

TAKE ME
HOME

49th Annual Conference
Fairmont Chateau Whistler
May 24-26, 2026



Bright Ideas: Partnerships in the Spotlight

Together in Care: A What Matters to You Approach to Connect with Families
presented by April Price

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Together in Care: A What Matters to You Approach to Connect with Families

April Price

Leader, Health System Improvement

May 25, 2026



Shared Learning

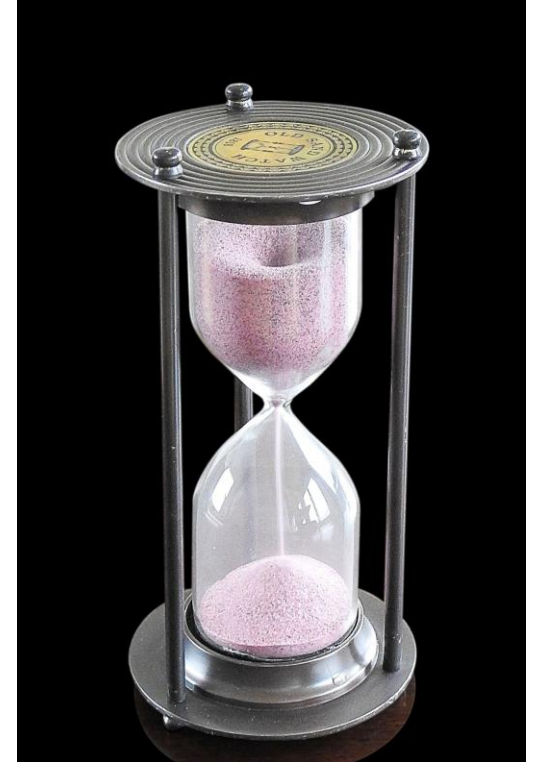
- Discuss key elements of a What Matters to You (WMTY) culture in Long-Term Care.
- Identify strategies that support a WMTY approach in care delivery.
- Explore tools and resources to support staff with meaningful family engagement.

What Matters to You



90 Seconds

- Adopt a flexible, non-prescriptive approach
- Feel supported by leadership and peers
- Keep track of the impact
- Embed the question in your work



How To | Three Steps

- Asking What Matters
- Listening to What Matters
- Doing What Matters



WMTY Approach in Care Delivery

Embrace WMTY culture:

- ✓ Admission process and care conferences
- ✓ Visual tools and care planning
- ✓ Daily practice and staff communication
- ✓ System, team and family governance

WMTY – Admissions & Care Conferences



Appropriate Use of Antipsychotics in Long-Term Care Care Conference Cheat Sheet – What Matter’s to You?

Plan before the Care Conference

- Contact personally, by email or phone to set date, time and any pertinent details of care conference.
- Share goal that this meeting is the start of a conversation that will carry throughout the year.
- Keep the meeting to 30 minutes maximum. Plan to start and stop on time.
- Get the team that knows this person at the table for the discussion.
- Substitute decision maker or representative from Section 9 Representation Agreement are mandatory for the care conference to make healthcare and/or personal care decisions.
- Share and address issues before the conference that need to be dealt with. No one at the table should be unprepared with new information that should have been shared as part of a team’s routine work.

At the Care Conference Meeting

- Delegate roles, e.g. Director of Care/Nurse to lead the structure, Physician to facilitate, other team members that support this person are present to share the plan.
- Introduce the person, eg. Retired from, avid
- Introduce who is at the table and relationship with
- Use “open” questions, listen and connect
- Try and have them talk about as much as possible.
- Be ready to adapt, listen, watch, adapt, repeat.

Contributions to document:
Wendie Nickel, Patient Partner; Dr. Greg Andreas, Medical Director; Kailee MacIssac, LTC Clinical Pharmacist, Jamie Sudyko, CNL

April 2024



Appropriate Use of Antipsychotics in Long-Term Care Care Conference Cheat Sheet – What Matter’s to You?

Example Open Ended Questions:

- What would they have been doing 10 years ago on an afternoon like this?
- What would they want us to talk about today?
- What is the most important thing we need to talk about?
- What would you like us to know about your Mother to give her the best care possible? (use if new to care home)
- What changes have you noticed since.....? (not their first care conference)
- How would they want us to support them with.....? (Behaviour issue, antipsychotics, lap strap conversation, falls, etc.) Person specific.
- How are you finding it’s going for your Mother?
(Much better question than “do you have any concerns?” One seems like there should be concerns, the other gives concerns, compliments and space for anything else, and most importantly we get crucial insight from their decision maker)
- What has your fathers spoken about that he would want to see in his last part of living?
- How much fun/ is he enjoying this part of his life?
- What would he want us to know as he gets frailer? (Avoid; “does he want everything done?”)

Additional Notes:

- Please add more questions that build good connection to this list. Listening is the skill that carries the most value for the year ahead.
- Be prepared to be surprised at how much information will be given to match a motivated team at the table.
- Curiosity and listening for connection will add tremendous meaning to the conversation! Be clear about trajectory and prognosis. Have the substitute decision maker or representative ask and talk about this; then they are part of the care team! Remember who this is about. Give them the agenda and they will give it back to you; as trust builds.

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April 2024

WMTY – Visual Tools & Care Planning

Betty Rose Parker

About me... I have lived near the ocean all my life. I attended nursing school in 1985. I am married and have two sons.

Hobbies & Interests

I love to garden and go for walks.

What I like to do now..... I like to listen to music and spend time outside.



My Name is

What Matters to Me is ...

HQBC
HEALTH QUALITY BC

Learn More: hqbc.ca/wmty



All about me



This is a booklet about a person living with Alzheimer's disease or other dementia.

Name: _____



HEALTH QUALITY BC

WMTY – Daily Practice & Staff Communication

“What Matters to You?”

Ask What Matters. Listen to What Matters. Do What Matters.

Tips for Health Care Providers

What is “What Matters to You?”

“What Matters to You?” (WMTY) started in Norway with the goal of encouraging meaningful conversations between health care providers, patients, caregivers, families and their health care providers. It is a simple question that can have a big impact on care.

How would you answer if your care provider asked

“What Matters to You?”



What is “What Matters to You?”

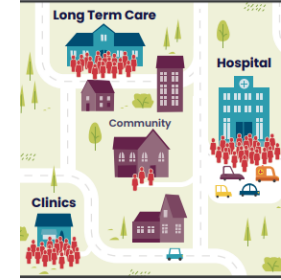
“What Matters to You?” (WMTY) is an international movement that encourages meaningful conversations between health care providers, patients, caregivers and families. The goal of asking this simple yet powerful question is to move away from “what’s the matter,” and toward understanding what really matters most to patients and their caregivers.

As a patient, talking with your providers about your wishes, needs and experiences can greatly improve your care. It builds trust and helps your health care team focus on what matters most to you.

WHAT MATTERS TO YOU?



Conversations about what matters to you should happen **anywhere** you receive care.



Asking “What matters to you?” supports the **right care**, at the **right time**, in the **right place**.



Conversation Opportunities

What Matters to You?



Steps to get ready for your appointment:

- Think about the question “What Matters to You?”

- What does this mean to you? Write some ideas below.
- Do you have a specific symptom or a goal in mind? For example, if managing pain is important, say, “Pain management is my top priority.”

Getting Ready for Your Appointment

- Your thoughts and ideas are shaping your care experience.
- Take a moment to reflect on what matters to you about your health.
- Flip over this card to write down what matters most for your appointment.



Practice saying “What Matters to You?”

- For example, “Before my appointment begins, I would like to share what’s important to me in my care.”

Ask questions if you are unsure about something. For example:

- “Do you have more information about _____?”
- “When should I schedule follow-up appointments?”

WMTY – System, Team & Family Governance

- Leadership | Philosophy
- Personal preferences | Medical scope of treatment discussions
- Care Coordinators | Documentation and tracking
- Social workers | Family support groups
- Project champions | Staff engagement

Tools and Resources

1. All About Me Template for Visual Cues
2. WMTY Online Resources
3. WMTY | Care Conference Cheat Sheet
4. “What Matters to Me” – A New Vital Sign | Jason Leitch Ted Talk Video
5. WMTY? The MOST Form in BC and Advance Care Planning | Video
6. WMTY - Listening and Planning Tool

International What Matters To You Day

HQBC Event | June 2, 2026 | 0900-1100 PT

From Awareness to Impact:
Shaping “What Matters to You?” in BC



Thank You!

