patient
priorities
care | Choosing what matters.
Doing what works.

Annotated Patient Health Priorities Template

Component	Rationale	Example Scripts
What Matters most (Values): Underlying values reflect what brings meaning in areas such as **Connecting** with people, community, spiritualty; **Enjoyment/ Productivity** (e.g. doing things at home, working, learning, volunteering, recreation, hobbies; **Health** such as managing symptoms or balancing quality versus quantify of life; **Functioning** such as self-care, independence, autonomy.	Beginning with values and moving to activities that reflect those values results in more specific, actionable, and reliable health outcome goals. Values tend to be stable, even with changes in health or life. How the patient honors those values may change depending on current health and function.	- *What would you be doing if you were having a good day?* - *What comes to mind when you think about who or what matters most to you in your daily life?* - *Which activities do you find most important or fulfilling?* - *What specific things would you like to spend more time doing?*
Most Important Health Goals: Health goals are specific, realistic and meaningful activities or outcomes that show patients are doing what matters most in their life. These health goals are what they want to achieve with their healthcare. For example, a patient may value connection with her granddaughter. She acts on this (i.e. her specific and realistic Health Outcome Goal) by babysitting weekly. Goals can be modified as health or life contexts change.	To inform decision-making, patient's desired health outcomes goals must be specific, actionable, reliable, achievable, and realistic. Using patients' specific goals in communication and decision-making focuses care on what matters most to them, ensures that all clinicians are aiming at the same target (rather than on potentially contradictory disease-specific outcomes), enhances adherence to recommendations, and provides a metric for judging the effect of clinical interventions.	- **Specific** (clearly defined actions) *Identifying what you are going to do, when, where, with whom, how often, and for how long. This helps you and your health care team figure out how your health care can help you achieve your goals.* - **Realistic**: (doing what matters most to you, given your health and functioning). *Keep in mind your current life and health circumstances. Starting with what is realistic today will help you move towards what you want in the future. It's ok if you can't do the activity now if you think you will be able to with help from your health care.*
Bothersome symptom or health problem	Once you know the patient's health goals, it is also important to know about the symptoms/health problems which are most bothersome or interfering with their goal. Some patients may need permission to discuss bothersome symptoms, or how some healthcare can adversely affect symptoms or function. Reassure the patient that their health care team wants to know these to provide better care.	*-It is also important to know about the symptoms or health problems which are most bothersome that you feel are interfering with your health goal.* *-We know you may have a lot of symptoms or problems, but of those symptoms or problems which do you think are most bothersome or most interfering with your health goals of [insert specific goal(s)] .*
Helpful care and medications: The medications, self-management tasks, clinical visits, tests, or procedures, that patients' think are helping achieve their health goals and that they can do without too much difficulty	Identifying the care and treatment that a patient finds helpful and is able and willing to do (or conversely, isn't helpful or is too difficult or bothersome) helps clinicians make recommendations with these care preferences in mind. The aim is to find a balance between: -the health goals desired and -health care tasks patient is willing and able to do to achieve these	*It would be great if you could reach your health goals without treatments or lifestyle changes that are hard or uncomfortable, but that is not always possible. You have to make difficult choices about which treatments offer benefits that are worth the discomfort or burden. We call these difficult choices tradeoffs. Thinking about the benefits and the burdens of your health care tasks will help you decide which tradeoffs make sense for you. Knowing your choices when faced with these tradeoffs is important in making sure your health care is right for you.*

	goals	Question to identify helpful health care tasks: *- What do you like best about your health care now and the way you and your health care team are managing your conditions?*
Burdensome care and medications: The medications, self-management tasks, clinical visits, tests, or procedures that patients don't think are helping their goals and are bothersome or too difficult for them.	If a healthcare activity is bothersome and you don't feel it is likely to help patient achieve what matters, then knowing it is bothersome provides an opportunity to discontinue it, make it less burdensome, or explain its link to achieving patients' goals. Linking patients' outcome goals with the care they are or are not able to receive or do opens discussion of the tradeoffs inherent in managing chronic conditions.	Questions to identify burdensome tasks: *-Which of your tasks are taking the most of your time? Does this time feel worth it for the benefit it gives you?* *- Which tasks or medications do you have a question about how they make you feel?* *-Are there any things that you do for your health that you would like to stop doing or do less of, if you could?* *-If you could change one thing about your health care, what would it be?*
Most bothersome symptom health problem or bothersome task; to help craft The One Thing the patient most wants to focus on, they should identify, among the bothersome symptoms, health problem or healthcare tasks, the one they believe most interferes with achieving their goals	Many patients can identify a symptom, health problem, or healthcare task that they find most bothersome that they feel has made achieving health goals more difficult. Helping the individual identify this One thing can help the person and clinician start aligning care with what matters most to that individual	*-"You mentioned the following symptoms, health problems, and healthcare tasks as bothersome or burdensome (read the list to the individual)* *-Out of this list, which is most interfering with achieving your desired goal?"* *- If you felt less of X would that help you achieve your health goal?* *-Is this the problem you most want your clinicians to focus on? If not, which problem would you say is most important that you want to focus on to achieve your goal of (fill in goal)*
One Thing: - The one thing I most want to focus on is (*fill in a symptom or health problem that you think is keeping you from achieving your health outcome goal OR the healthcare task that is most bothersome or difficult*) so that I can do (*most desired health goal*) more often or easily.	There are usually many things going on with multiple conditions and no one best way to start. Formulating "One thing": 1) Helps get started on patient priorities based decisions; 2) Focuses clinical encounters, decision- making, and planning for persons with many conditions and complex care; 2) May identify where there is a disconnect between what realistic goals people want and what they are willing to do to achieve them; 4) Improves adherence by focusing on what patients want to focus on.	*- "According to what you have said so far, it seems that the One Thing you most want your clinicians to focus on is (fill response to previous question)) so that you can do (most desired health goal) more often or easily. Does that seem right to you? Now that you think about it, is there anything you want to change about where to focus ?"* *Prioritizing One Thing helps you and your health care team know where to start to make sure your health care addresses what matters most to you. Don't worry, it doesn't mean they won't address other problems, it's just a way to get started.*