



SHARED DECISION MAKING: TIPS, TRICKS AND TALES

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DISCLOSURE SLIDE



I have received a research grant from UTOPIAN to explore patient preferences related to STATIN therapy

PRESENTER DISCLOSURE: PATRICIA (TRISH) MARR

I have **no current or past relationships** with commercial entities

I have the following relationships:

- Advisory Board/Speakers Bureau – **No conflicts**
- Funding (Grants/Honoraria) : **UTOPIAN Grant**
- Research/Clinical Trials: **UTOPIAN Grant**
- Speaker/Consulting Fees: **No conflicts (No Pharmaceutical Industry Speaker Fees in > 10 yrs)**
- Other:
 - Current Employee / Past Employee: **No conflicts**
 - Aside: **I have worked for various hospitals, University of Toronto, PEBC, Community Pharmacies**
 - Investments in sponsor organization or entity with product in program: **No conflicts**
 - Patent in product: **No conflicts**

Speaking Fees for current program:

- I have received **no speakers fee** for this learning activity



COMMERCIAL SUPPORT DISCLOSURE

This program has received no financial or in-kind support from any commercial or other organization

ACKNOWLEDGEMENT

My Patients

My Colleagues In Primary Care

My Research Team: Dr Adcock, Dr Jackevicius, Dr Basinski, Dr Montori

Dr Philip Ellison

Dr Frank Sullivan

Department of Family And Community Medicine (QI and Research)

UHN Pharmacy Department

OBJECTIVES

Review evidence that there is a gap between patients' desire for engagement in health care decisions and actual clinical practice

Describe the practice of shared decision making and strategies for implementation

Introduce shared decision making resources

Briefly review the benefits of shared decision making

Discuss how QI strategies can help facilitate the success of shared decision making initiatives


Share personal experiences of shared decision making in clinical practice





PATIENT DESIRE FOR ENGAGEMENT

Our Purpose, Values & Principles...



 Purpose: Transforming lives and communities through excellence in care, discovery, and learning

 Primary Value: The needs of patients come first

 Values:
Safety: I take personal responsibility for patient and workplace safety

Compassion: I have care and concern for others

Teamwork: I am committed to supporting my colleagues

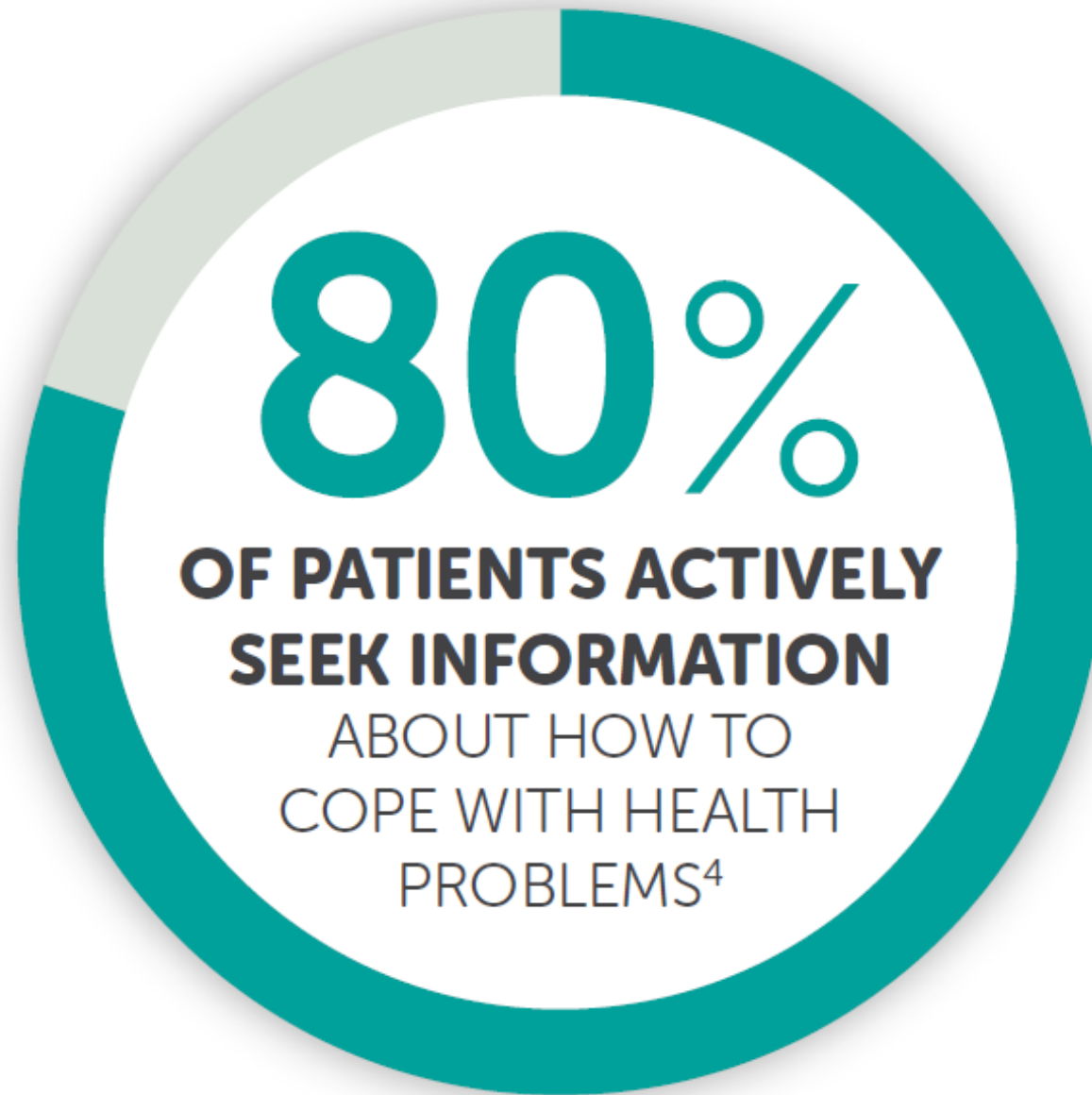
Integrity: I conduct myself with integrity

Stewardship: I use resources wisely

*When I live these words...
I am living UHN's values*

Primary Value: The needs of patients come first

What does this mean to you?



<https://www.healthwise.org/resources/infographic/8-steps-to-shared-decision-making-success.aspx?ret=yes>

Alston et al. Institute of Medicine, 2012

8 in 10

PEOPLE WANT
THEIR HEALTH
CARE PROVIDER
TO **LISTEN TO
THEM...**

BUT ONLY

6 in 10

SAY IT
ACTUALLY
HAPPENS ¹



<https://www.healthwise.org/resources/infographic/8-steps-to-shared-decision-making-success.aspx?ret=yes>

Alston et al. Institute of Medicine, 2012



Fewer than half of people say their clinician asks about their goals and concerns for their health and health care

Alston et al. Institute of Medicine, 2012

<https://www.healthwise.org/resources/infographic/8-steps-to-shared-decision-making-success.aspx?ret=yes>



“When we want your opinion, we’ll give it to you”



Goals

Plans

Asking “What Matters to You?” Should Be an Always Event



The Practice Of Shared Decision Making

Julie's Story



Courtesy of the MAYO Clinic: <https://www.youtube.com/watch?v=QR3OD0SJQ38>

Did anything about Julie's story resonate with
your clinical practice?

Clinician



Patient



PATERNALISTIC:

Information and recommendations



INFORMED MEDICAL DECISION MAKING:

Information



SHARED DECISION MAKING:

Information and recommendations



Values and preferences

Population interventions



Population Outcomes

Morbidity rate

Mortality rate

Treatment effects



Population outcomes inform intervention options for individuals

Individual intervention



EBP Outcome

A shared-decision aligned with an informed preference

Guidelines

“The use of guidelines may counteract the implementation of shared decision making if patient preferences are at odds with guideline recommendations and possibly clinician preferences”

“When using guidelines - patient preferences are generally not elicited or are overruled”

“It is not clear whether professionals are willing to change this situation”

Shared Decision Making

- “Shared decision-making refers to more than just making decisions about care. It is a process, a conversation between the clinician and the patient, a way to craft care.”
- “The shared decision-making process can be broken down into different elements, including creating choice awareness, discussing reasonable approaches and their respective desirable and undesirable characteristics, discussing patients’ values and deliberating to form preferences about the options, and making a final decision.”
- “Shared decision-making is thus more than just offering patients information or choice and asking them to be autonomous in making decisions about their care.”

Implementing Shared Decision Making

Ask 3 Questions

Sometimes there will be choices to make about your healthcare. If you are asked to make a choice, make sure you get the answers to these 3 questions:

what are my **options**?

What are the possible **benefits** and **risks** of those options?

What help do I need to make my decision?



For further information:

W www.bristolccg.nhs.uk
E contactus@bristolccg.nhs.uk

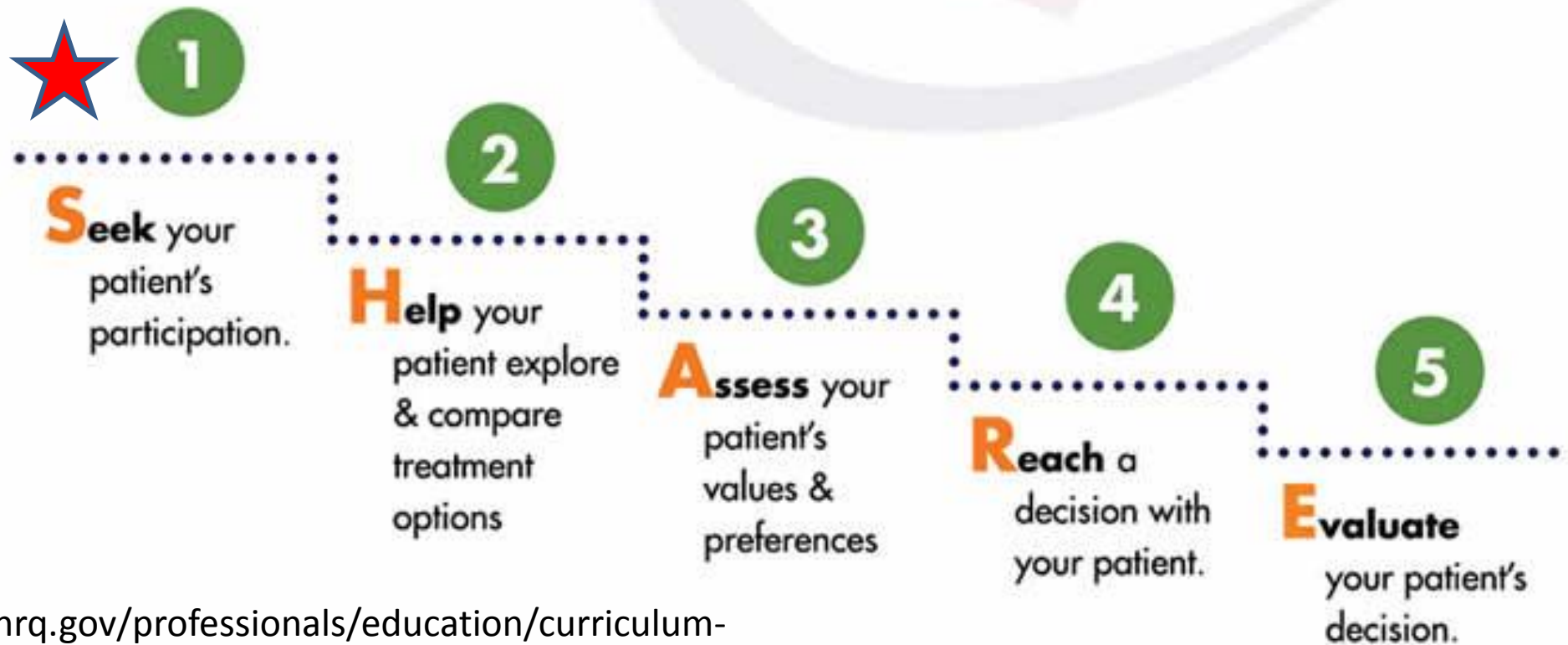
T 0117 976 6600
T @Bristol_CCG

MAGIC 
Making good decisions in collaboration

NHS
Bristol Clinical Commissioning Group

The **SHARE** Approach

5 Essential Steps of Shared Decision Making



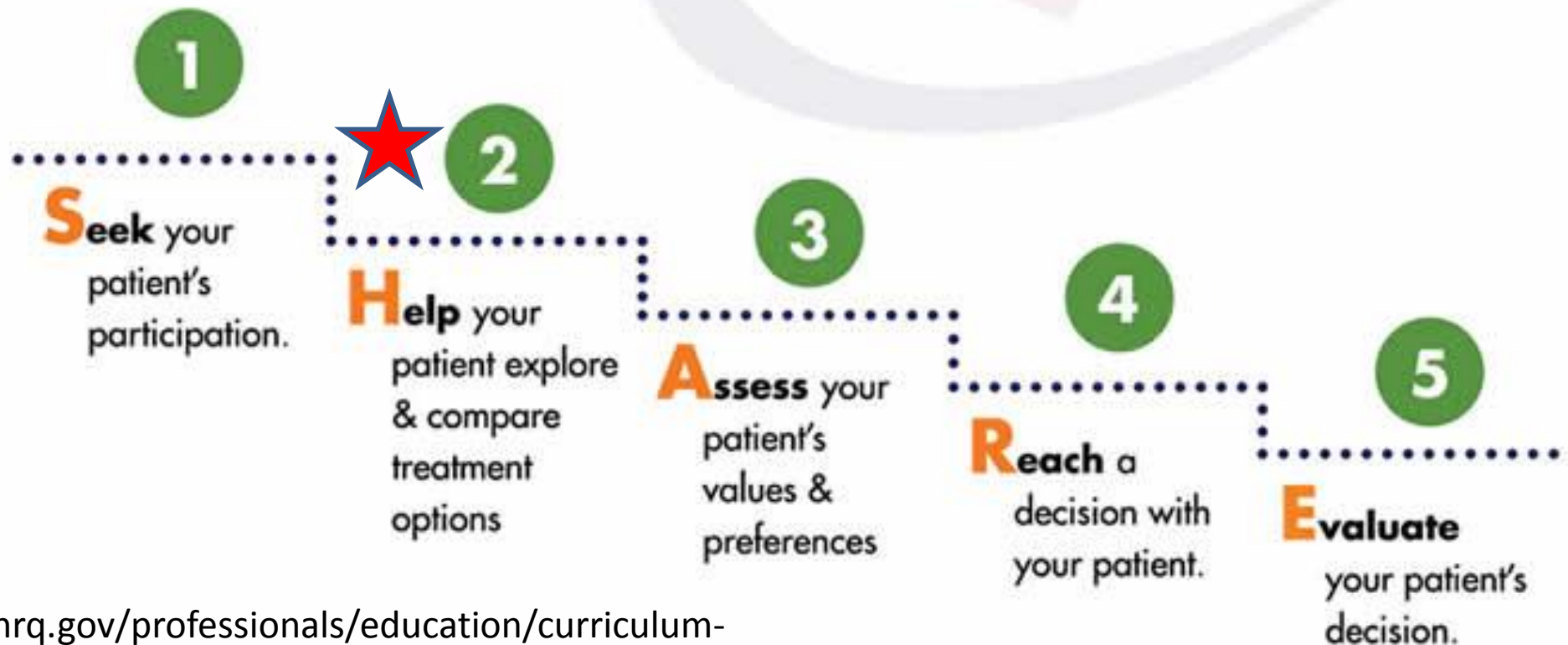
Shared Decision Making: A Human Right

- “SDM is a human right. This is an absolute statement. Our bodies belong to us: in fact they are us. Any decision about them needs to have our informed consent. “Nothing about me without me” was a principle declared by the NHS about a decade ago, and it remains valid though not always adequately implemented.”

- “Patients prefer to take an active role in decisions about their health. This may or may not be true of each individual and each decision. The offer of an active role needs to be explicit (that’s the human right issue) but there is no compulsion for the patient to shoulder the burden of each decision. “That’s why I’ve come for your opinion, doctor” is a perfectly valid response: so is “I need more information and time to think about it and talk to my family.”

The **SHARE** Approach

5 Essential Steps of Shared Decision Making



Shared Decision Making

Clinical Tools and Resources

- **The Ottawa Patient Decision Aids Inventory**
 - <https://decisionaid.ohri.ca/azinvent.php>
- **HealthDecision**
 - <http://www.healthdecision.org>
- **Healthwise**
 - <https://www.healthwise.org/shareddecisionmaking.aspx>
- **Option Grid**
 - <http://optiongrid.org>

Key Message

Shared Decision Making Should Go Beyond Sharing Information Using Clinical Resources or Tools

Clinician



Patient



PATERNALISTIC:

Information and recommendations



INFORMED MEDICAL DECISION MAKING:

Information



SHARED DECISION MAKING:

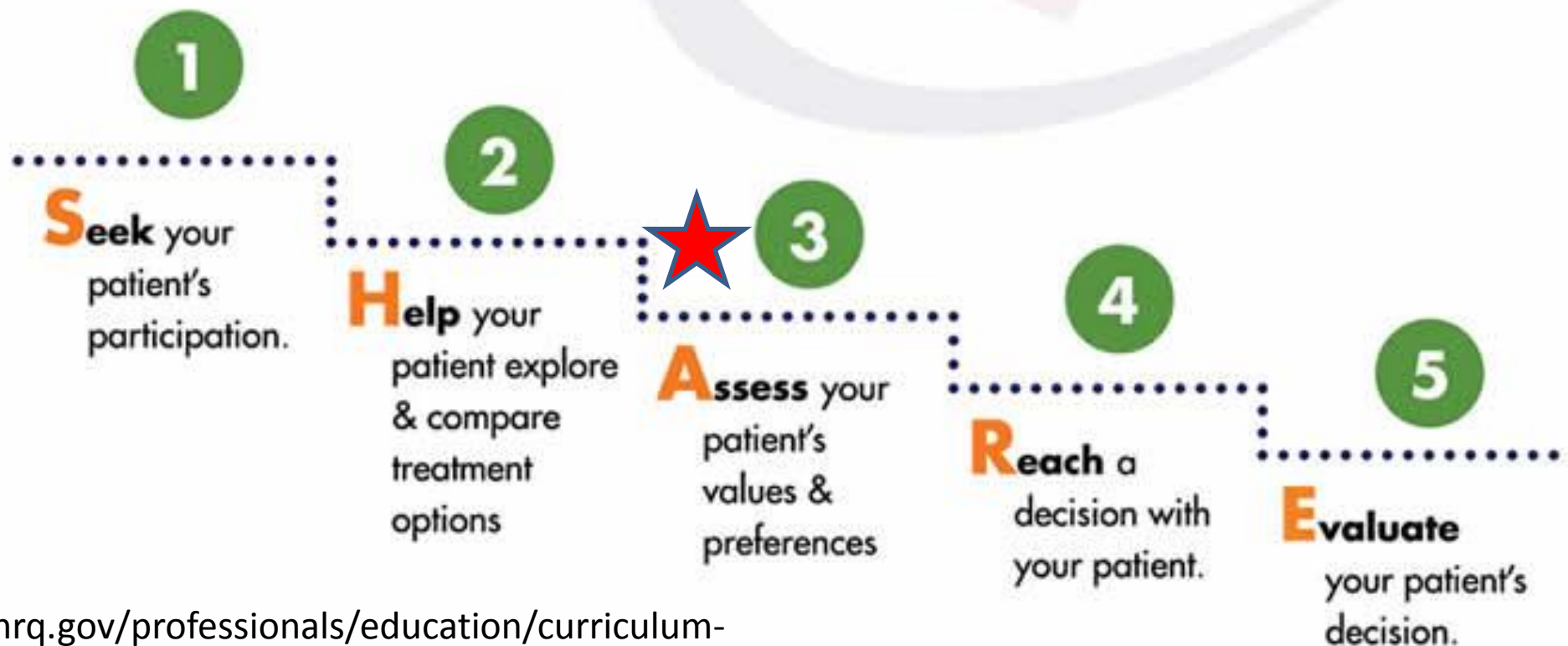
Information and recommendations



Values and preferences

The **SHARE** Approach

5 Essential Steps of Shared Decision Making



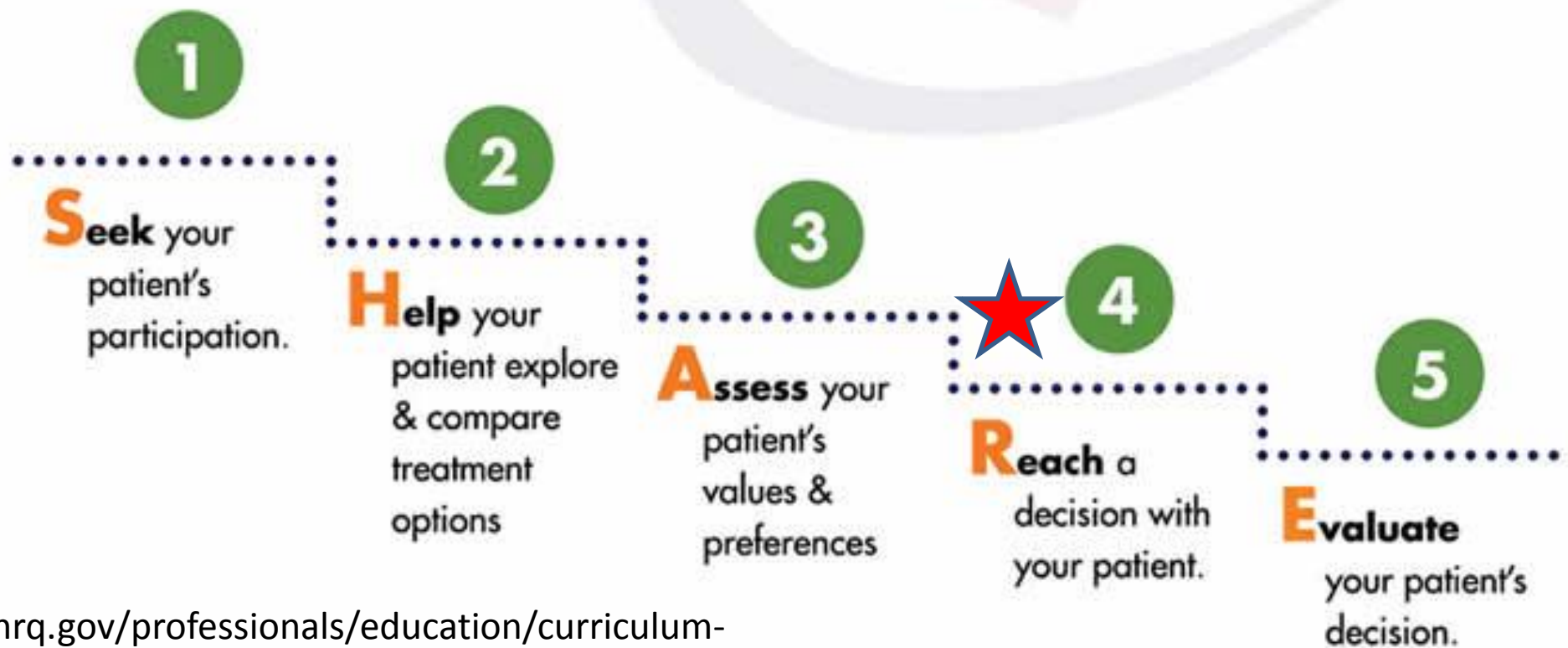
Questions To Support Deliberation

- What do you expect from treatment for your condition?
- Do you have all the information you think you need to weigh your options?
- Thinking about this decision, what is the most important aspect for you to consider?
- Are there other important people that you want to talk to before making this decision?



The **SHARE** Approach

5 Essential Steps of Shared Decision Making



A person's hands are shown holding a white smartphone. The background is a soft-focus image of the person's face and hands. Overlaid on the image is the text 'HERE ARE 4 ways to turn a no INTO A yes'. The words 'no' and 'yes' are in a pink cursive font, while the other words are in a white sans-serif font.

HERE ARE 4
ways to turn a

no

INTO A

yes

HERE ARE 4

to th

yes



The **SHARE** Approach

5 Essential Steps of Shared Decision Making



EVALUATE YOUR PATIENT'S DECISION

- Monitor the extent to which the treatment decision is implemented.
- Assist your patient with managing barriers to implementing the decision.
- Revisit the decision with your patient to determine if other decisions need to be made



THE BENEFITS OF SHARED DECISION MAKING

PATIENTS WHOSE
PROVIDERS LISTEN TO
THEM, ELICIT GOALS &
CONCERNS, AND EXPLAIN
ALL THE OPTIONS, ARE

3 to 5x

**MORE SATISFIED
WITH THEIR
PROVIDERS⁶**

Impact of Shared Decision Aids

- Improved patient knowledge
- Patients feel better informed and more clear about what matters most to them
- Patients had more accurate expectations of benefits and harms of options
- Patients discuss more decisions with their clinicians and probably participate more in decision making

Impact of Shared Decision Aids



- Decisions are more consistent with patient values
- Had a variable effect on length of visit (from –8 minutes to +23 minutes, with a median increase of 2.5 minutes per visit).
- Reductions in unwarranted variation in care and costs



PLANNING A SHARED DECISION MAKING INITIATIVE

A BRIEF INTRODUCTION TO THE POWER OF QI



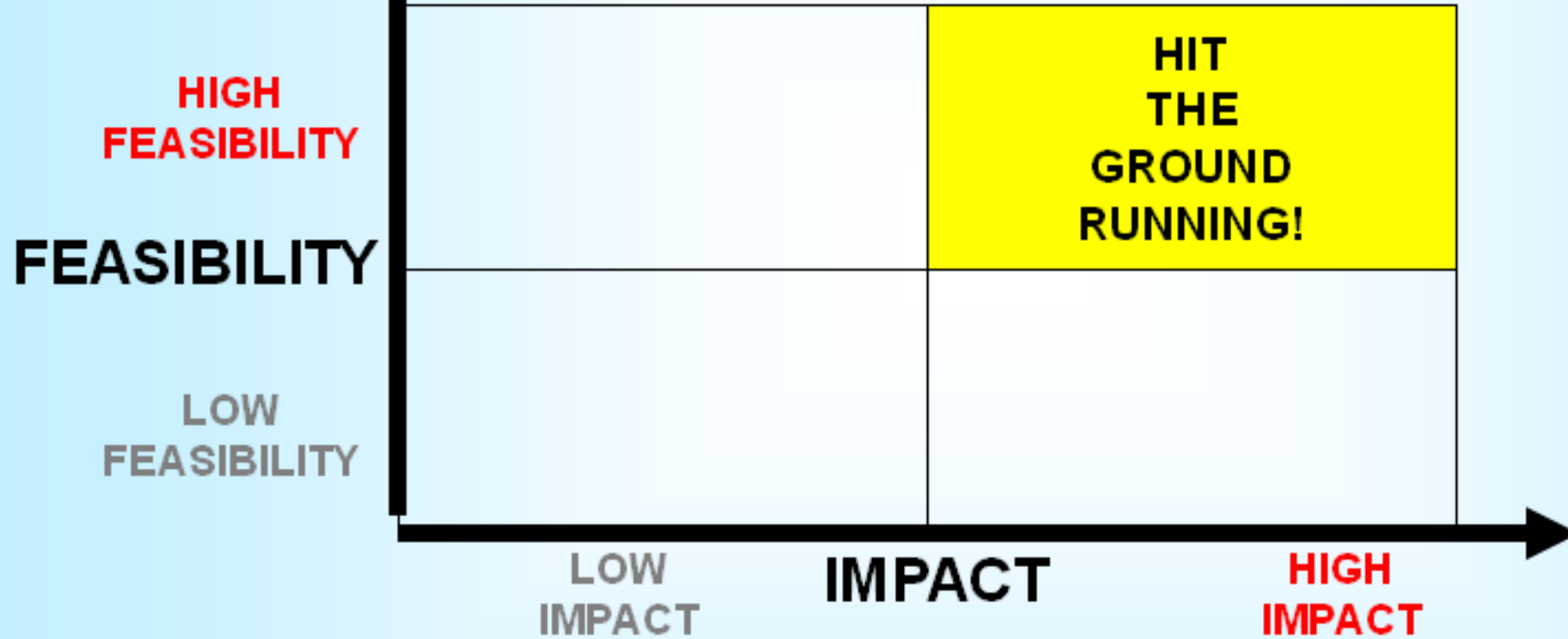
**PUT
PATIENTS
FIRST**

Keep this top of mind as you plan your project or initiative

GENERATING IDEAS



Identifying Where to Hit-the-ground-running

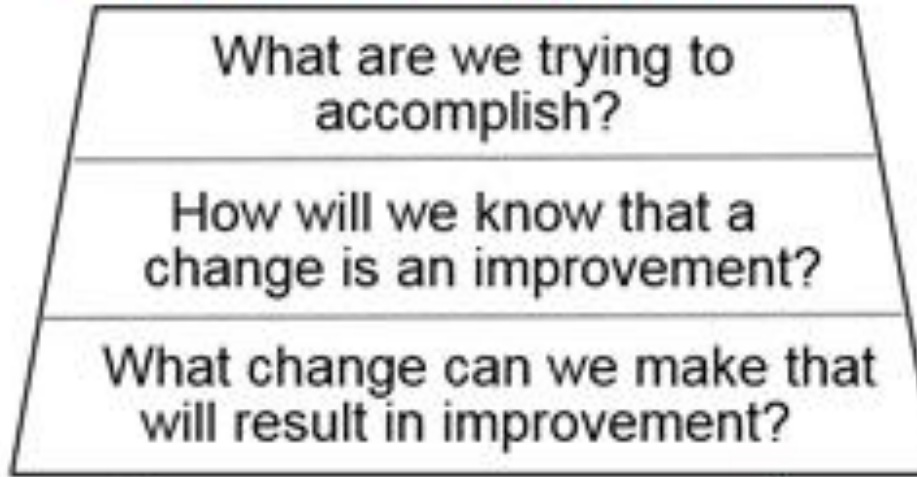


DO YOUR FUTURE SELF A FAVOR



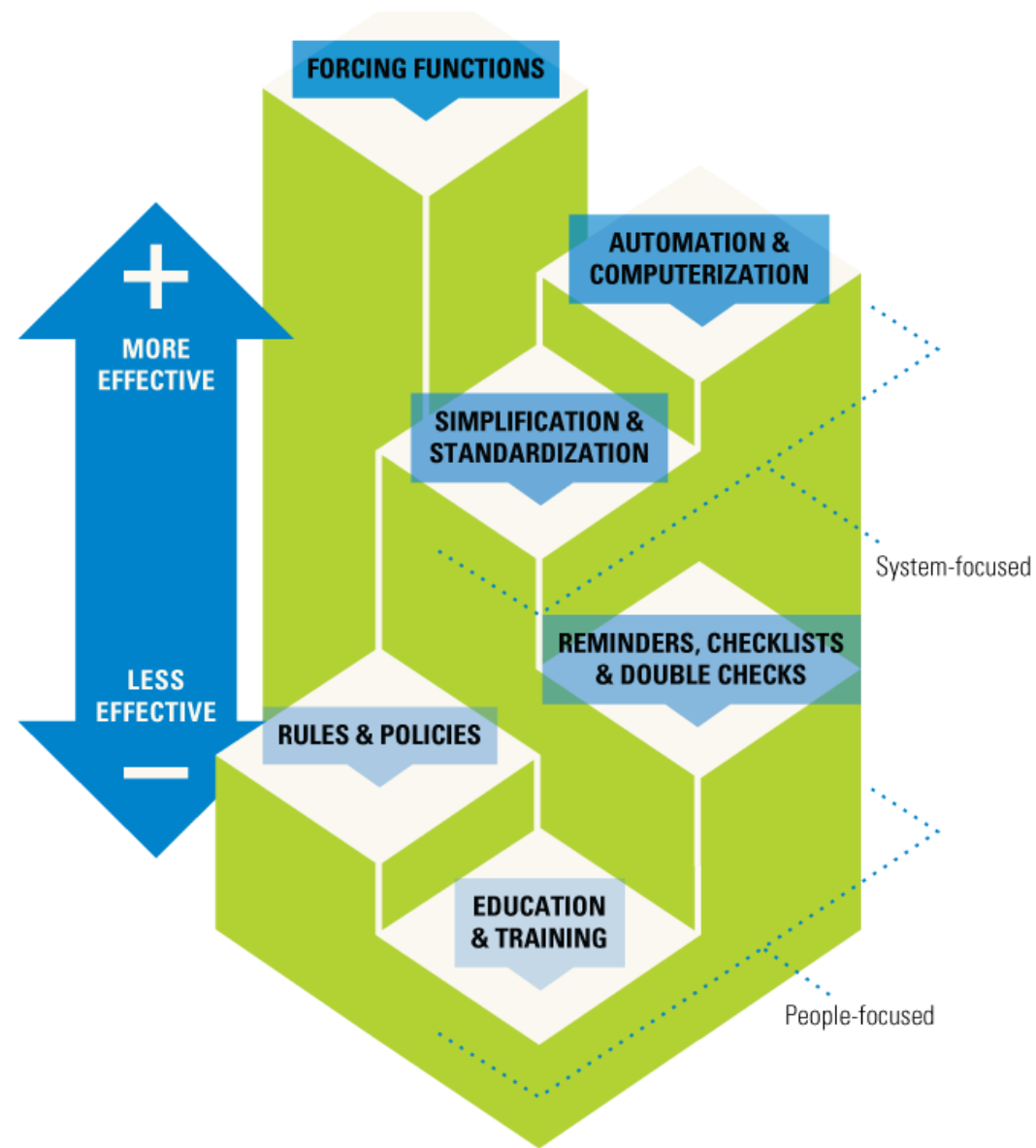
Institute *for*
Healthcare
Improvement

Model for Improvement



Hierarchy of Effectiveness

Other Considerations for Change Ideas



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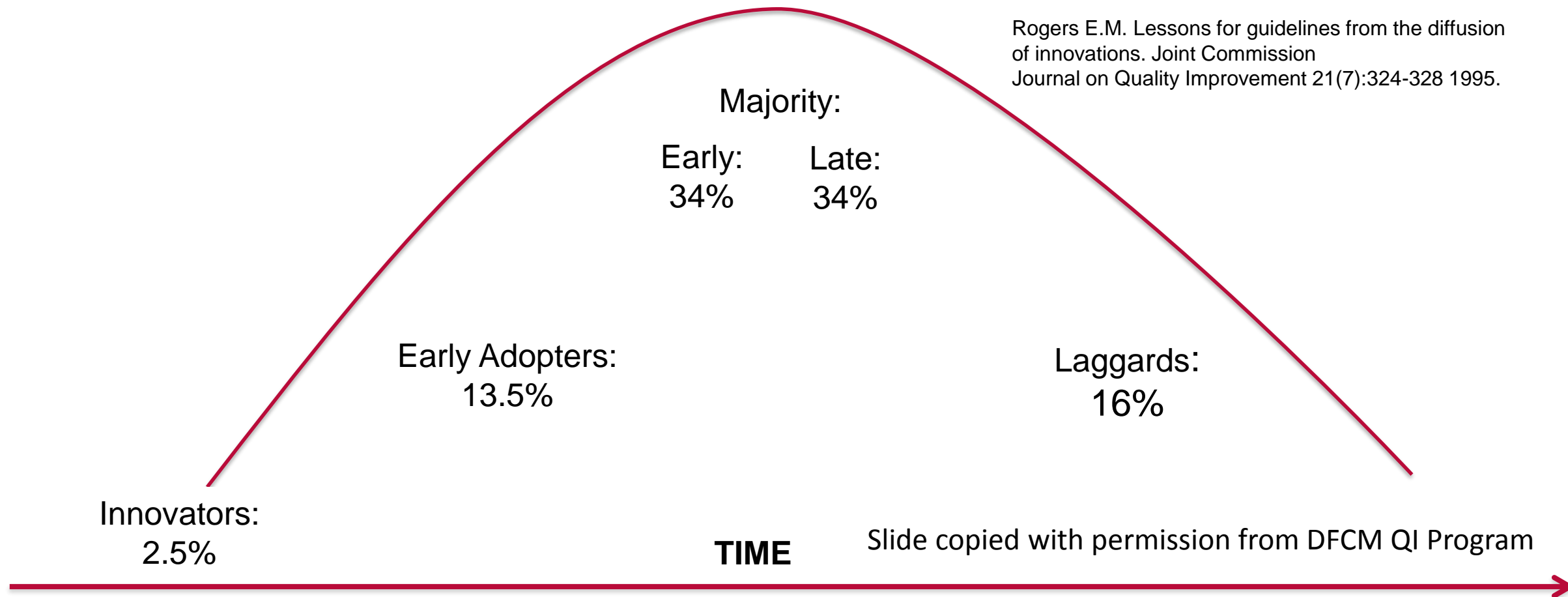


**DOING THE
RIGHT THING
IS ~~NEVER~~
EASY**

*IF IT WERE, MORE PEOPLE WOULD
DO THE RIGHT THING MORE OFTEN*

ADAPTING TO CHANGE

Rogers E.M. Lessons for guidelines from the diffusion of innovations. Joint Commission Journal on Quality Improvement 21(7):324-328 1995.



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REFLECTION:

**PERSONAL EXPERIENCES
YOURS AND MINE**



WHAT ARE YOUR EXPERIENCES WITH
SHARED DECISION MAKING?

DO YOU HAVE ANY TIPS, TRICKS, OR TALES?



MY STATIN QI PROJECT

Patient:

"I had a unique experience at my clinic. I was told my cholesterol was a bit high. I expected to be handed a prescription for a STATIN. Instead - I was given great information on STATINS - risks and benefits. I was given an alternative of diet instead of a STATIN. Together we decided on diet first. This kind of collaboration is extremely motivating to a patient."

Patient:

"When the patient and medical professional listen to each other and work together to decide on treatment - the benefits are immediate and life altering. Let's end the days of a doctor handing us a prescription, told to go to the pharmacy and go home. I was recently given the great opportunity to participate in my choice of treatment. I was given information, options and choice. I was truly listened to - which was a rare and valuable experience."

Provider:

**"...A patient centered method to efficiently and effectively incorporate evidence-based medicine into patient's health preferences
– This has changed my practice"**

THE TAKEAWAYS

1. The needs of patients should come first. There is a gap between patients' desire for engagement in health care decisions AND what they say is actually happening in clinics and hospitals.
2. Asking "What matters to you?" - should be "an Always Event".
3. Shared Decision Making is a Human Right. It should be offered to patients
4. The practice of Shared Decision Making can have numerous benefits for patients (and I would argue providers)
5. When implementing a Shared Decision Making initiative - remember the power of QI.

Dr Montori and colleagues:

“The primary goal of shared decision-making is simply to ensure that patients receive good care. It is a way to fundamentally care for this patient, not just for people like this patient.”



<http://health.sunnybrook.ca/wp-content/uploads/2014/11/doctor-elderly-patient.jpg>

<https://catalyst.nejm.org/shared-decision-making-good-clinical-care/>

Other Select Resources

- <https://www.ahrq.gov/professionals/education/curriculum-tools/shareddecisionmaking/webinars/index.html>
- <https://www.health.org.uk/programmes/magic-shared-decision-making>
- <https://mghdecisionsciences.org/>
- https://med.dartmouth-hitchcock.org/csdm_toolkits.html
- <http://www.ihl.org/resources/Pages/default.aspx>
- <http://www.ihl.org/resources/Pages/Tools/Quality-Improvement-Essentials-Toolkit.aspx>