

Condensed Conversation Guide for Identifying Patient Priorities (The One Thing) Emergency Department version*

Purpose: To guide ED clinicians to ask and learn about What Matters to older patients who come to the ED. Knowledge of what matters should contribute to effectiveness and efficiency of care. Based on work by the Patient Priorities Care initiative (patientprioritiescare.org) in collaboration with the Age-Friendly Health System initiative of the Institute for Healthcare Improvement.

Clinician steps	Suggested Wording	Rationale
1. Let patients know why you are asking these questions.	<i>“In our ED, we want to understand what matters to you about health and your healthcare, to make sure that the care we give during your time in the ED, as well as after discharge, is right for you.”</i>	People may not expect these questions. This sentence is meant to explain/provide context.
2. One question to ascertain concerns and fears about health and healthcare in the ED.	Option 1: <i>“What concerns you most when you think about your health and about being in the ED today/tonight?”</i> Option 2: <i>“What fears and worries do you have about your health as you think about what brought you to the ED today/tonight?”</i>	Giving patients an opportunity to share their fears and concerns about their health and about being in the ED helps you tailor treatment and education, increasing the effectiveness and efficiency of ED care.
3. One question about the outcome patients most wants from their ED visit	<i>“What outcome are you most hoping for from this ED visit?”</i>	To align care with what matters most to each person, help the patient identify a desired outcome the patient hopes to achieve.