

# When Priorities Collide

What's Most Important to Patients, Caregivers and Physicians when Managing Multiple Health Conditions?



**Patients want to:**  
**Maintain self-sufficiency**

“ Assuming the recovery is good, just getting back to everything I'm used to doing, like the garden and the grass and the house and all the social activities I'm involved in. ”



**Caregivers want to:**  
**Help Patient Safely Age in Place**

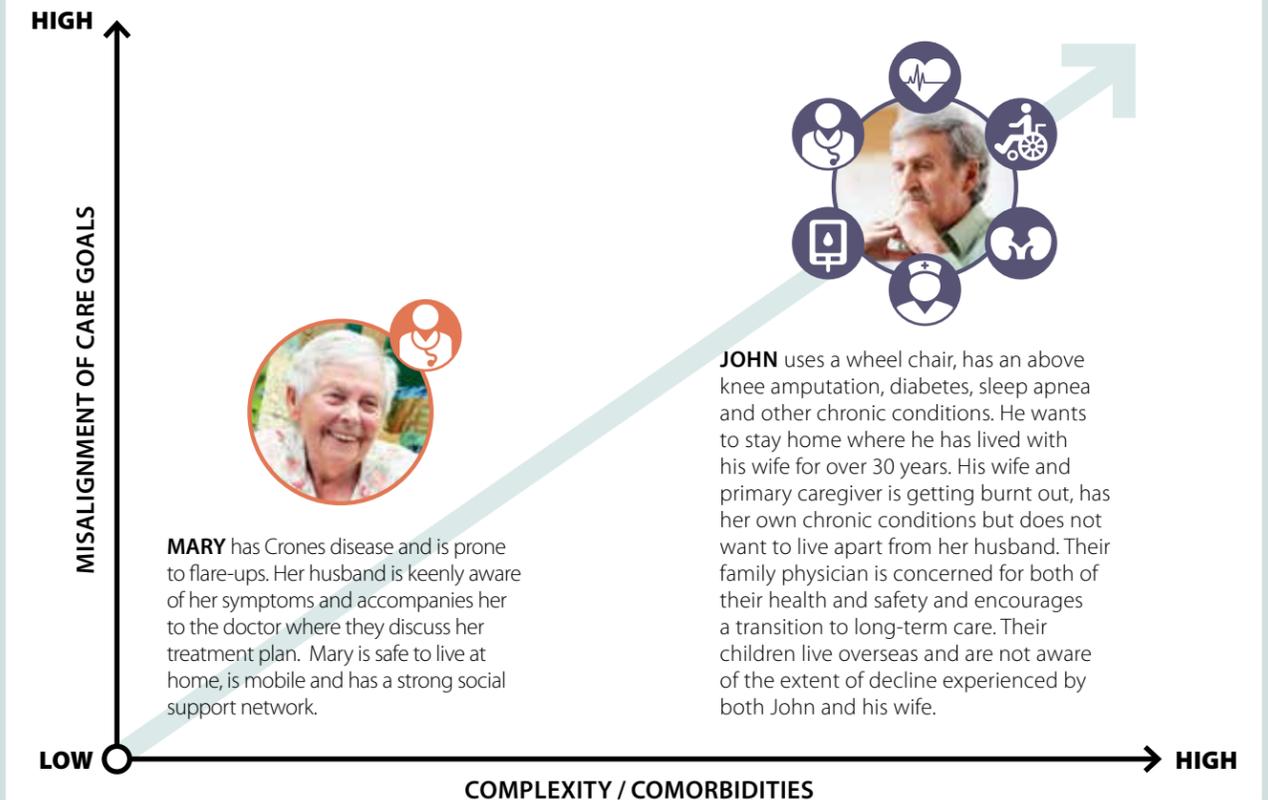
“ Because he doesn't walk, my concern is if he tries to get out of bed or forgets that he can't walk, then he might have a fall. ”



**Physicians want to:**  
**Prepare Patient and Caregiver for Decline**

“ I've tried to convince my patient to allow other people to come in and help, but he refuses. And then the daughter calls me like she is ready to kill herself. ”

As complexity in health issues increase, so does misalignment of care goals



## Recommendations for improving care

### Patient Care Goals Need to be Discussed

Less than half of patients talk to their primary care doctor about goals of care. Goal-setting is required to improve management of multiple chronic conditions.

### Differences in Goals Needs to be Addressed

Differences in care goals between patients, caregivers and providers may be inevitable due to the different roles they play, but discussion about priorities and trade-offs needs to occur.

### Goal Setting Techniques Need to be Explored and Evaluated

Exploring ways to incent goal setting behavior in clinical consultations as well as team based approaches is required.