

Enhancing Patient Self Management Series: **Shared Decision Making**

**Million Hearts Grantee Technical Assistance
Recorded Webinar**

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Enhancing Patient
Engagement

Recorded Webinar
(October 2021)

Self Management
Support

Recorded Webinar
(Fall 2021)

Shared Decision
Making

Recorded Webinar
(Fall 2021)

Motivational
Interviewing Tools

Recorded Webinar
(Fall 2021)

The historical approach to care:

- Patients don't know what they don't know
- If providers have the knowledge and expertise - aren't they in a better position to determine the best approach to care?
- Shouldn't patients do what their doctors tell them to do?

1. Build relationship safety – to increase patient’s ability to be candid
 - Ask about how this is affecting them and how they feel about it
 - Listen and acknowledge understanding & acceptance
 - Normalize feelings – fear, insecurity, etc.
2. Invite into discussion and ask preferences:
 - What information do they need?
 - What worked in the past?
 - What makes sense to try?
3. Make it easy to understand
 - Address health literacy, numeracy
 - Use culturally appropriate messaging & educational materials
4. Use teach back technique to ensure understanding

As treatment decisions become shared, engagement increases



Consultation

Patients receive information about a diagnosis

Involvement

Patients are asked about their preferences in treatment plan

Partnership & Shared Leadership

Treatment decisions are based on patient preferences, evidence & clinical judgment

Adapted from: Carman, K.L., Dardess, P., Maurer, M., Sofaer, S., Adams, K., Bechtel, C., Sweeney, J. "Patient and Family Engagement: A Framework for Understanding the Elements and Developing Interventions and Policies, Health Affairs 32, no 2 (2013): 223-31.

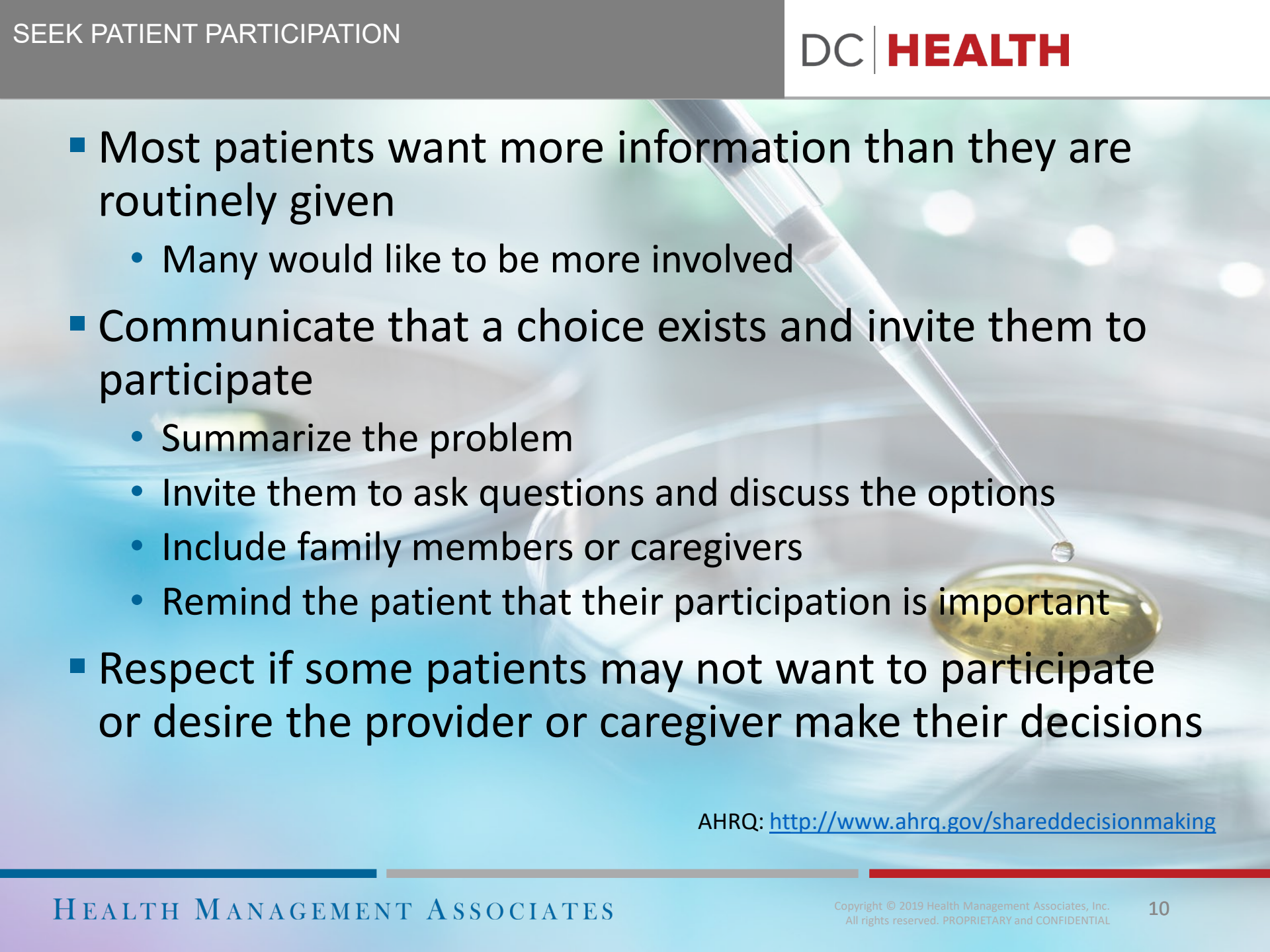
- Shared decision making occurs when patients and providers have a meaningful dialogue about the:
 - patient's condition
 - treatment options
 - medical evidence behind the treatment options
 - benefits and risks of treatment
 - patient preferences
- Dialogue results in an executable plan of care with accountability shared by both provider and patient

“Nothing about me without me” -
Don Berwick MD

Shared decision making can be summarized by the answer to one question:

“What Matters to
You?”



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- Most patients want more information than they are routinely given
 - Many would like to be more involved
 - Communicate that a choice exists and invite them to participate
 - Summarize the problem
 - Invite them to ask questions and discuss the options
 - Include family members or caregivers
 - Remind the patient that their participation is important
 - Respect if some patients may not want to participate or desire the provider or caregiver make their decisions

AHRQ: <http://www.ahrq.gov/shareddecisionmaking>

- Let patients know that multiple options exist
 - Supports development of a trusting relationship
- Assess what the patient already knows
 - Assess accuracy
- Provide a written list of options and describe them clearly
- Explain the risks and benefits of each option
- Communicate numbers so patients understand
- Provide decision-aid tools when possible
- Include other members of the care team
- Use teach-back to check for understanding

• AHRQ: <http://www.ahrq.gov/shareddecisionmaking>

• Elwyn G, Frosch D, Thomson R, et al. Shared decision making: a model for clinical practice. *J Gen Intern Med.* 2012;27(10):1361-1367. doi:10.1007/s11606-012-2077-6

- Tools and supports are available, including the following examples:
 - Ask Me 3[®]: <http://www.ihl.org/resources/Pages/Tools/Ask-Me-3-Good-Questions-for-Your-Good-Health.aspx>
 - AHRQ: S.H.A.R.E. Approach: <https://www.ahrq.gov/health-literacy/professional-training/shared-decision/tool/resource-2.html>
 - Choosing Wisely: <https://www.choosingwisely.org/getting-started/resource-library/additional-materials-for-patients/>
 - Dartmouth Atlas of Health Care: <https://www.dartmouthatlas.org/>
 - EMMI Patient Engagement: <https://www.wolterskluwer.com/en/solutions/emmi>
 - Health Dialog – population health solutions <https://www.healthdialog.com/solutions>
 - Healthwise – patient education support at point of care and digital support: <https://www.healthwise.org/solutions/provider-organizations.aspx>
 - Informed Medical Decisions Foundation: <https://www.healthwise.org/specialpages/imdf.aspx>
 - Institute for Healthcare Communication: <https://healthcarecomm.org/>
 - Institute for the Study of Decision Making: <https://isdmanyu.edu/>
 - Mayo KER Unit: <https://carethatfits.org/>
 - Minimally Disruptive Medicine – Health Care That Fits: <https://minimallydisruptivemedicine.org/> (will be moving to carethatfits.org)
 - National Center for Cognitive Informatics & Decision Making in Healthcare: <https://sbmi.uth.edu/nccd/>
 - Ottawa Hospital Research Institute – Patient Decision Aids: <https://decisionaid.ohri.ca/>
 - Society for Medical Decision Making: <https://smdm.org/>
 - Visualizing Health: <http://www.vizhealth.org/> (wizard tool, images, risk calculator, etc.)
 - Welvie – offered through certain health plans/employers <https://www.welvie.com/>

Assessing preferences is critical, especially when patients defer decisions to clinicians

Encourage the patient to talk about what matters most

Ask open-ended questions

Actively listen

Show empathy & interest in the effect the problem is having on their daily life

Reflect back the values & preferences that matter most

Agree on what is important to your patient

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	Change	No Change
Advantages		
Disadvantages		

- What are the best things about not changing (eating everything you want)?
- What are the problems with not changing (eating everything)?
- What are the benefits of making a change (eating healthfully)?
- What are the problems with making a change (eating healthfully)?

	Exercising 20 minutes 3 times/wk	Not exercising
Benefits of	Improved health Increased ability to do my work Improved mood, decreased stress Feel successful mastering myself	Comfortable as is No time commitment Can do what I want
Costs of	Takes time Not sure I can do it or stick with it Sore muscles Can't do other things then	Health problems Family disapproval Increased health risks

- What are the best things about not exercising for 20 minutes 3 time/week?
- What are the problems with not exercising for 20 minutes 3 time/week?
- What are the benefits of exercising for 20 minutes 3 time/week?
- What are the problems with exercising for 20 minutes 3 time/week?

	Pursuing treatment A	Pursuing treatment B	Pursuing treatment C	Not pursuing treatment
Benefits of				
Costs of				

- Complex treatment options can also be compared
- Be sure to use consistent metrics if comparing outcomes

Reaching a decision may take time

 Ask if they are ready to make a decision or if they have questions

 Ask if additional materials would be helpful

 Schedule another session if they need more time

 Ask them to describe the treatment options and the one they chose

 Discuss next steps and timing

 Schedule treatment

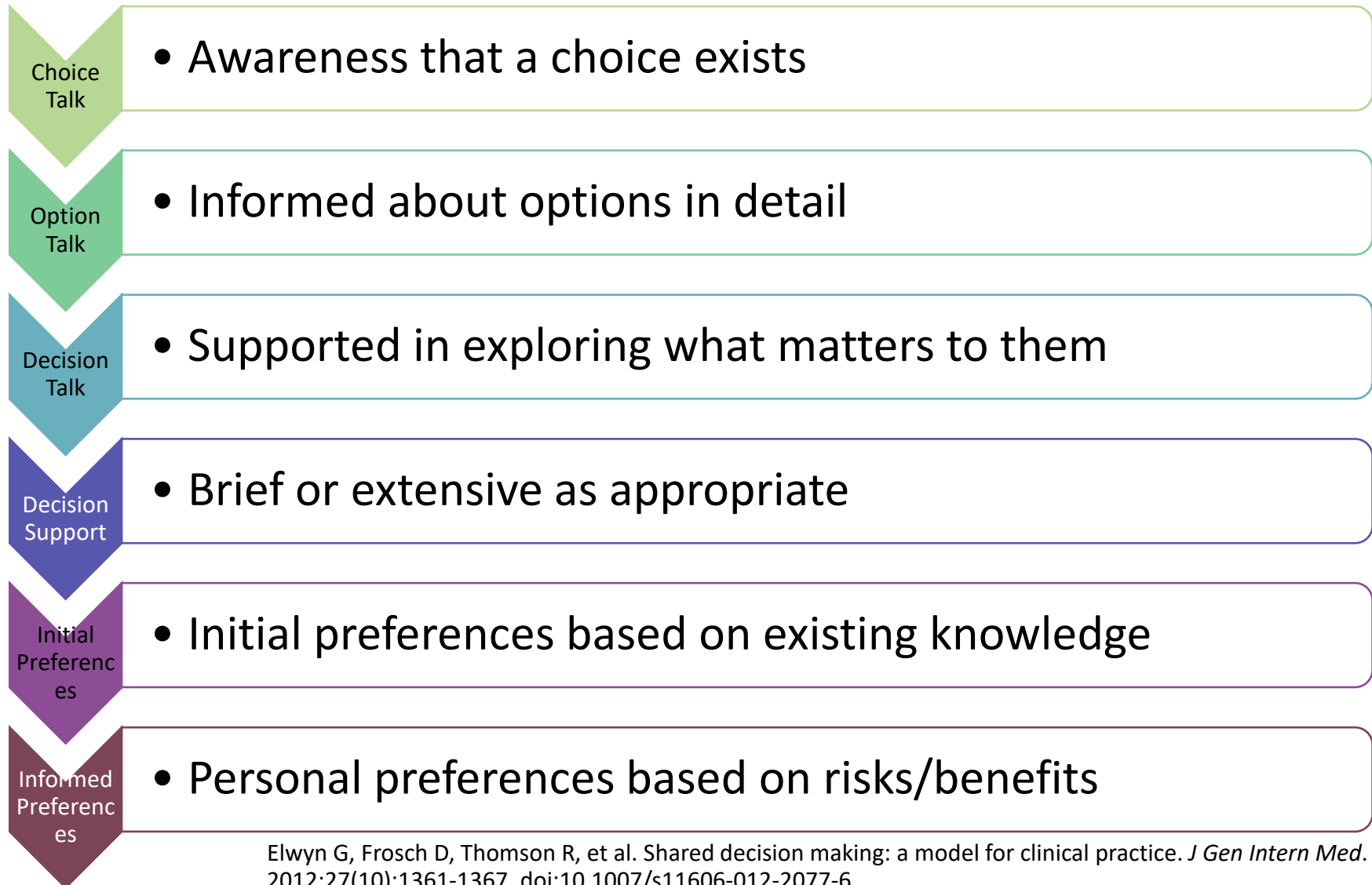
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Follow-up on how they are doing – Patient buy-in is essential to implementation

- Remind patient that decisions can be reviewed, and some may be changed if they are not working
- Identify follow-through on action items
 - Ask in normalizing fashion
 - Elicit patient's feelings about ability to follow their plan of care
- Help patient identify personal barriers and strategize how to overcome them
 - Customize care to patient preferences
 - Enlist other caregivers



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