"WHAT MATTERS TO YOU?": BARRIERS TO JUNIOR DOCTORS EXPLORING PATIENTS' VALUES IN ADMISSION AREAS

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Background

- Asking "What matters to you?" ("WMTY?") is about better understanding a patient's values and priorities. These conversations can help inform decisions about a person's healthcare, and can improve satisfaction and outcomes.[1]
- There is currently no formal training at undergraduate or postgraduate level to enable doctors to have these conversations in admissions areas.
- It is a difficult skill to competently elicit people's personal goals, and even harder to implement them into professional action.[2] By understanding junior doctors' opinions on the topic, we hope to be able to develop an intervention to facilitate "WMTY?" conversations.

Aim

Our aim was to better understand junior doctors' attitudes to exploring patients' values in admission areas in South East Scotland, to explore perceived barriers to asking patients the question "WMTY?", and to identify implications for practice.

Methods

An online questionnaire was shared with all Foundation Year 1 and 2 doctors working in South East Scotland during July and August 2024. There were 30 respondents.

Results

Figure 1: Survey responses

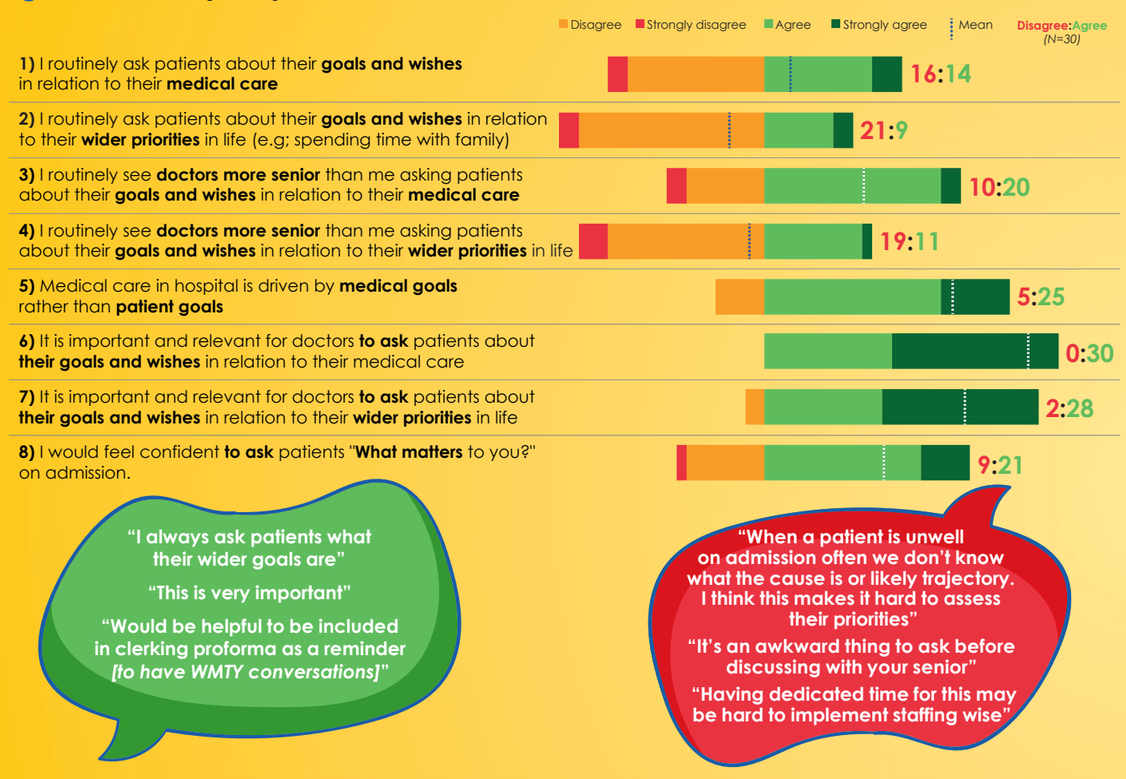


Figure 2: Perceived barriers to asking "WMTY?" in admissions areas

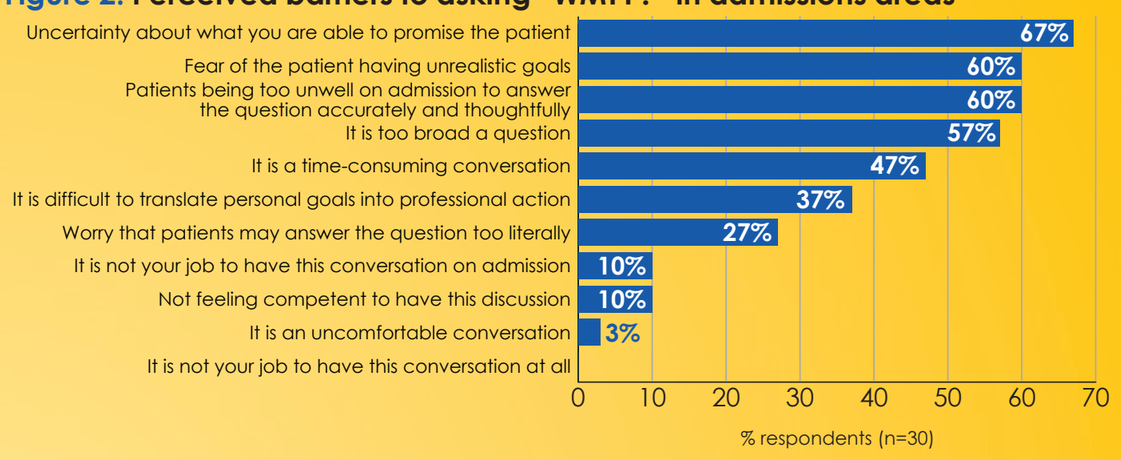
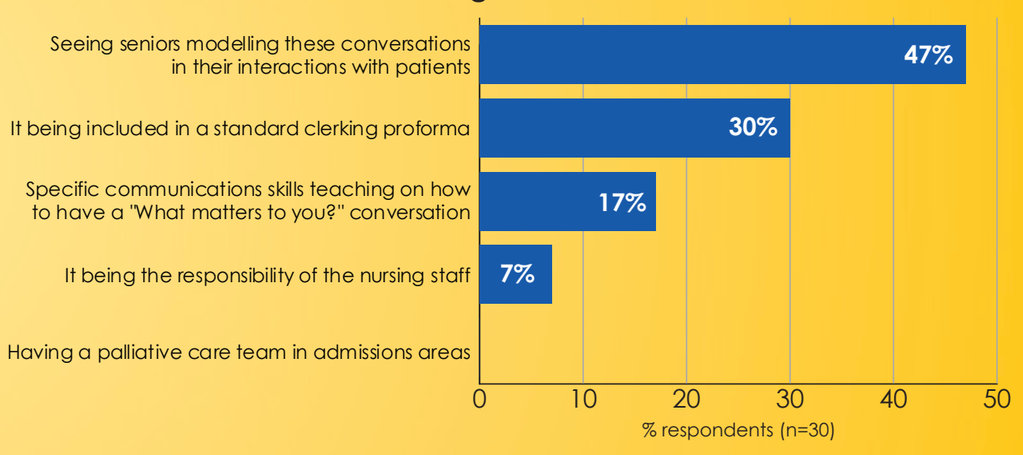


Figure 3: Interventions to facilitate asking "WMTY?" in admissions areas



Discussion and Conclusion

- FY1 and FY2 doctors do understand and acknowledge the importance of "WMTY?" conversations.
- 70% of respondents said that they would feel confident to ask patients "WMTY?" on admission.
- No doctor disagreed that it was their job to have "WMTY?" conversations in acute admission areas, and 93% of respondents agreed or strongly agreed that it is important and relevant to ask patients about their goals and wishes in relation to their wider priorities in life.
- However, the majority of respondents do not routinely ask patients about their wider priorities and goals in life, nor do they see their seniors doing so.
- In fact, 83% of respondents agreed or strongly agreed that medical care in hospital is driven by medical goals rather than patient goals.
- The two biggest perceived barriers identified to asking patients "WMTY?" were 'uncertainty about what you are able to promise the patient' and 'it is a time-consuming conversation'.
- Respondents felt that the most helpful intervention to facilitate asking "WMTY?" would be seeing seniors modelling these conversations, followed by it being included in a standard clerking proforma.
- By encouraging familiarity with the concept of asking "WMTY?", doctors may in time feel more confident to do so. There is scope to introduce specific interventions to facilitate this.

References: [1]Health and Social Care Alliance Scotland (2023). The importance of asking 'What Matters To You?' [online] Health and Social Care Alliance Scotland. Available at: https://www.alliance-scotland.org.uk/health-and-social-care-integration/person-centred-voices/wmty/#:~:text=Person%20centred%20care%20and%20improved%20outcomes%3A%20By%20focusing [Accessed Sep. 2024]. [2]Olsen, C.F., Debesay, J., Bergland, A. et al. What matters when asking, "what matters to you?" — perceptions and experiences of health care providers on involving older people in transitional care. BMC Health Serv Res 20, 317 (2020). https://doi.org/10.1186/s12913-020-05150-4.

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