Shared Decision Making

WHY PATIENTS’ PREFERENCES MATTER

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Outline

• Why patients’ preferences matter
• Shared decision making
• Personalised care planning
• Overcoming the barriers
Proven effective care

- Solid scientific evidence shows benefits of test or treatment far outweigh the risks
- Fully informed patients would overwhelmingly choose to have the test or treatment
- Clinician’s role is to implement effective care

Examples: Surgical repair of fractured hip, thrombolysis post MI
Types of Medical Care (2)

Little or no evidence

- Clinicians adopt standard clinical processes based on experience
- Patients’ and public should be made aware of lack of evidence
- More research needed

*Examples: When to order a test, when to admit patient to hospital, how long patient should stay in hospital*
Types of Medical Care (3)

Preference-sensitive care

- Scientific evidence is either lacking, or shows benefits of test or treatment are a ‘close call’ compared to the risks
- Fully informed patients might choose to have the test or treatment or not
- Clinician’s role is information provision, shared decision making, and implementation of agreed treatment plan

Examples: Elective surgery, cancer screening
Self-management support

• Solid scientific evidence shows health benefits of behaviour change, but clinicians may not be aware of patients’ circumstances and preferences

• Patients must decide on priorities and whether to attempt change

• Clinician’s role is information provision, personalised care planning, and follow-up support

Examples: Smoking cessation, dietary change, exercise
What Patients Need to Know

• What are my options?
• What are the possible risks and benefits and how likely are they?
• How can we make a decision together that’s right for me?
Wanted more involvement in treatment decisions

Source: NHS inpatient surveys
The Clinical Decision Problem

Patients: unaware of treatment or management options and outcomes

Clinicians: unaware of patients’ circumstances and preferences

Poor decision quality
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.
Sharing Expertise

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

**Patient**
- Experience of illness
- Social circumstances
- Attitude to risk
- Values
- Preferences
Breast Screening: A Difficult Decision

Peace of mind?
Best to catch it early so treatment is successful?
Less risk of dying from breast cancer?

Cancer might not be found?
Extra tests and worry from false alarms?
Unnecessary treatment due to overdiagnosis?
BPH: treatment options

• Surgery: prostatectomy (open/TURP)
• Heat: laser, microwave, radiofrequency
• Medication: alpha blockers/reductase inhibitors
• Plant extracts
• Watchful waiting
BPH: appraising the options

Improvement in symptoms

- Reductase inhibitor
- Alpha blocker
- Heat treatment
- TURP

Risk of complications
Managing Chronic Disease

Professional care –
5 hours per year

Self-care –
8,755 hours per year
Personalised Care Planning

1. Share information
2. Discuss and agree goals
3. Jointly develop care plan
4. Record and share plan
5. Agree follow-up schedule
6. Jointly review plan

The process is cyclical, allowing for continuous improvement and adaptation of the care plan.
Key Components

1. Reliable, balanced, evidence-based information outlining prevention, treatment, or management 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
Decision Support for Patients

- Clarify problem and goals
- Identify potential solutions
- Provide and discuss information
- Check comprehension and preferences
- Agree actions
- Motivate and encourage
- Implement and support
- Monitor outcomes
Patient Decision Aids

Information on.....
• Condition
• Treatment options
• Outcomes with and without treatment
• Uncertainties
• Values clarification
• Balanced
• Evidence-based
Health Coaching
Decision aids: the evidence

- In 86 trials addressing 35 different screening or treatment decisions, use has led to:
  - Greater knowledge
  - More accurate risk perceptions
  - Greater comfort with decisions
  - Greater participation in decision-making
  - Fewer people remaining undecided
  - Fewer patients choosing major surgery

Stacey et al. Cochrane Database of Systematic Reviews, 2011
Here is a list of issues many women think about when choosing surgery:
Click in the box next to the ones that are important to you. You do not have to click in every box.

- Avoid looking lop sided
- Avoid mastectomy
- Avoid more unexpected surgery
- Remove the breast
- Less chance of cancer returning
- Avoid radiotherapy
- Smaller scar and less change to breast size
- Keep the breast

Ahmed H et al. BMJ 2012;344:bmj.e3996
Personalised Care Planning

- Individual’s story
- Professional’s story
- Knowledge and health beliefs
- Emotional
- Behavioural
- Social
- Clinical

Goal Setting

- Action

Share and discuss information
Engaged, informed patient

Organisational processes

- Test results prior to consult.
- E-record of care plan
- Know your population
- Contact numbers and safety netting

HCP committed to partnership working

- Consultation skills / attitudes
- Integrated, multi-disciplinary team and expertise
- Senior buy-in and local champions

Prepared for consultation

Information / education

Emotional and psychological support

Engaged, informed patient

Commissioning - The foundation

- Develop market to meet current and future needs
- Identify needs, map resources
- Quality assure and monitor
- Establish and publicise menu of care

Goal Setting

- Individual 's story
- Professional 's story

Knowledge and health beliefs
- Emotional
- Behavioural
- Social
- Clinical

Share and discuss information

Action

Contact numbers and safety netting

Test results prior to consult.
What are the Barriers?

- Time/resources
- Inflexible systems
- Clinical culture
What Could Help?

• Clear policy goals
• Effective clinical leadership, teamwork and training
• Integrating decision support and collaborative care planning into clinical pathways
• Electronic records of decisions + information and support
• Metrics for monitoring process and outcomes
Further Reading