

What is the impact of the What Matters Most (WMM) dot phrase?

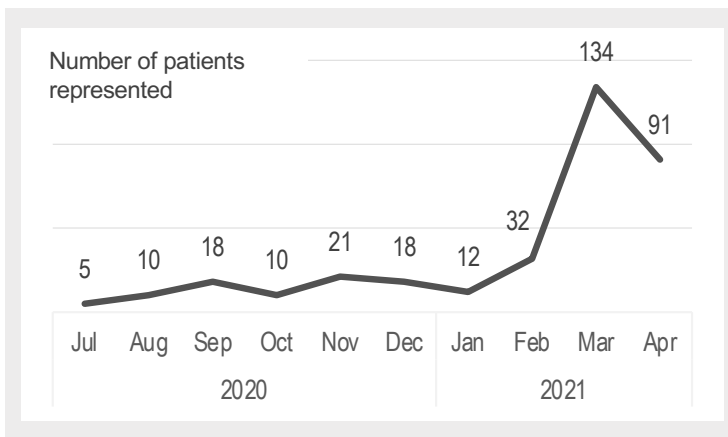
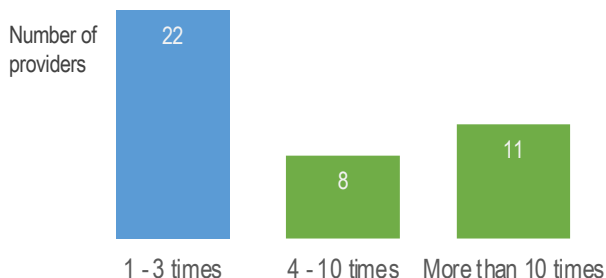
Patient's hopes/expectations? Patient's fears/concerns?

Implementation: July 2020 through April 14, 2021

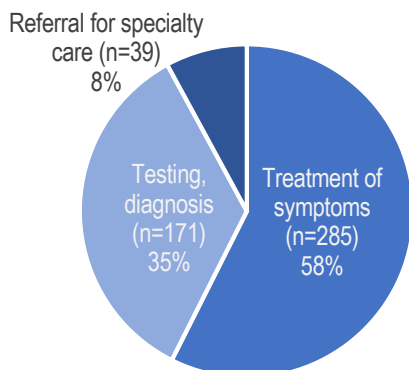
Population: Patients aged 65+ arriving in the ED

WMM for 351 out of 6,752 patients was recorded by providers during this period (5.2%)

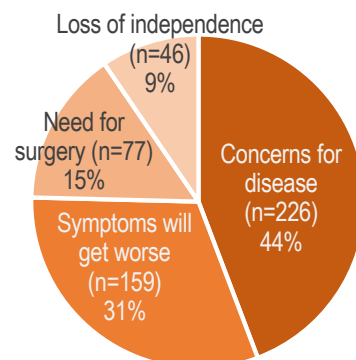
Of 41 providers, almost half used the dot phrase **more than a few times** during this period.



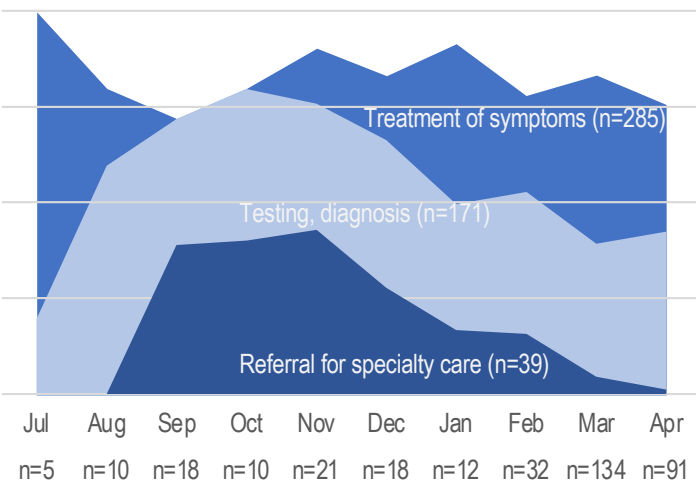
The hopes/expectations categories were chosen **495** times (multiple selections were allowed). Treatment, testing, and diagnosis make up over 90% of the selections.



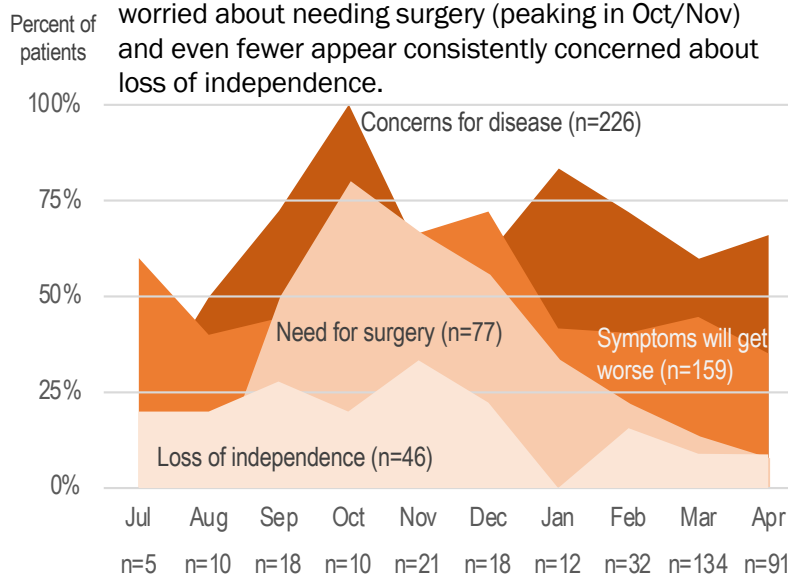
The fears/concerns categories were chosen **508** times (multiple selections were allowed). Patients seem less worried about needing surgery or becoming dependent than about worsening symptoms and general concerns.



Most months, almost all patients (in the sample of **495**) expected their symptoms to be treated and most anticipated testing and getting a diagnosis. Less than half expected a referral, and mostly during the fall, tailing off into the winter months.



Most months, many patients (in the sample of **508**) expressed concerns about their disease and feared their symptoms would worsen. A smaller portion worried about needing surgery (peaking in Oct/Nov) and even fewer appear consistently concerned about loss of independence.



Number of patients represented each month

Were patient goals addressed and/or relevant for this ED visit?

Yes

No (End)

Discussed with whom?

- Patient
- Family/caregiver
- Name/TEXT

Goals

Did you discuss resuscitation goals?

Yes

No

Classification of goals

- Full interventions
- Limited interventions
- Comfort focused

- No CPR
- No intubation
- No pressors
- No NIPPV
- Other/TEXT

Did you discuss expectations/fears?

Yes

No

Expectations

Classification of expectations

- Symptom management
- Testing/diagnosis
- Procedure
- Referral for specialty care
- Discharge to SNF
- Discharge to home
- Admission
- Other/TEXT

Fears

Classification of fears

- Need for surgery/procedure
- Diagnosis/illness
- Discharge home
- Discharge to SNF
- Admission
- Other/TEXT

If discussed goals or expectations/fears:
Did your conversation change the patient's disposition?

Yes

No (End)

How?/TEXT