



LISTEN ABOUT LIVING: Do we die as patients, or people?



The Elephant
in the Room

The **Curiosity, Frailty and Palliative Care** project aims to humanize our last years of living by integrating a palliative approach across the medical community.

Project Goals:

TRANSFORM THE CULTURE OF CARE

- Embed person-centred care using the **What Matters to You?** approach
- Inspire providers to embrace earlier curious conversations to ensure quality of life aligns with patient values
- Collaborate to minimize barriers and foster integration

SUPPORT FRAILTY THROUGH EARLY ACTION

- Develop a tool to identify vulnerable individuals in the community
- Empower providers to recognize listening as a pivotal, early intervention
- Support strategies and tools to better accommodate and include people living with advancing frailty

Compassion
Empowerment
Curiosity
Safety
Listening

Humanizing Healthcare: What Matters to You?

TREATMENT + WMTY = MEANINGFUL CARE

By Asking “What Matters to You?” and initiating early, meaningful conversations, individuals are empowered to share their values before a crisis arises. This alignment of care with their values ensures their wishes are respected. Additionally, these conversations can help reduce unnecessary hospital visits and interventions, supporting both the individual’s well-being and the healthcare system.

THE WMTY METHOD

Be Curious, Listen, and Support: When meeting a frail person, focus on their unique values and needs to help them live their best life until the end.

- Ask open-ended, specific questions about how they want to live.
- Listen deeply to understand their goals and priorities.
- After understanding their wishes, consider how the appropriate paperwork and care plans can support them.

Three Ways to Take Action Now:



1 Be curious:
Ask your patients
WMTY and
actively listen

2 Have us join
your network
for a tailored
presentation

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3 Follow our
LinkedIn
page:



THE BENEFITS TO WMTY

For Providers:

- Improved quality and safety in the healthcare system.
- Stronger trust and relationships with patients.
- Enhanced joy and meaning in your work.

For Patients & Their Loved Ones:

- Improved experience and quality of life.
- Reduced anxiety, depression, and distress.
- Meaningful and therapeutic conversations.
- Avoidance of unnecessary or harmful treatments.
- Empowerment to focus on what truly matters most.
- Shared understanding among patients, families, and care teams.



It Takes a
Village to Say
Goodbye

Strategic Tools:

Explore suggested trainings, tools, and resources here:



Evidence-Backed Benefits:

Asking What Matters to You? saves time in the long run by strengthening the provider-patient partnership.¹

The Impact of Serious Illness Conversations:

- Patients experience a 50% reduction in anxiety and depression at the end of life.²
- 70% of clinicians report increased satisfaction in their role after these conversations.³

1. Bryant L. The art of active listening. *Pract Nurs*. 2009; 37(6), 49-52.
 2. Bernacki R, Paladino J, Neville BA, et al. Effect of the Serious Illness Care Program in Outpatient Oncology: A Cluster Randomized Clinical Trial. *JAMA Intern Med*. 2019;179(6):751-759.
 3. Paladino J, Koritsanszky L, Nisotel L, Neville BA, Miller K, Sanders J, Benjamin E, Fromme E, Block S, Bernacki R. Patient and clinician experience of a serious illness conversation guide in oncology: A descriptive analysis. *Cancer Med*. 2020 Jul;9(13):4550-4560.

Start the WMTY Conversation Today.

SharedCare
Partners for Patients

East Kootenay
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An FPSC Initiative

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