Making “What Matters to You” Matter to Us: Launching the Movement at Massachusetts General Hospital

Lindsay Carter MD, Caren Harris NP, Mary Cramer MBA, Susan Edgman-Levitan PA

Background: In 2012, Susan Edgman-Levitan and Michael Barry wrote an article in the New England Journal of Medicine on shared decision making in which they proposed asking patients “what matters to you” as well as “what is the matter?” Norway celebrated the first “What Matters to You?” (WMTY) Day in 2014 and Scotland created an international celebration that has grown annually since 2016. Jason Leitch and Derek Feeley presented at the 2018 Institute for Healthcare Improvement National Forum where MGH staff were in the audience. Given MGH’s recent introduction of “ICARE” (communication, advocacy, respect, and empathy) in interpersonal interactions and recent focus on mitigating staff burnout, it was the perfect time to bring “What Matters to You?” to Massachusetts General Hospital and MassGeneral Hospital for Children.

PEDIATRIC MULTI-DISCIPLINARY WMTY COMMITTEE

<table>
<thead>
<tr>
<th>Services:</th>
<th>Parents:</th>
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<tr>
<td>• Case Management</td>
<td>• Child Psychiatry</td>
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<td>• Child Life Specialists</td>
<td>• Neonatal Intensive Care Unit</td>
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<td>• Food and Nutrition Services</td>
<td>• Pediatric Emergency Department</td>
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<td>• Integrative Therapies (e.g. Music Therapy)</td>
<td>• Pediatric General Care Units</td>
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<td>• Interpreter Services</td>
<td>• Pediatric Intensive Care</td>
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<td>• Occupational Therapy</td>
<td>• Pediatric Hematology/Oncology</td>
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<td>• Office of Patient Experience</td>
<td>• Pediatric Hospital Medicine</td>
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<td>• Pediatric Pharmacy</td>
<td>• Pediatric Medicine Residents</td>
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<td>• Pediatric Quality and Safety Team</td>
<td>• Pediatric Palliative Care</td>
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<td>• Physical Therapy</td>
<td>• Physical Health Services</td>
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<td>• Social Work</td>
<td>• Social Work Services</td>
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<td>• Spiritual Care</td>
<td>• Surgical Services</td>
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Aim: To engage hospital staff, patients, and families in “What Matters to You?” and join the 2019 international celebration.

Actions Taken: Pediatrics surveyed over 300 staff to determine “what mattered” to them at work. A multi-disciplinary committee was then created to brainstorm creative methods for piloting WMTY in pediatric inpatient units. A hospital-wide celebration was then coordinated for international WMTY Day and all staff were encouraged to ask “what matters to you?” at least one patient, family member, or colleague on June 6th.

JUNE 6TH HOSPITAL CELEBRATION

Results: Bedside Forms were designed and piloted on pediatric inpatient units with approximately 40 patients in a three week period. Individual services (e.g. Food Services, Music Therapy, Palliative Care, Physical Therapy) developed service-specific methods for asking “what matters to you?” A kick-off event was held to introduce the initiative to a broader hospital audience with keynote speakers, displays of person-centered materials by various hospital services, and an original song performed by staff, patients, and families. On June 6th, the Pediatrics department coordinated a central information table which had over 150 visitors. Displays with t-shirts, posters, and stickers were utilized to increase awareness.

Next Steps: A hospital-wide committee is being created to bring “What Matters to You?” to all parts of the hospital. Pediatrics is revising the bedside forms and evaluating the process by which they are filled out to ensure both completion and visibility. Theaim for the program will be to broaden the scope of WMTY to enhance clinical interactions and teamwork, to optimize the electronic medical record to assist in the asking of the question and the dissemination of the answers, and to develop a system by which to study our interventions systematically. We are hopeful that we can embed “What Matters to You?” within every interaction at MGH.

BEDSIDE FORMS

On June 6th, Pediatrics staff wore t-shirts, staffed a table in the hospital lobby to educate patients, visitors, and employees about “What Matters to You?” and invited all to fill out a star with “what mattered” helping to create a Boston skyline of answers. Additionally, the Pediatric ED created a world map and encouraged patients and families in the waiting room to fill out “what mattered” to them (bottom, second from right). Members of MGH Interpreter Services each filled out their own “what matters to you form” and displayed them in the central area of the lobby (bottom right).

HOSPITAL-WIDE KICK-OFF EVENT

MGH hosted a “kick-off” event for What Matters to You Day with speeches from Derek Feeley (top L) and hospital leadership while over 30 services, departments, and committees displayed patient and parent-centered care materials.

It helps if you sing to me while someone is pokings me for blood.
I like how everyone calls my baby by her nickname.
She gets so happy.
I would prefer not to be woken early in the morning. I like to sleep.

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Being in the hospital, I miss my grandparents and my cousin. I miss my daily hike with my mom.
I don’t like hospital food. I like Hispanic food. I like MGH vanilla cake.

I really really really really really really looking forward to eating without pain, now that I’ve had surgery.
I appreciate it when staff talks nonsense with me, unrelated to my sick baby. It is nice to feel normalish.

Please do not touch my stuffed animals!

Additional examples of patient and parent answers to Bedside Forms

ORIGINAL SONG

What Matters to Me – What Matters to You

By Lorrie Kubicek MT

What matters to me is my care
It’s true…Together we make it better
We are more than just a number
Through knowing me and hearing what I say
We are family

What matters to you needs to matter to me
It’s true…Together we make it better
My loves and hates
What matters to me

Staff of MassGeneral Hospital for Children were asked to submit “true words that represent what matters to you as you come to work each day.” This list represents the collected responses of over 300 participants.