



Start the Conversation About Quality of Life Assessments

*These talking points focus on quality of life (QOL) assessments for two groups: **older adults** living with frailty, and their **family caregivers**. These conversation starters may help healthcare managers and leaders when they talk to other healthcare managers and leaders.*

1

“I’d like to discuss the use of QOL assessments in order to:

- Enhance healthcare performance and accountability.
- Better meet the needs of older adults and their family caregivers.”

QOL assessments include questions that can help us to measure what matters to them regarding:

- Life
- Healthcare experiences
- Physical, mental, and social health

3

“QOL assessment data provide important information for evaluating and optimizing quality of care for our organisation.”

We can use these data to evaluate, monitor, and improve the quality of care and experiences of older adults and their family caregivers.

These data provide the best available evidence to make decisions about person-centred quality improvement initiatives and changes we may choose to implement.

2

“QOL assessment data help ensure that our organisation is providing person- and family-centred care by revealing the needs of individuals.”

Healthcare viewpoints of older adults living with frailty and their family caregivers:

- Provide unique information regarding healthcare performance.
- Allow us a more complete picture of what matters to individuals.

These powerful data need to be routinely collected for analysis.

4

“QOL assessment data may help us demonstrate accountability for person-centred healthcare services.”

QOL assessment results provide powerful information that demonstrate how patients’ voices are integral in evaluating healthcare service delivery and future improvement.

What to Do

- START** the conversation with other healthcare managers and leaders.
- ACCESS** reports on QOL assessment data.
- USE** QOL assessment reports to inform healthcare decisions.

Together, let’s build a person-centred healthcare system for **everyone**.

Learn more at: [healthyqol.com](https://www.healthyqol.com)

and find additional resources and supporting evidence.