

What Matters Most: Residents & Staff

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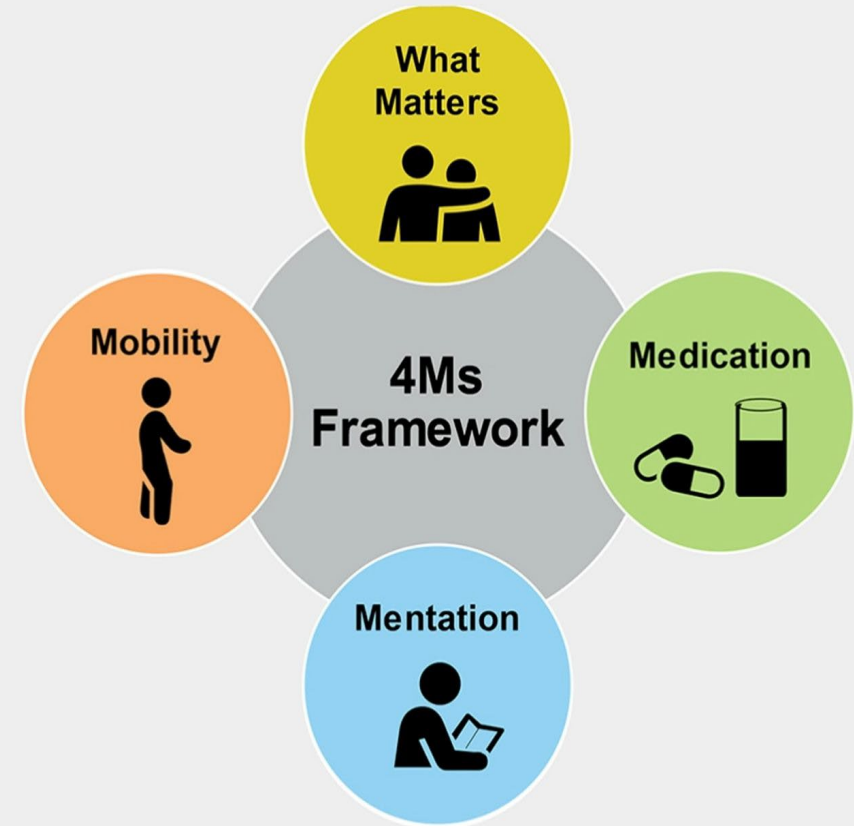
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What Matters Most: Residents & Staff

“Know and align care with each older adult's specific health outcome goals and care preferences including, but not limited to, end-of-life care, and across settings of care.”

(Institute for Healthcare Improvement, 2025)



What Matters Most: Residents & Staff

**Wilkins Health & Rehabilitation
Community
Duncan, OK**

**Special Guests:
Pat Snider
Brenda Estep**

What Matters Most: Key Aspects

- Personalized goals
 - Identifying what is important to the individual
- Quality of life
 - Focusing on comfort, being free from pain, having good quality of life
- Independence and autonomy
 - Maintain as much independence as possible and make choices about care
- Respect and dignity
 - Care provided with kindness, respect, and professionalism
- Meaningful relationships
 - Prioritizing connections with family, friends, and caregivers

How to Discover What Matters

- Ask “What matters to you?”
 - This simple question opens the door to a deeper understanding of the person’s priorities and helps them feel heard and understood
- Focus on timeframes
 - Conversations can focus on a specific timeframe to anchor discussions to realistic expectations
- Consider the 4Ms Framework
 - IHI’s 4Ms Framework provides a structured way to guide conversations
- Observe and Listen
 - Pay attention to the person’s routines and interactions to gain understanding

Questions???