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

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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
For years, people have been urged be more active in their own care. Now providers are giving them better tools to make that happen.
AHRQ SHARE Approach:
A Model for Shared Decision Making

STEP 1: Seek your patient’s participation.

STEP 2: Help your patient explore & compare treatment options.

STEP 3: Assess your patient’s values and preferences.

STEP 4: Reach a decision with your patient.

STEP 5: Evaluate your patient’s decision.
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.

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.

Selected Resources

- Patient Resources: [Informed Medical Decisions Foundation](https://www.imdecisions.org/

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. 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 how long it might take 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: List out the next steps for patients, check for understanding and address any possible challenges with carrying out the decision.
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
“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

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

From your desktop, phone or tablet

MedlinePlus®
from your
Phone, Tablet or Desktop

Trusted Health Information from the National Institutes of Health
Información de confianza de los Institutos Nacionales de la Salud de EE.UU.
MedlinePlus  Shared Decision Making

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


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 properly studied 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 about the decision-making process? Dr. Altai: First of all I would ...are discussed and considered. Tags: breast cancer communication decision-making expert information tips treatment Related Resources: Breast Cancer ... cancer.net/...-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), Dukchinhorn’s team is responsible for making sure that can make informed decisions about your health. Dukchinhorn says: If you don’t ... https://www.fda.gov/consumers/consumerupdates/ucdm24523.htm - External Health Links


...Landscape (?) (?) read more Sep 28 Guardianship and Supported Decision Making (?) (?) read more AIDD Announcements Supreme Court Finds that ... aaid.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 ...are you want to receive. What is shared decision making? When heart failure progresses to an advanced stage, ... www.heart.org/...-advanced-heart-failure_UCM_441925_Article.jsp - External Health

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The basis for making decisions

Regardless of the therapy you consider, the same basic principles 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 type 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 (800-422-7472) and website (www.projectinform.org).
- Essays, queries and challenges your beliefs about therapy.
Hello from Pittsburgh PA & University of Pittsburgh Medical Center (UPMC)
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

<table>
<thead>
<tr>
<th>Table</th>
<th>Details</th>
</tr>
</thead>
<tbody>
<tr>
<td>Develop Strategic Plan</td>
<td>• Having written goals and a plan helped to gather support from leadership and provide direction</td>
</tr>
<tr>
<td>Develop a Governance Committee</td>
<td>• Consisted of leadership representation from Inpatient, Home Care, Physician Services, Imaging, UPMC Health Plan</td>
</tr>
</tbody>
</table>
| Vendors | • Nationally approved tools for SDM  
• Healthwise  
• Emmi |
Why is shared decision making important at UPMC?

<table>
<thead>
<tr>
<th>Improves the concept of patient-center care</th>
<th>Offers choices of treatment</th>
<th>An additional educational tool</th>
</tr>
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<tbody>
<tr>
<td>- The patient is part of the healthcare team</td>
<td>- Identifies pros and cons</td>
<td>- Available education will be consistent with UPMC standardization of patient education across the continuum.</td>
</tr>
<tr>
<td>- Changes the way providers communicate with patients</td>
<td>- Personalizes your choice</td>
<td></td>
</tr>
<tr>
<td>- Promotes a collaborative patient and provider relationship</td>
<td>- Adds a sense of commitment on the part of the patient and the provider</td>
<td></td>
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## Important at UPMC cont.

<table>
<thead>
<tr>
<th>Fee-for-value</th>
<th>• Deliver patient-centric, evidence-based, and cost effective care</th>
</tr>
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| 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

<table>
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<tr>
<th>Patient</th>
<th>Physician/Provider can recommend</th>
<th>Health Plan Coach</th>
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</table>
| • Better informed of available choices  
• UPMC.com Health Library on web or patient portal | • Physician recommends SDM tool to assist with decision making & sends it to the patient via the patient portal | • SDM tools identified based on need and emailed to the patient |
### Key components of strategy to improve shared decision making: Using the health information

<table>
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<th>Patient</th>
<th>Physician/Provider can recommend</th>
<th>Health Plan coach</th>
</tr>
</thead>
<tbody>
<tr>
<td>• Better informed of available choices</td>
<td>• Physician/Provider can review the SDM tool with patient and a mutual decision can be made</td>
<td>• Health coach can review the SDM tool results and talk about options</td>
</tr>
</tbody>
</table>
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

Pre-op Education
- Healthwise shared decision aids/general info
- EMMI pre-op education
- Education class/web
- Pre-op Ortho booklet
- Patient Visitor guide

Inpatient
- Admission Handbook
- Nurse and PT teaching about surgery/self-mgmt after discharge
- Healthwise Depart Physician patient discharge instructions

Post-Discharge
- Physical Therapy exercise program
- Healthwise Knowledgebase web information
- UPMC Health Plan member coaching
## 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


- Healthwise: provider of decision support tools http://www.healthwise.org/shareddecisionmaking.aspx

- Emmi®: provider of decision aids https://www.emmisolutions.com/shared-decision-making


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*This project is funded by the National Library of Medicine, National Institutes of Health, Department of Health and Human Services, under Cooperative Agreement Number UG4LM012342 with the University of Pittsburgh, Health Sciences Library System.