

Embedding Shared Decision Making



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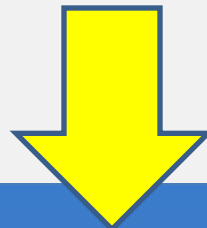
The Clinical Decision Problem

Patients:

unaware of treatment or
management options
and outcomes

Clinicians:

unaware of patients'
circumstances and
preferences



Poor decision quality

What we have learnt

Traditional paternalistic
practice styles.....

- Create dependency
- Discourage self-care
- Ignore preferences
- Undermine confidence
- Do not encourage healthy behaviours



Informed, Empowered Patients

Have the knowledge, skills and confidence
to manage their own health and
healthcare,

And they.....

- Make healthy lifestyle choices
- Tend to adhere to medication regimes
- Make informed and personally relevant decisions about their treatment and care
- Use less healthcare



Mosen et al 2007

Sharing Expertise

Clinician

- Diagnosis
- Disease aetiology
- Prognosis
- Treatment options
- Outcome probabilities

Patient

- Experience of illness
- Social circumstances
- Attitude to risk
- Values
- Preferences

Shared Decision Making



A process in which clinicians and patients work together to select tests, treatments, management or support packages, based on clinical evidence and the patient's informed preferences.

Key Components



1. Reliable, balanced, evidence-based information outlining treatment options, outcomes and uncertainties



2. Decision support with clinician or health coach to clarify options and preferences

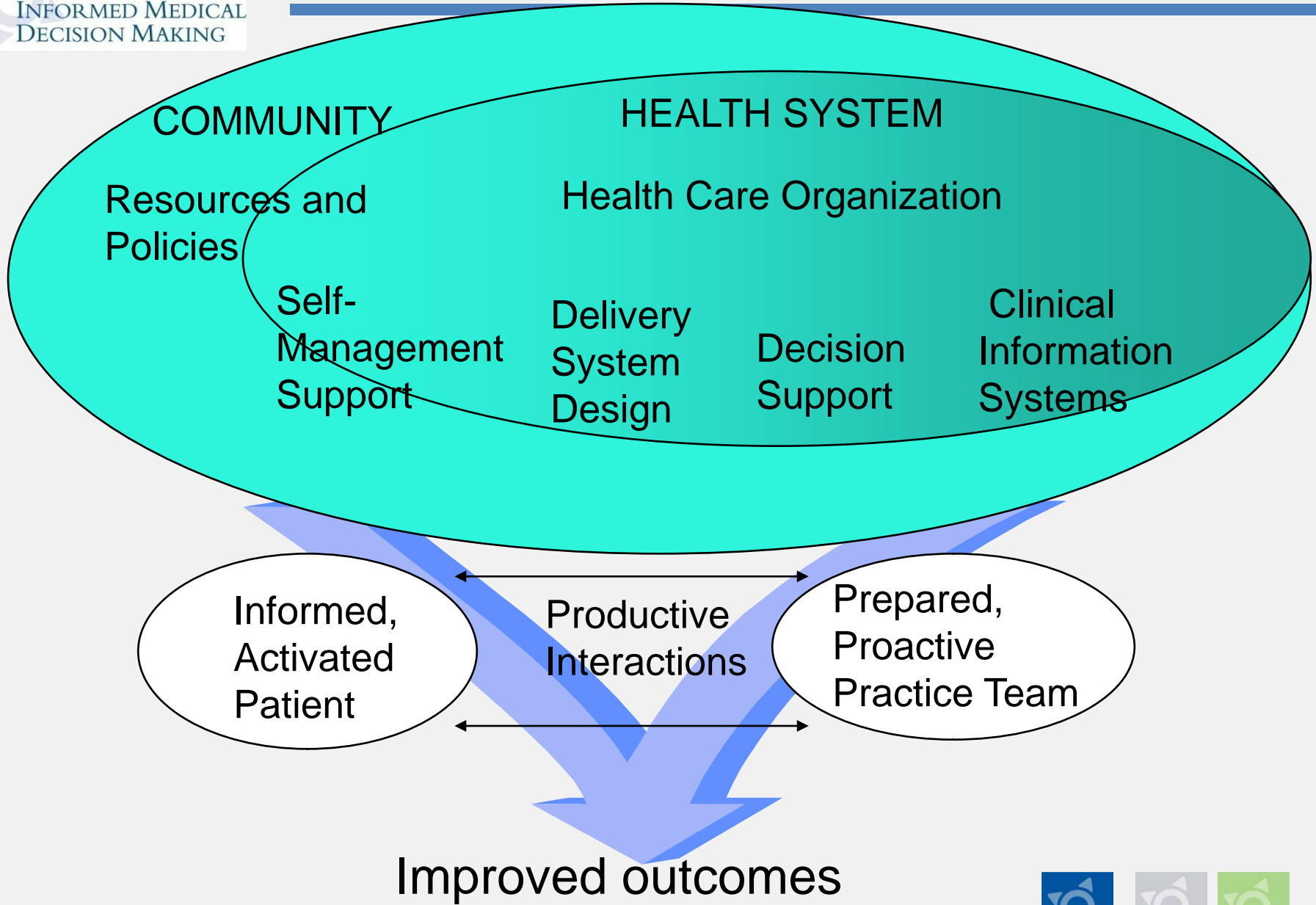


3. System for recording, communicating and implementing patient's preferences

When is it appropriate?

- When people face major healthcare decisions where there is more than one feasible option
- When people with chronic conditions want to be involved in planning their care, adopting healthier lifestyles, and enhancing their ability to self-manage

Chronic care model



Frequently Asked Questions

- Is there more than one way to treat my condition?
- Will treatment relieve the symptoms?
- Benefits and harms?
- Is treatment essential?
- Recovery time?
- Impact on quality of life?
- What can I do to help myself?



Convey the Facts, Elicit Preferences

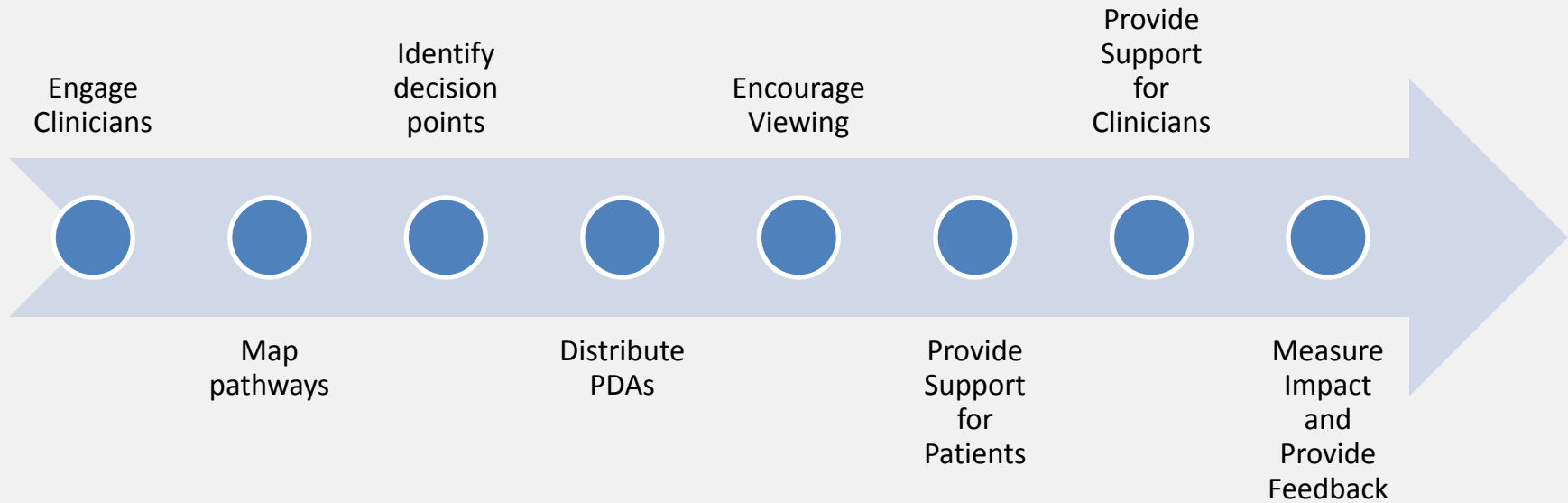


- Treatment/management options
- Risks, benefits, consequences and uncertainties (FAQs)
- Patient's goals, values and preferences
- Discuss and agree management plan

Essential Pre-requisites

Favourable policy climate	✓
Appropriate regulatory, professional and legal standards	✓
Enthusiastic and effective clinical leadership	?
Well-defined clinical pathways and effective teamwork	?
Availability of good quality decision aids	?
Training for clinicians / health coaches in decision support	?
Patient champions	?
Feasible implementation plan	?
Metrics for monitoring process and outcomes	?

An Implementation Plan

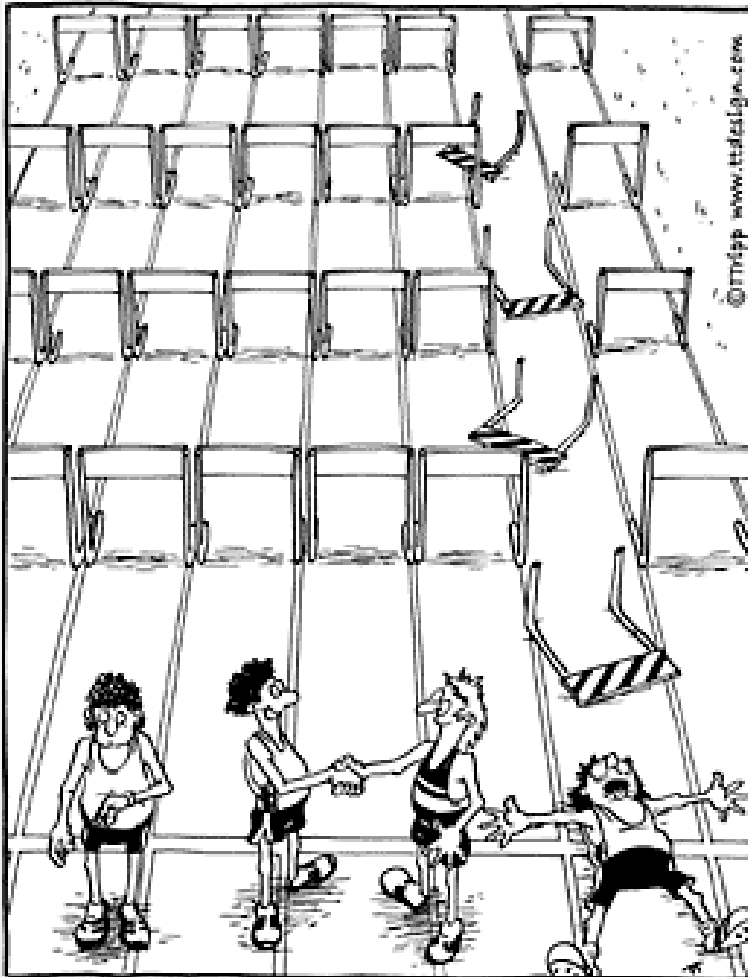


Measuring Decision Quality

- Was patient informed about key facts?
- Did clinician involve patient in goal setting?
- Did the plan match patient's preferences?



What are the barriers?



- Time/resources
- Inflexible systems
- Clinical culture

What could help?

- Clinical leadership, training and skills
- Social marketing to patients/clinicians
- Integrating decision support and collaborative care planning into clinical pathways
- Good quality patient decision aids
- FAQ summaries for clinicians
- System for recording and acting on patients' preferences
- Monitoring and feedback



What are the rewards?



- Better consultations
- Clearer risk communication
- Improved health literacy
- More appropriate decisions
- Fewer unwanted treatments
- Improved confidence and self-efficacy
- Improved health behaviours
- Safer care
- Greater compliance with ethical standards
- Reduced costs
- Less litigation
- Better health outcomes

For more information

