**What matters to you?**

**Staff perspectives on the identification and documentation of “What matters” and the role of values-clarification in palliative care settings**

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**Introduction**

- Person-centred care should engage with what matters to patients in terms of their personal values and care preferences as underpinned by the Chief Medical Officer’s recent bid for a realistic medicine agenda [1].
- Health Improvement Scotland designed 5 “Must Do With Me” questions to help patients clarify their own personal values, which includes a “What matters to you?” question for patients to consider (Figure 1).
- The “What matters to you?” question forms part of the person-centred multidisciplinary assessment of each patient at Marie Curie Hospice Edinburgh.

**Aims**

- Explore staff perspectives on the role of understanding patient values and interaction with clinical practice in a palliative care setting.
- Evaluate the current practice of identifying and documenting “What matters to you?” as a proxy for values-clarification.

**Methods**

- A service evaluation was undertaken consisting of a retrospective Electronic Patient Record (EPR) review and two focus groups.
- The EPR review comprised the 20 most recently deceased inpatients at the Marie Curie Hospice Edinburgh. Patient Record (EPR) review and two focus groups.
- Twelve healthcare professionals took part across two focus groups. Focus group transcripts were transcribed verbatim and thematically analysed.

**Results**

- Participants agreed that the question “What matters to you?” reflects the patient-centred culture of the hospice and the importance of prioritising a patient’s wishes over your own agenda.
  
  “I think it makes you evaluate your values more often and maybe, I don’t know, you come and reflect and try to be insightful, probably more regularly than any other type of job.” (P3, doctor)

**Discussion**

- Capture and documenting ‘What matters’ to patients is perceived as valuable. EPR documentation could be further improved through more regular updating and consistency in relation to how content is recorded by the whole MDT.
- The MDT notes and nursing handover sheets could be better used to facilitate communication of patient values by embedding review and updating of the ‘What matters?’ information into daily ward huddles and all MDT reviews.

**Recommendations and implications for practice**

- Explore HCA access to electronic patient record documentation and their potential role in adding person-centred information.
- Provide clarity on where patient values are being recorded within the EPR.
- Update nursing handover sheet more regularly.
- These findings may be used to facilitate changes towards more visible and updated documentation of values-related information in order to enhance this aspect of the patient journey.

**REFERENCES:**