

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



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

Compassion
Empowerment
Curiosity
Safety
Listening

- 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

Three Ways to Take Action Now:



Be curious:
Ask your
patients
WMTY and
actively listen

Have us join your network for a tailored presentation

ematejka@ekdivision.ca

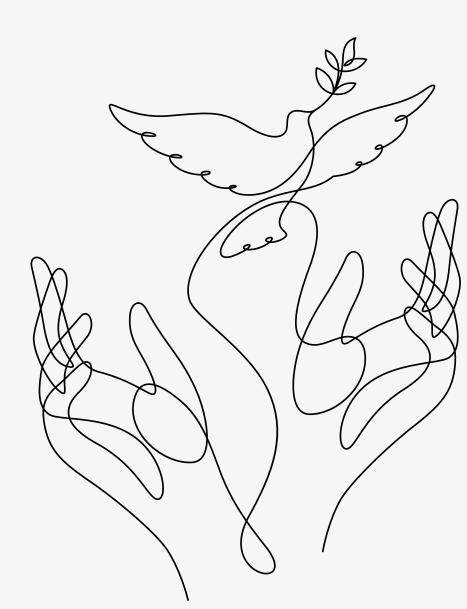
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Strategic Tools:

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.

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.

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.



OVERCOMING CHALLENGES IN TRANSFORMING CARE

- Generational Thinking
 - Creating change is a long-term effort. We may not have all the answers today, but our actions lay the foundation for future generations.
- Partner with the Patient
 - Walk next to someone on their journey to see how you can make it easier
- Building Relationships
 - Psychological safety and trauma informed practice creates open and safe relationships
- Balancing Time and Sharing the Load
 - Time is often seen as a barrier, but how much time could we save by prioritizing earlier, collaborative, team-based and patient-centred discussions?



