</td>
<td>95%</td>
<td>100%</td>
<td>100%</td>
<td>99%</td>
<td>98%</td>
<td>100%</td>
</tr>
</tbody>
</table>

---

### Diagram

**Ask family WMTY?**

- **WMTY Training**
- **WMTY Implementation**

- **Question 1**
- **Question 2**

- **Blue line:** Question 1
- **Orange line:** Question 2
Staff Feedback

“This has allowed me to see my patient in a new light”
– SCN

“I get to know my patients better. We have more to talk about. It’s created more meaning to my work.”
– CNA

“I was skeptical at first, I thought I knew my patients, I was wrong”
– Staff Nurse

“It helps build a bond between patient and staff”
– Activities Coordinator
My Dad:
What Mattered to Him, Mattered to Me.
International WMTY DAY: June 6, 2019

Will you join the ‘What matters to you?’ conversation?