

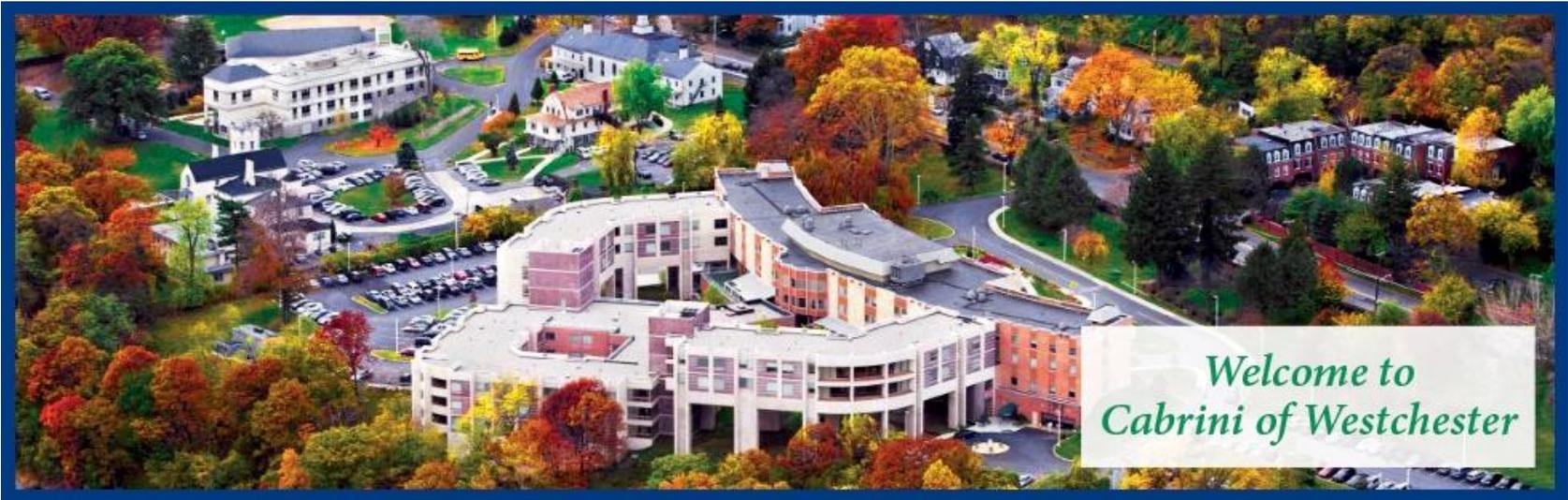
# WHAT MATTERS TO YOU?

## 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 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



What matters to you?

- Scotland
- England
- Ireland
- Wales
- Brazil
- Norway
- Denmark
- New Zealand
- Canada
- Australia



# MONTEFIORE HUDSON VALLEY COLLABORATIVE PPS

Dr. Damara Gutnick, Medical Director, MHVC

**Introduced at Regional  
Meetings June 2017**

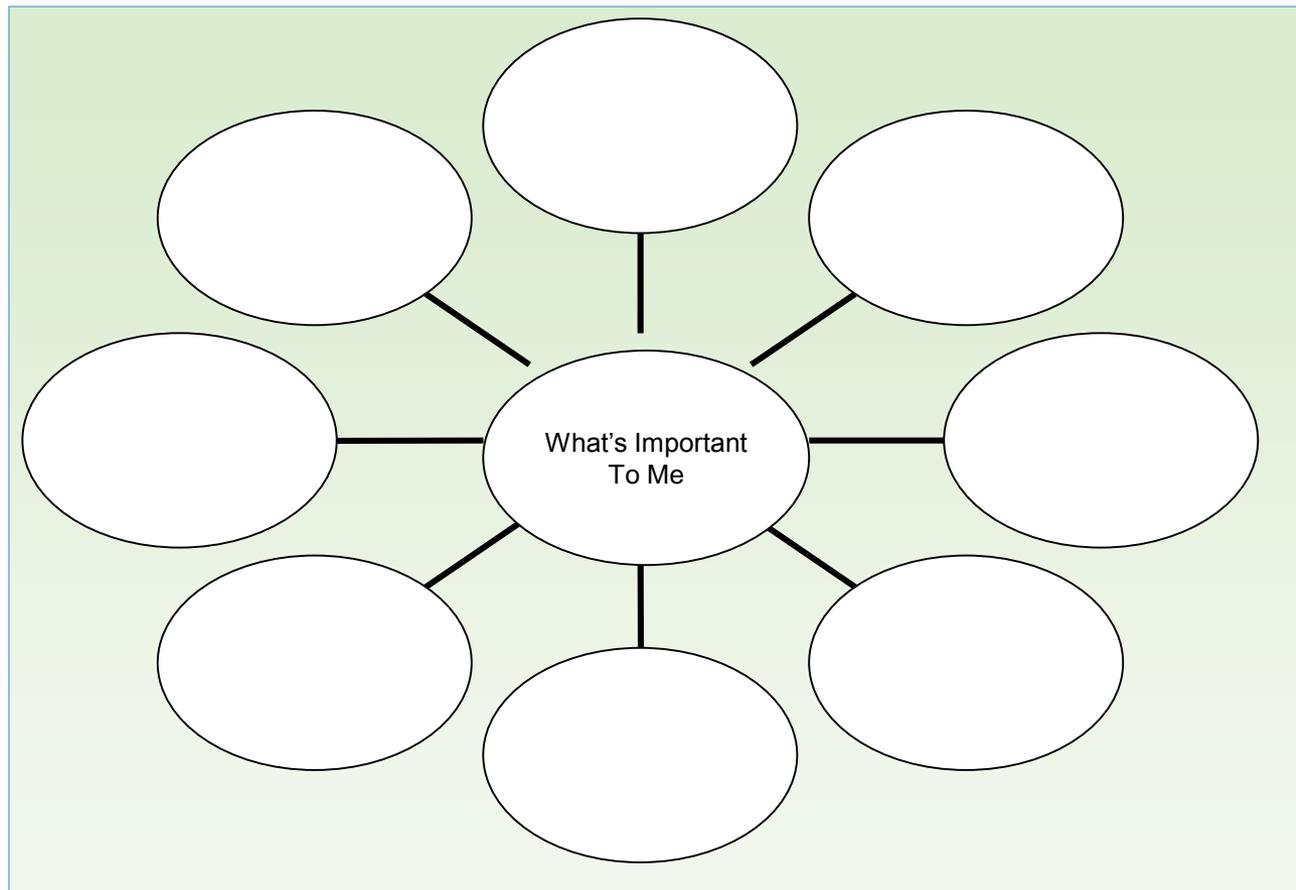


# MONTEFIORE HUDSON VALLEY COLLABORATIVE PPS

PPS Leadership Steering Committee  
Demonstrating Commitment to Patient Centered Care



# What Matters to Me Charts



# BARBARA



# Cabrini of Westchester



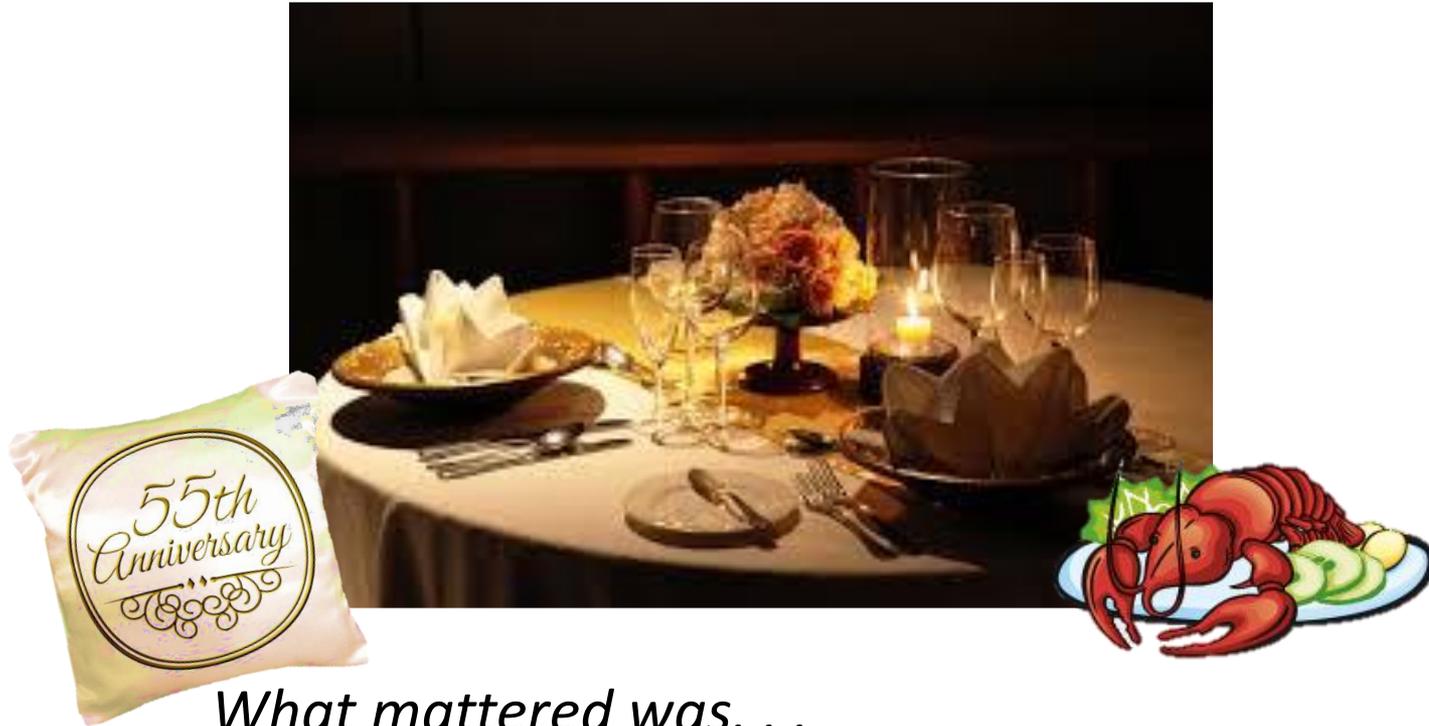
**ASK**  
What Matters?

**LISTEN**  
To What Matters

**DO**  
What Matters!



# Listening & Doing What Matters at Cabrini



*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

## -Cabrine Skilled Nursing Facility

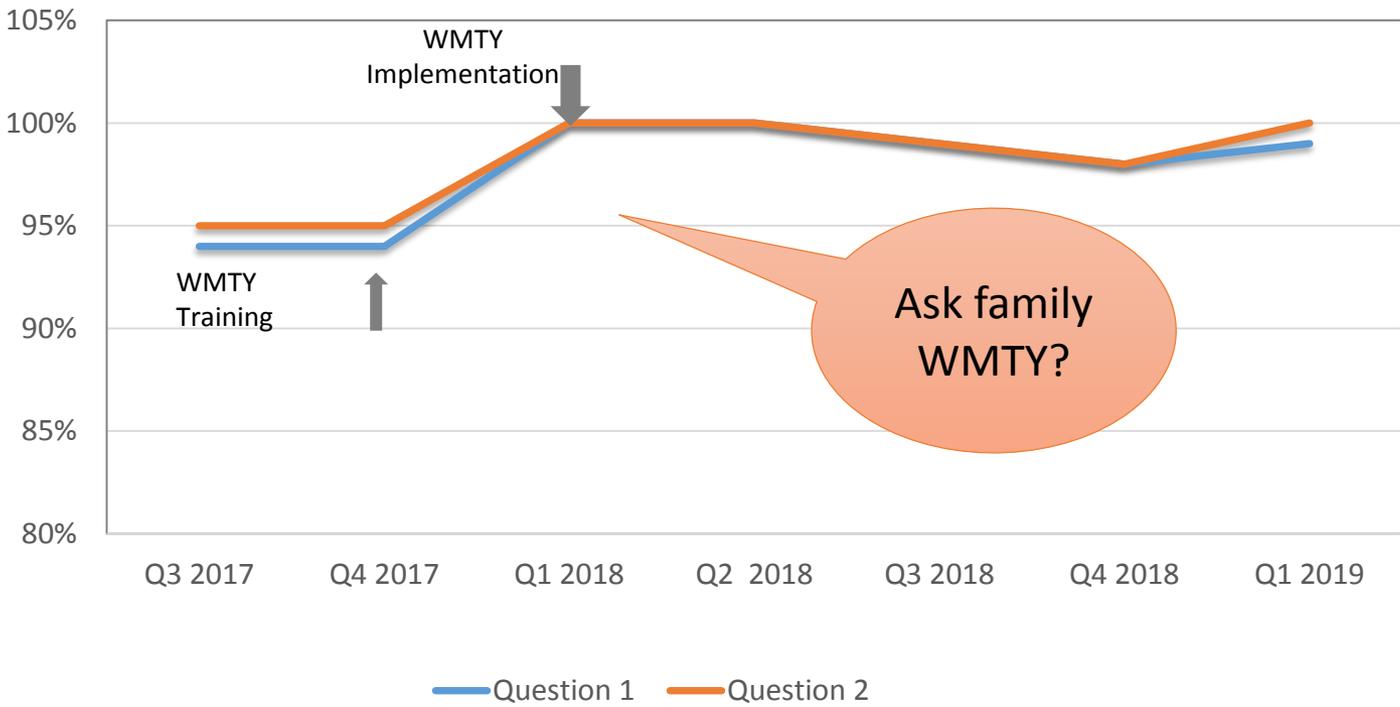
- Identifying and addressing the underlying driver of the fall in the first place.



# WMTY Impact at Cabrini



## Patient Experience Measures



Ask family WMTY?

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

# Staff Feedback

“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

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

– SCN

“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?**

