



## Asking What Matters

The first step in beginning a conversation is to ask...  
“What Matters To You?”

Make this phrase your own and adapt it to the context where you work.  
Here are some suggestions for different ways that you can ask,  
“What Matters To You?”

What is important to you  
at the moment?

As we work together is  
there anyone else you  
would like with you?

What can I do to best  
support you in your care  
today?

For your care, what's  
your ideal scenario?

Is there anything else  
you want to tell me that I  
haven't asked about?

What are your goals and  
how can I help you  
achieve them?

To ask what matters to a patient and their family members or caregivers, it's important to foster open communication and support them to speak honestly and directly, by:

Establishing an  
empathetic relationship.

Understanding the  
person in the context of  
their own life.

Making time and space  
for questions.

Ask your colleagues for more examples of how to ask the question  
and where you may want to embed it into your practice!



PVN is guided by patient and health  
care partners and administered by the:

This patient and family centered message was adapted from the:



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