

SHARED DECISION MAKING

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Learning Objectives:

List the rationale behind Shared Decision Making (SDM)
Discuss examples of SDM materials provided by the AAN
Describe clinical examples where SDM may assist in patient care

Shared decision making (SDM) is a collaborative process that allows patients and their providers to make health care decisions together. It takes into account the best clinical evidence available. The patient is involved and their preferences are taken into account.

Rationale behind an effective SDM process
Achieving shared decision making depends on building a good relationship in the clinical encounter.
This way information is shared and patients are supported to express their preferences and views during the decision making process.

Shared Decision Making:

Choice talk refers to the step of making sure that patients know that reasonable options are available.
Option talk refers to providing more detailed information about options.
Decision talk refers to supporting the work of considering preferences and deciding what is best.

Choice talk:

Step back
Offer choice
Justify Choice
Check Reaction
Defer Closure

Option Talk:

Check knowledge
List options
Describe options-explore preferences
Harms and Benefits
Provide patient decision support
Summarize

Decision Talk:

Focus on Preferences
Elicit Preferences
Move to a decision
Offer a review

Shared Decision Making:

Visual aids facilitate the SDM conversation.
The visual aids provide a tangible summary of the available evidence and help the patient to determine the option that is best for their particular circumstance.
These visual aids are provided to the patient and can serve as a reminder of the current decision and options for future discussions.

SDM and EHR:

SDM can be difficult to implement in routine practice because of the time required for these methods
The lack of integration of SDM into electronic health record (EHR) systems can also be challenging

AAN developed SDM material

5 Tips to Improve Patient Engagement in Practice

Why should you focus on patient engagement? Patients consistently cite engagement as an important measure of the provider-patient relationship. Patients want to be included in the decision-making process.

Approximately one out of every four Americans have begun using online reviews to select their doctor, and this number is growing. Increasing patient engagement improves treatment outcomes and decreases health care costs. Patient engagement can increase satisfaction and improve provider ratings.

1. Listen to Patients:

- Getting to know your patients is key to establishing trust needed for a successful treatment partnership.
- Ask patients why they have come to see you and give them time to express their concerns.
- Review patient surveys to identify themes. Are your patients saying you spoke at their level, are you rushing patients, are you answering questions? Identify any strengths and build on those, while addressing any weaknesses.
- Communicate with your patients and their caregivers in their native language. This shows you are invested in patient success, and may identify nuances that cannot be articulated in a second language.

2. Educate Patients

- Educate patients and caregivers about disease processes and therapies in non-technical terms.
- When possible, provide written materials or online education resources for later review.
- Remember that patients may have a low literacy level and adapt accordingly.
- Ask for feedback and allow time for questions after your explanation to ensure understanding and to demonstrate to patients that they and their treatment plan are unique.

3. Develop Mutual Goals

- Identify the patients' priorities and develop mutual care goals.
- Understand that patient preferences impact treatment. For example, a patient who is averse to administering injections will have better compliance with oral agents for multiple sclerosis therapy.
- By identifying what is important to the patient, treatment decisions can be reached mutually.

4. Provide Support

- Patients and caregivers benefit from advocacy opportunities and resources available from patient organizations.
- Support groups from organizations such as the Alzheimer's Association, International Essential Tremor Foundation, and Epilepsy Foundation provide emotional support to patients and caregivers, supplement education, and information on research opportunities.
- Providers should incorporate these resources into the traditional care model of diagnosis and treatment.
- Where possible, providers should enlist support staff in these efforts to maximize clinic efficiency.

5. Take Advantage of Technology

- Studies show that increased compliance with therapy and follow-up appointments are priorities of patient engagement.
- There are many commercially available tools and apps to help patients remember to take medication and attend appointments.
- Incorporate these into your practice where possible.
- Additionally, many electronic health records (EHR) have features that allow patients to access education materials, shared decision-making tools, and after-visit summaries that are convenient to them.

References:

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Ottawa Hospital Research Institute:<https://decisionaid.ohri.ca>

Decision Support Toolkit:http://med.dartmouth-hitchcock.org/csdm_toolkits

Implementation Toolkit: <https://decisionaid.ohri.ca/implement.html>

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