Patient Empowerment: Implementing Shared Decision Making in a Health Care Organization

Presenters
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Contributor
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UPMC LIFE CHANGING MEDICINE

HCEA HEALTH CARE EDUCATION ASSOCIATION

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September 7, 2017

Objectives

After this session participants will be able to:

- Describe the origin and purpose of shared decision making (SDM)
- Access SDM tools, resources and health information for patients
- Describe implementation of a SDM pilot program

Shared Decision Making

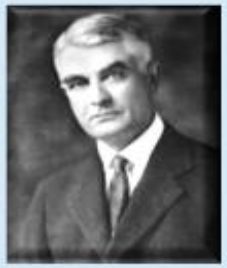
Why practice shared decision making (SDM)?

- History
- Overview
- SDM tools

Shared Decision Making Timeline

1910

Dr. Mayo



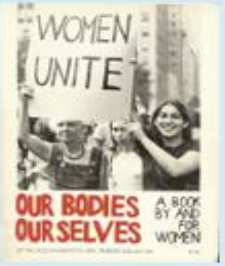
1946

Dr. Spock

'Trust yourself. You know more than you think you do.' Nontraditional Doctor-Patient relationship.

1973

Our Bodies, Ourselves



1982

President's Commission

1989

Foundation for Informed Medical Decision Making

Co-founders: Drs. John Wennberg, Albert Mulley, Jr

1999

Dartmouth-Hitchcock

Center for Shared Decision Making

2001

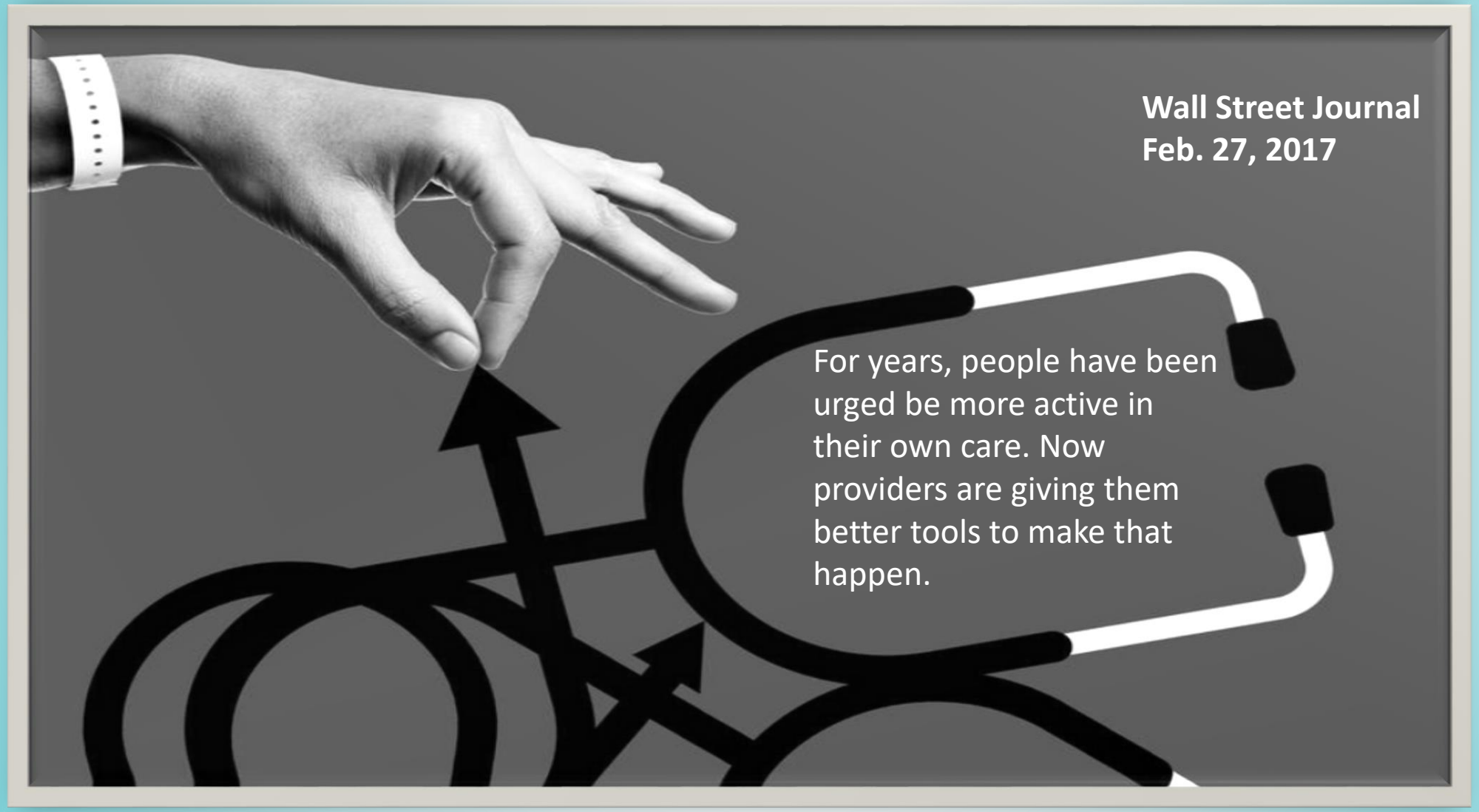
Crossing the Quality Chasm

Institute of Medicine

2017

Century of the Patient

How to (Really) Get Patients to Take More Control of Their Medical Decisions



AHRQ SHARE Approach:
A Model for Shared Decision Making

HealthIT.gov
National Learning Consortium
Advancing America's Health Care

FACT SHEET

December 2013

Shared Decision Making

What is shared decision making?

Shared decision making is a key component of patient-centered health care. It is a process in which clinicians and patients work together to make decisions and select tests, treatments and care plans based on clinical evidence that balances risks and expected outcomes with patient preferences and values.

When patients engage in shared decision making they...

- **learn about their health** and understand their health conditions
- **recognize that a decision needs to be made** and are informed about the options
- **understand the pros and cons** of different options
- **have the information and tools** needed to evaluate their options
- **are better prepared to talk** with their health care provider
- **collaborate with their health care team** to make a decision right for them
- **are more likely to follow through** on their decision

What Providers Say About the Value of Shared Decision Making

- *Patients are more knowledgeable and better prepared for dialogue*
- *Helps the patient understand what we are trying to do*
- *Builds a lasting and trusting relationship*
- *Both physicians and patients are very satisfied*

Source: Adapted from Shared Decision Making video produced by Lakeview Hospital and Stillwater Medical Group. © 2013. Used with permission

Why is shared decision making important?

In many situations, there is no single "right" health care decision because choices about treatment, medical tests, and health issues come with pros and cons. Shared decision making is especially important in these types of situations:

- when there is more than one reasonable option, such as for screening or a treatment decision
- when no one option has a clear advantage
- when the possible benefits and harms of each option affect patients differently

What is the benefit of shared decision making?

Shared decision making helps providers and patients agree on a health care plan. When patients participate in decision making and understand what they need to do, they are more likely to follow through.

How does health IT help shared decision making?

Health IT tools such as interactive decision aids, patient portals, personal health records, and secure electronic messaging can help with shared decision making. For example, patients can access decision aids and relevant patient education materials via a patient portal and communicate with their health care team about the decision via secure messaging. Practices can build triggers into the EHR to remind providers to give patients a decision aid.

Introducing Shared Decision Making to Patients: Suggested Language for Providers

- *Sometimes things in medicine aren't as clear as most people think. Let's work together so we can come up with the decision that's right for you.*
- *People have different goals and concerns. As you think about your options, what's important to you?*
- *Do you want to think about this decision with anyone else? Someone who might be affected by the decision? Someone who might help sort things out?*

Source: Six Steps of Shared Decision Making.
© 2012 by Informed Medical Decisions Foundation. Used with permission.

Tips for Shared Decision Making

The following six steps will help providers with shared decision making. They are adapted from the Informed Medical Decisions Foundation.[1]

1. **Invite the patient to participate:** Inviting patients to participate lets them know that they have options and that their goals and concerns are a key part of the decision making process.
2. **Present options:** Patients need to know the available options.
3. **Provide information on benefits and risks:** Provide balanced information based on the best available scientific evidence. Check back with patients to be sure they understand.
4. **Assist patients in evaluating options based on their goals and concerns:** To understand patients' preferences, ask them what is important to them and what they are concerned about.
5. **Facilitate deliberation and decision making:** Let patients know they have time to think things over, and ask them what else they need to know or do before they feel comfortable making a decision.
6. **Assist patients to follow through on the decision:** Lay out the next steps for patients, check for understanding, and discuss any possible challenges with carrying out the decision.

Selected Resources

Decision Aids

Decision aids for a variety of health issues are available at no cost from:

- Mayo Clinic
- Ottawa Hospital Research Institute

Toolkits and Provider Education Resources

These resources offer step-by-step implementation guidelines and skills training:

- Decision Support Toolkit (Dartmouth Center for Shared Decision Making)
- Implementation Toolkit (Ottawa Hospital Research Institute)
- Decision Support as a Clinical Skill Toolkit (Dartmouth Center for Shared Decision Making)

Patient Resources

(from Informed Medical Decisions Foundation)

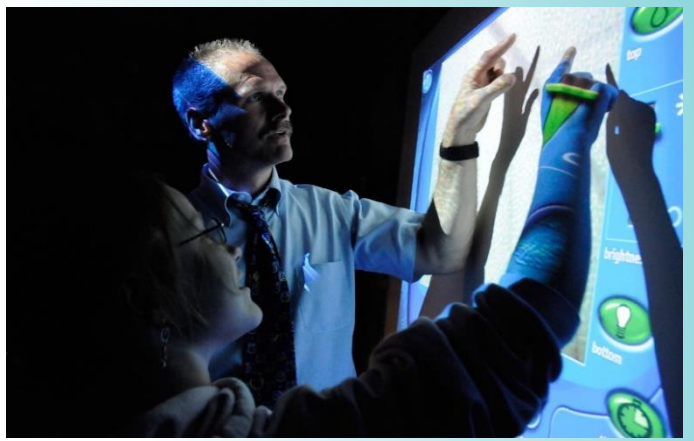
Video: What is Medical Shared Decision Making?

Accompanying patient visit guide: I Wish I had Asked that!

SDM Tools

"Fewer than half of people say their clinician asks about their goals and concerns for their health and health care." Alston et al ., 2012

- Types of SDM Aids
  - Paper/brochure/articles
  - White boards/Smart boards
  - Audio files
  - Video
  - Interactive CDs or web-based
- To be used
  - Alone
  - With family members/caregivers
  - Healthcare professionals



The Empowered Patient Decision Support App

Taking Control: Non-surgical Treatment Options for Urinary Incontinence in Women

Learn more about this decision aid (PDF, 238 kB).

Share information about this decision aid with your patients. Download this handout (PDF, 165 kB).

AHRQ

Cincinnati Children's

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- Health Services Research
- Evidence-Based Decision Making
  - Rapid Evidence Adoption in Child Health (REACH)
  - Shared Decision Making (SDM)
  - Evidence Evaluation Tools & Resources (LEGEND)
  - Evidence-Based Care Recommendations
- Education
- Contact Us

Decision Aids to Facilitate Shared Decision Making in Practice

Decision aids are evidence-based tools to augment patient-parent-clinician communication to ensure that:

- Patients and parents receive standardized information on the pros and cons of the medically reasonable options in a way that can be easily understood
- Patient and parent preferences are elicited about important trade-offs among the various options
- The option selected is congruent with the families' well-informed preferences

Tools and Resources

Show All

- ADHD Treatment for the School-Age Child + Show
- Anticoagulation Therapy + Show
- Diarrhea Treatment with Lactobacillus GG + Show
- Human Papilloma Virus (HPV) Vaccination + Show
- Hydroxyurea for Sickle Cell Anemia + Show
- Juvenile Idiopathic Arthritis Treatment + Show
- Treatment for Children with Autism + Show
- Behavior Concerns in Young Children + Show
- Return of Genetic Test Results from Whole Exome Sequencing + Show

Related Resources

- AHRQ Effective Health Care Program
- CHEO Family Decision Services
- Dartmouth-Hitchcock Center for Shared Decision Making
- Eisenberg Center
- Informed Medical Decisions Foundation
- Scoop.it! Shared Decision Making
- Mayo Clinic Shared Decision Making
- OHRI Patient Decision Aids

Contact Us

For information, feedback or questions about our evidence-based decision making documents, email EBDMinfo@cchmc.org.

Juvenile Idiopathic Arthritis Treatment — Hide

Shared Decision Making Tools

- Arthritis Medication Choice Cards
- Arthritis Medication Choice Cards: Interactive version for tablet or desktop
- How to use the Choice Cards

Evidence

- AHRQ: Disease-Modifying Antirheumatic Drugs (DMARDs) in Children With Juvenile Idiopathic Arthritis (JIA)

Presentations / Publications

- Understanding treatment decision making in juvenile idiopathic arthritis: a qualitative assessment
- Development of Tools to Facilitate Shared Decision Making about Medications for Juvenile Idiopathic Arthritis-A Project of the Pediatric Rheumatology Care and Outcomes Improvement Network

Decision Aid Development Team

- Ellen Lipstein, MD, MPH; William Brinkman, MD, MEd; Esi Morgan DeWitt, MD, MSCE; Katie Staun; Mike Zender; Jessica Sage; Linda Scherer; Carole Lannon, MD, MPH

Funding Source

- AHRQ funded Cincinnati Children's Center for Education and Research in Therapeutics (CERTs)

Conflict Disclosure

- No conflicts to disclose

"The best screening test is the one that gets performed." Informed Medical Decisions Foundation

Barriers:

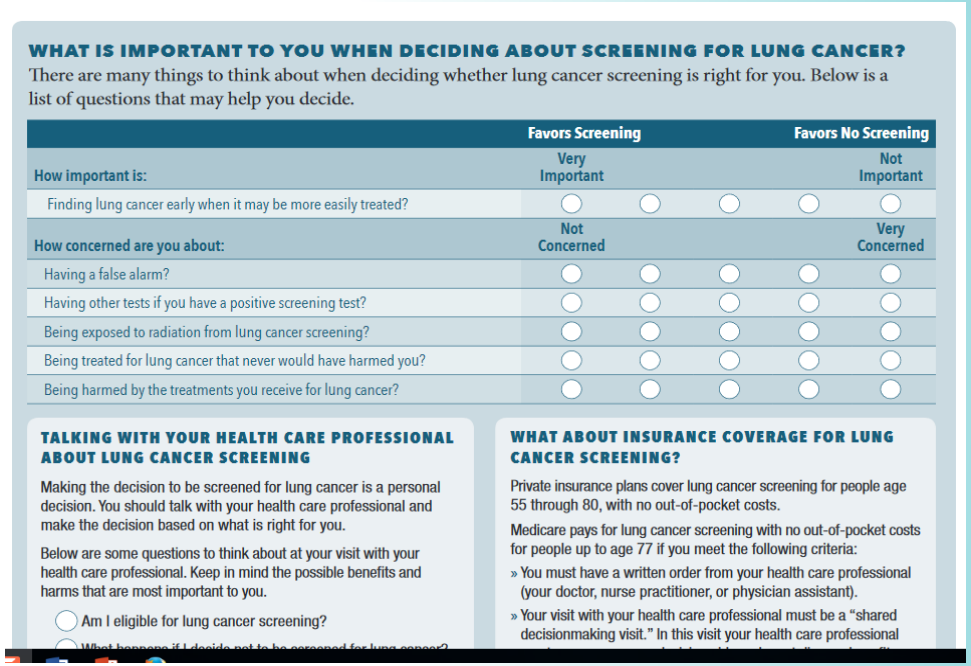
Fear, anger, stress

Depression anxiety

Not understanding health information

Family dynamics

Not enough time with doctor/disagreeing with doctor



WHAT IS IMPORTANT TO YOU WHEN DECIDING ABOUT SCREENING FOR LUNG CANCER?

There are many things to think about when deciding whether lung cancer screening is right for you. Below is a list of questions that may help you decide.

	Favors Screening				Favors No Screening
How important is:	Very Important				Not Important
Finding lung cancer early when it may be more easily treated?	○	○	○	○	○
How concerned are you about:	Not Concerned				Very Concerned
Having a false alarm?	○	○	○	○	○
Having other tests if you have a positive screening test?	○	○	○	○	○
Being exposed to radiation from lung cancer screening?	○	○	○	○	○
Being treated for lung cancer that never would have harmed you?	○	○	○	○	○
Being harmed by the treatments you receive for lung cancer?	○	○	○	○	○

TALKING WITH YOUR HEALTH CARE PROFESSIONAL ABOUT LUNG CANCER SCREENING

Making the decision to be screened for lung cancer is a personal decision. You should talk with your health care professional and make the decision based on what is right for you.

Below are some questions to think about at your visit with your health care professional. Keep in mind the possible benefits and harms that are most important to you.

○ Am I eligible for lung cancer screening?

WHAT ABOUT INSURANCE COVERAGE FOR LUNG CANCER SCREENING?

Private insurance plans cover lung cancer screening for people age 55 through 80, with no out-of-pocket costs.

Medicare pays for lung cancer screening with no out-of-pocket costs for people up to age 77 if you meet the following criteria:

» You must have a written order from your health care professional (your doctor, nurse practitioner, or physician assistant).

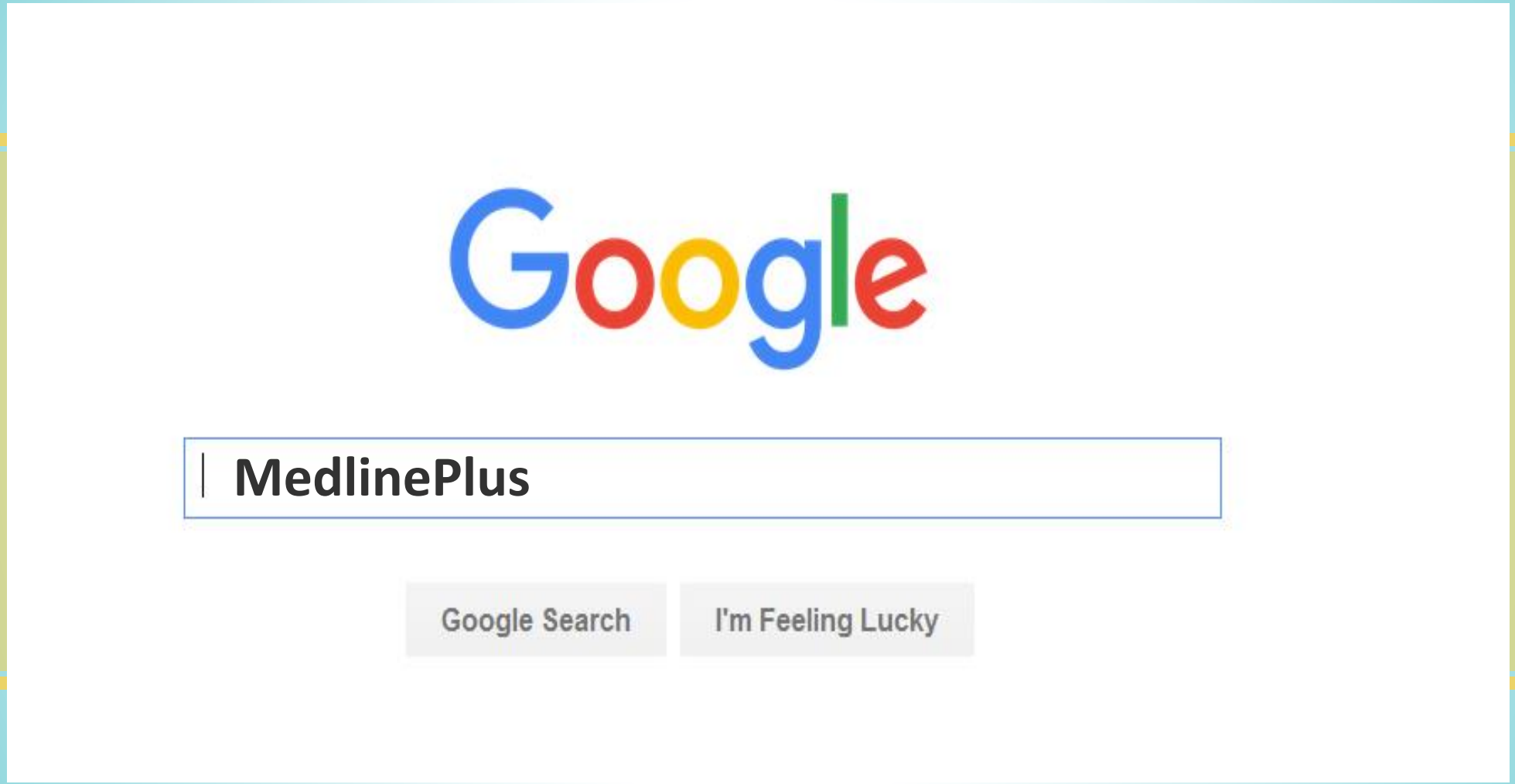
» Your visit with your health care professional must be a "shared decisionmaking visit." In this visit your health care professional

AHRQ Publication No. 16-EHC007-12-A
March 2016

NLM Health Outreach

"The National Library of Medicine (NLM), on the campus of the National Institutes of Health in Bethesda, Maryland, has been a center of information innovation since its founding in 1836".

URL for the National Library of Medicine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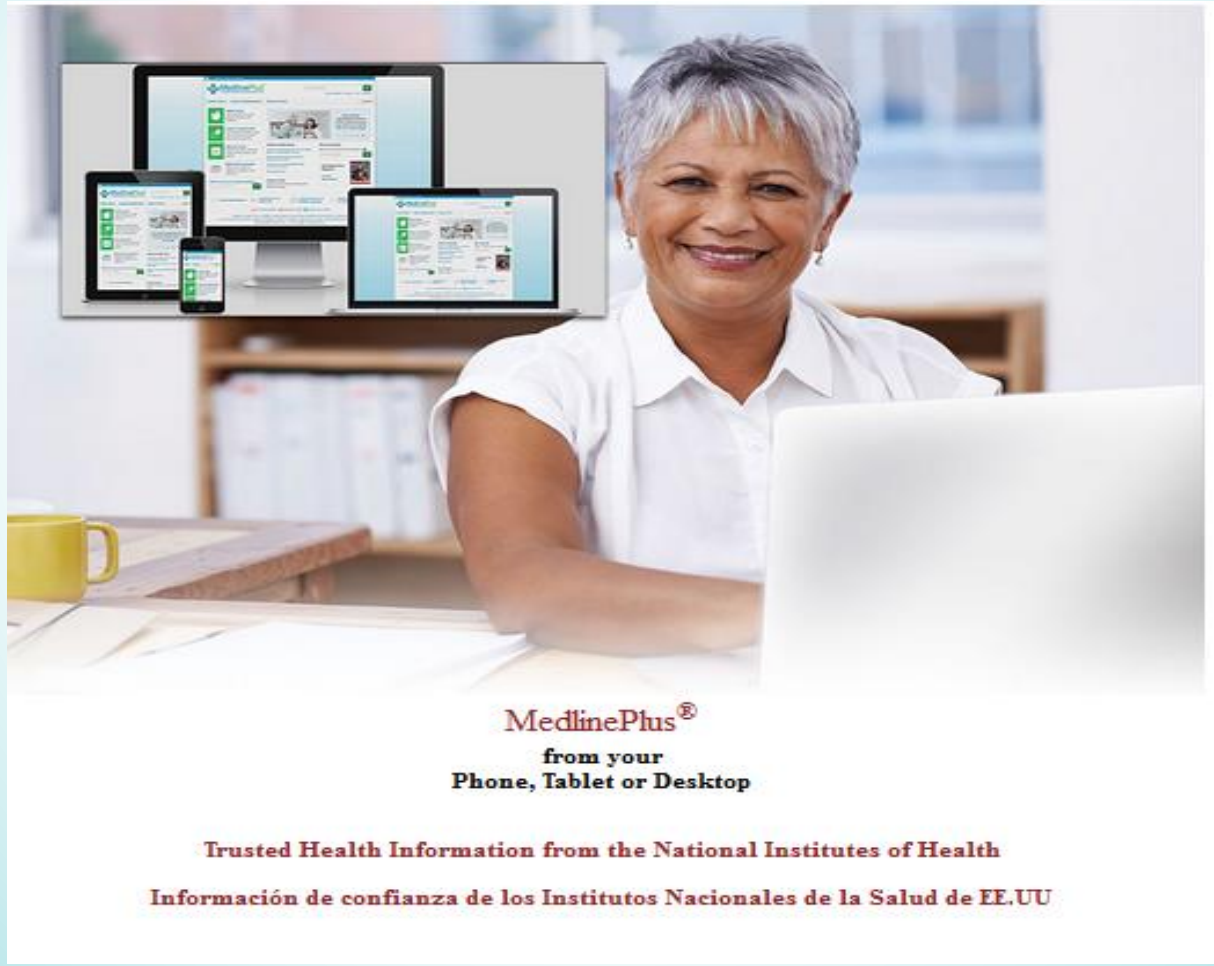

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Discover tutorials, health and surgery videos, games, and quizzes

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Shared decision making

Shared decision making is when health care providers and patients work together to decide the best way to test for and treat health problems. There are many test and treatment options for most health conditions. So your condition may be managed in more than one way.

Your provider will go over all your options with you. The two of you will make a decision based on your provider's expertise and your values and goals.

Shared decision making helps you and your provider choose a treatment you both support.

When to use Shared Decision Making

Shared decision making is often used when you and your provider need to make big decisions such as:

- Taking a medicine for the rest of your life
- Having major surgery
- Getting genetic or cancer screening tests

Talking together about your options helps your provider know how you feel and what you value.

Related MedlinePlus Health Topics

Talking With Your Doctor

How Shared Decision Making Works

When facing a decision, your provider will fully explain your options. You can bring friends or family members to your visits to help in the shared decision making process.

You will learn about the risks and benefits of each option. These may include:

- Medicines and possible side effects
- Tests and any follow-up tests or procedures you may need
- Treatments and possible results

Your provider also may explain why some tests or treatments are not available to you.

To help you decide, you may want to ask your provider about using decision aids. These are tools that can help you understand your goals and how they relate to treatment. It can also help you know what questions to ask.

Once you know your options and the risks and benefits, you and your provider may decide to go ahead with a test or procedure, or wait. Together, you and your provider can make better health care decisions.

How to Find a Provider you can Talk With

When facing a big decision, you want to choose a provider who is good at communicating with patients. You should also learn what you can do to get the most out of talking with your provider. This will help you and your provider communicate openly and build a relationship of trust.

Alternative Names

Patient-centered care

References

Agency for Healthcare Research and Quality. The SHARE Approach. Updated September 2016. www.ahrq.gov/professionals/education/curriculum-tools/shareddecisionmaking/index.html. Accessed October 19, 2016.

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MedlinePlus Decision Making

Results **11** - **20** of **1,490** for **decision making**

11. **Making Decisions** about Treatment (Project Inform)
... want to interact with your doctor and your **decision-making** process. Get informed! Learn about your health condition(s) ... much information from proper studies to help guide **decision-making**. (Read Project Inform's publication, Herbs, Recreational Drugs and ...
https://www.projectinform.org/publications/decisions - External Health Links

12. Talking with the Doctor about Breast Surgery Options (American Society of Clinical Oncology)
... communicating with the health care team affect the **decision-making** process? Dr. Attai: First of all I would ... are discussed and considered. Tags: breast cancer communication **decision making** expert information tips treatment Related Resources: Breast Cancer ...
www.cancer.net/...g-your-doctor-about-breast-surgery-options - External Health Links

13. **Making Decisions** for Your Health: Getting the Info You Need (Food and Drug Administration)
... Products For Consumers Home For Consumers Consumer Updates **Making Decisions** for Your Health: Getting the Info You Need ... Drug Administration (FDA). Duckhorn's team is responsible for **making** sure that ... can make informed **decisions** about your health, Duckhorn says. If you don' ...
https://www.fda.gov/forconsumers/consumerupdates/ucm424523.htm - External Health Links

14. American Association on Intellectual and Developmental Disabilities (American Association on Intellectual and Developmental Disabilities)
... Landscape (?) (?) read more Sep 28 Guardianship and Supported **Decision Making** (?) (?) read more AAIDD Announcements Supreme Court Finds that ...
aaidd.org - Other Resources

15. Advanced Heart Failure (American Heart Association)
... doctors, **making** good **decisions** requires teamwork. Through shared **decision making**, doctors and patients consider both the options and ... care you want to receive. What is shared **decision making**? When heart failure progresses to an advanced stage, ...
www.heart.org/...vanced-Heart-Failure_UCM_441925_Article.jsp - External Health

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February 17, 2011

Making decisions about treatment

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January 2011Â Â Â View PDFÂ Â Â Ask a questionÂ Â Â En espaÃ±ol

Making decisions about treating your HIV may feel overwhelming. Developing a plan that helps you think about, plan for and make treatment decisions can help. Whether you consider prescription drugs or complementary therapies, it's important that your plan is one you're comfortable with and feel empowered by. This publication focuses on issues to consider when deciding your treatment plan.

The basis for making decisions

Regardless of the therapy you consider, the same basic principals for making decisions can be used:

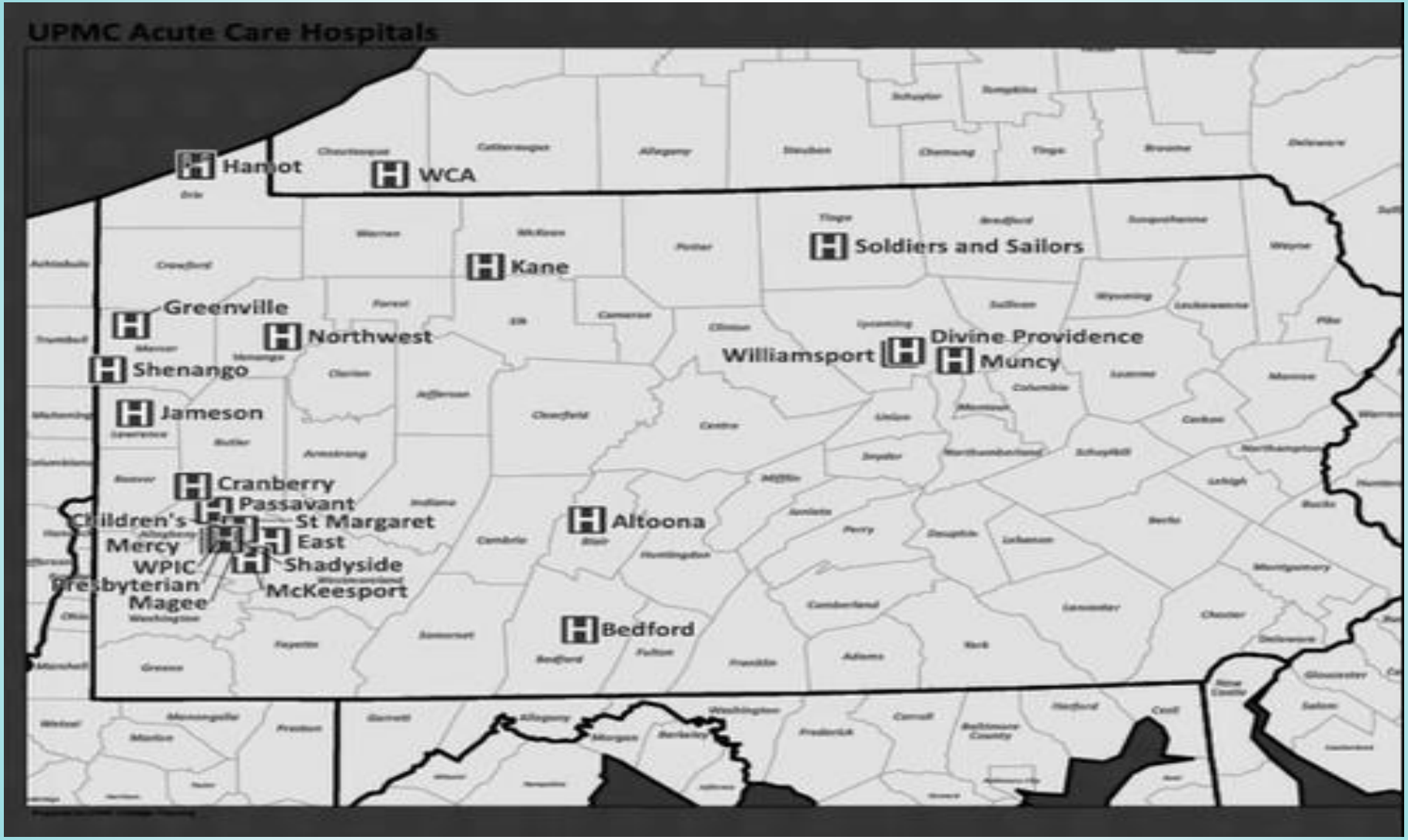
Choose an experienced provider.

- Choose a care provider or doctor who is experienced with treating HIV disease and with the types of therapy you are interested in pursuing.
- Learn about the different types of doctor/patient relationships; determine how you want to interact with your doctor and your decision-making process.

Get informed! Learn about your health condition(s) and treatment options:

- What does the research show? Consider sources of information that give you objective information about various treatments and strategies, including Project Inform's HIV Health InfoLine (800-822-7422) and website (*www.projectinform.org*).
- Explore, examine and challenge your beliefs about therapy

Hello from Pittsburgh PA
&
University of Pittsburgh Medical Center (UPMC)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Bedford

University of Pittsburgh Medical Center (UPMC)

- Presently UPMC hospitals primarily located in western Pa. but branching out to other areas of the state
- UPMC is currently ranked #12 in *U.S. News & World Report* Honor Roll as one of "America's Best Hospitals"
- Ranked No. 1 in Pennsylvania and the Pittsburgh Metro Area
- 65,000 employees
- 600 doctors' offices and outpatient sites
- 3,500 physicians
- 25 hospital health system (and growing!)
- Insurance Services Division

Our Vision

Transform the current system of providing patient education into a more standardized system wide approach throughout UPMC that engages patients, their families, UPMC Health Plan members, and our healthcare professionals.

UPMC: A commitment to standardized patient education and shared decision making

Develop Strategic Plan	• Having written goals and a plan helped to gather support from leadership and provide direction
Develop a Governance Committee	• Consisted of leadership representation from Inpatient, Home Care, Physician Services, Imaging, UPMC Health Plan
Vendors	• Nationally approved tools for SDM • Healthwise • Emmi

Why is shared decision making important at UPMC?

Improves the concept of patient-center care	• The patient is part of the healthcare team • Changes the way providers communicate with patients • Promotes a collaborative patient and provider relationship
Offers choices of treatment	• Identifies pros and cons • Personalizes your choice • Adds a sense of commitment on the part of the patient and the provider
An additional educational tool	• Available education will be consistent with UPMC standardization of patient education across the continuum.

Important at UPMC cont.

Fee-for-value	• Deliver patient-centric, evidence-based, and cost effective care
Legislative action and mandated programs and initiatives	• Improve healthcare costs • Improve population health

Key components of strategy at UPMC to improve shared decision making: Identify an educational need and access SDM tools

Patient	• Better informed of available choices • UPMC.com Health Library on web or patient portal
Physician/Provider can recommend	• Physician recommends SDM tool to assist with decision making & sends it to the patient via the patient portal
Health Plan Coach	• SDM tools identified based on need and emailed to the patient

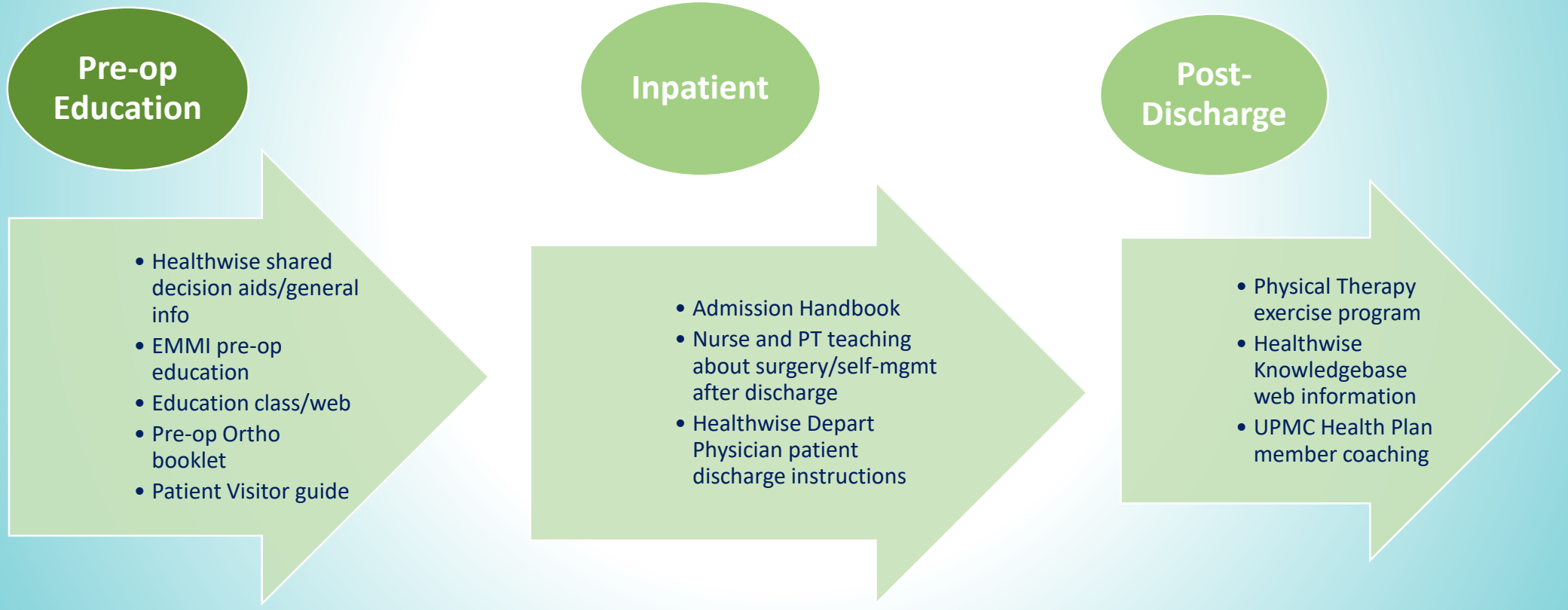
Key components of strategy to improve shared decision making: Using the health information

Patient	• Better informed of available choices
Physician/Provider can recommend	• Physician/Provider can review the SDM tool with patient and a mutual decision can be made
Health Plan coach	• Health coach can review the SDM tool results and talk about options

Processing of transmitting and using the SDM information decisions

Outpatient Setting	• Provider sends the information to the patient via email or the health portal • Physician reviews completed tool prior to conversation
Health Plan Setting	• Health coach emails the information to the member • Health coach review completed tool with consumer

Case:
Building SDM into Clinical Pathway prior to Hip/Knee Surgery



Next steps

Develop an enterprise approach to shared decision making at UPMC	• Through random discovery found there are individual providers developing their own shared decision making tools • Providers are asking to include more topics • Helps to maintain our overall goal of standardization of the information given to the patient
Pilot programs	• UPMC gynecology practice is implementing SDM to help the patient arrive at a treatment choice for vaginal bleeding • A UPMC cardiologist is planning to implement SDM for treatment choices for atrial fibrillation

Questions/Comments

Resources

SDM Sources

- http://www.massgeneral.org/decisionsciences/assets/pdfs/SDM-Decision-Worksheet_Diabetes.pdf
- http://shareddecisions.mayoclinic.org/
- http://decisionaid.ohri.ca/AZlist.html

Toolkits (healthcare professionals)

- http://med.dartmouth-hitchcock.org/csdm_toolkits/primary_care_toolkit.html
- http://decisionaid.ohri.ca/implement.html
- http://med.dartmouth-hitchcock.org/csdm_toolkits/clinical_skill_toolkit.html

For Patients

- https://medlineplus.gov
- http://www.informedmedicaldecisions.org/patient-page/
- https://www.effectivehealthcare.ahrq.gov/index.cfm/tools-and-resources/patient-decision-aids/

Resources

- **The SHARE Approach Workshop curriculum** https://www.ahrq.gov/professionals/education/curriculum-tools/shareddecisionmaking/index.html
- **Healthwise: provider of decision support tools** http://www.healthwise.org/shareddecisionmaking.aspx
- **Emmi® : provider of decision aids** https://www.emmisolutions.com/shared-decision-making
- **The Patient Protection and Affordable Care Act** https://www.gpo.gov/fdsys/pkg/PLAW-111publ148/pdf/PLAW-111publ148.pdf
- **Shared Decision-Making Strategies for Best Care: Patient Decision Aids** https://nam.edu/wp-content/uploads/2015/06/SDMforBestCare2.pdf
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