

PATIENT PRIORITIES CARE (Matters Most) CONVERSATION GUIDE - Hospital version*

The Hospital Matters Most questions: 1) Focuses communication, decision-making, and treatment planning on what matters most for persons with complex conditions and complex care. Responses can help guide subsequent goals and priorities conversations; 2) Identifies patient’s (and families) priorities and concerns.

* Developed for use by clinicians involved in Patient Priorities Care (patientprioritiescare.org) with input from Dr. Susan Block© 2020

Clinician steps	Rationale and Suggested Questions
1. Let patients know why you are asking these questions.	People may not expect these questions, so explain the first time you do the “Specific Ask”: <i>“The more we know and understand about what matters to you about your health and your healthcare, the better we can make sure that the care we give during your time in the hospital, as well as after discharge, is right for you.”</i>
2. Ascertain concerns and fears about health and healthcare.	Giving the patient an opportunity to share his/her fears and concerns about his/her health and about being in the hospital helps you tailor treatment and education, to help address these concerns: <i>“What concerns you most when you think about your health and about being in the hospital now? What fears and worries do you have about your health as you think about what might happen during this hospital stay ?”</i>
3. Questions about the outcome patients most wants from their hospitalization	To align care with what matters most to each person, help the patient identify 1) a desired outcome of the hospital stay he/she hopes to achieve, and 2) what health problems they think impedes this goal that they want to address during the and after the hospital stay. Suggested questions: <i>“What are your hopes for this hospitalization?”</i> <i>“What outcome do you most want from this hospitalization?”</i> <i>“What would you most like to be able to do as a result of this hospitalization?”</i>
4. Action plan: Use patient’s goals and concerns in decision-making and communication	When recommendations are based on what matters most to the patient, you can be more directive: <i>“There are different things that we could do. But knowing what matters most to you, I suggest we try (fill in)”. We can see how that helps you with...” “I understand that (goal or concern) is important to you. I think (fill in) will help you with...”</i>