SHARED DECISION MAKING

AN EMPATHIC CONNECTION WITH PATIENTS IMPROVING THE PATIENT EXPERIENCE DURING DECISION MAKING

DISCLOSURE

I am employed by Healthwise, a nonprofit provider of health information, decision support tools, and behavior change assistance.

INTRODUCTIONS

- Leigh Simmons, MD
  - Assistant in Medicine, Massachusetts General Hospital
  - Instructor in Medicine, Harvard Medical School
- Charles Keller, MD
  - Family medicine practitioner at Mercy Clinics – Des Moines
  - Physician lead for shared decision making
- Richard Wexler, MD
  - Chief Clinical Integration Officer – Healthwise
  - Recently – Chief Medical Officer at the Informed Medical Decisions Foundation

SESSION OUTLINE

- An introduction to shared decision making
- Making shared decision making a reality in day-to-day care
  - Stories from implementing SDM at Massachusetts General Hospital and Mercy Clinics-Des Moines
- Discussion, questions and comments

SHOW OF HANDS

In the past 2 years, have you made a decision about starting or stopping a medication or having a surgical procedure?

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ARE PATIENTS INVOLVED AND INFORMED

WHEN MEDICAL DECISIONS ARE MADE

ARE PATIENTS INFORMED?

Question	Percent Correct
How many people	
… get pain relief from surgery	28
… experience a surgical complication (e.g. wound infection)	46
… will have replacement last at least 20 years	15
How long most people require to return to normal activity	39

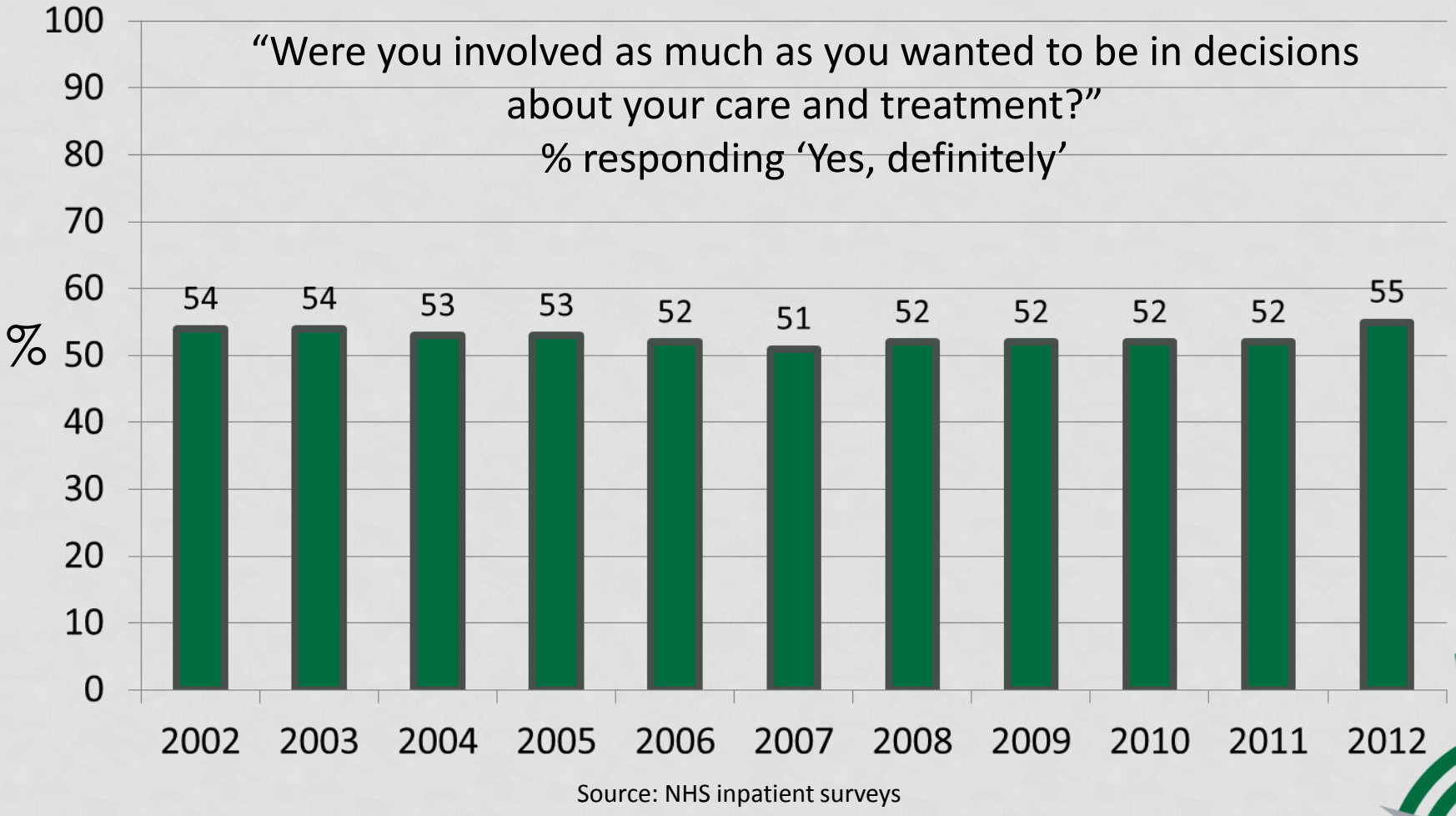
The Decisions Study. Medical Decision Making 2010; 30 supplement 1

ARE PATIENTS INVOLVED?

Patient Recollection of Decision Making Process	PCa Survery % (n=685)	CA Stent % (n=472)
Doctor discussed reasons for surgery	95	77
Doctor discussed reasons might not want surgery	63	19
Doctor discussed any alternative as serious option	64	10
Doctor asked about patient preference for Rx	76	16

Fowler et al, JGIM 2/28/12

NO DECISION ABOUT ME WITHOUT ME



Source: NHS inpatient surveys

TOP THREE GOALS AND CONCERNS FOR BREAST CANCER DECISIONS

Condition: Goal	Pat	Prov	p
Keep your breast?		**71%**	
Live as long as possible?		**96%**	
Look natural without clothes		**80%**	
Avoid using prosthesis		**0%**	

KR Sepucha et al/Pt Education and Counseling 73(2008)504-10

TOP THREE GOALS AND CONCERNS FOR BREAST CANCER DECISIONS

Condition: Goal	Pat	Prov	p
Keep your breast?	7%	71%	P<0.01
Live as long as possible?	59%	96%	P=0.01
Look natural without clothes	33%	80%	P=0.05
Avoid using prosthesis	33%	0%	P<0.01

KR Sepucha et al/Pt Education and Counseling 73(2008)504-10

THE SILENT MISDIAGNOSIS

"Many doctors aspire to excellence in diagnosing disease. Far fewer, unfortunately, aspire to the same standards of excellence in diagnosing what patients want."

Mulley A, Trimble C, Elwyn G. Patients' preferences matter: stop the silent misdiagnosis. 367 London: King's Fund; 2012

WHY DON'T PATIENTS SPEAK UP?

- Patients feel compelled to conform to socially sanctioned roles
- Physicians can be authoritarian
- Patients work to fill information gaps
- Patients feel the need to bring social support to the consultation

SHARED DECISION MAKING

By Dominick L. Frosch, Suepattra G. May, Katharine A.S. Rendle, Caroline Tietbohl, and Glyn Elwyn

Authoritarian Physicians And Patients' Fear Of Being Labeled 'Difficult' Among Key Obstacles To Shared Decision Making

"If I were to do that I would think…is the guy going to be pissed at me…? Is it going to come out in some way that's going to lower the quality of my treatment?"
64 year old man

D Frosch et al/Health Affairs 31, no.5 (2012)

PATIENT SAFETY

How do we describe operating on a patient who would say NO to surgery if alternatives, risks and benefits were well understood?

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SHARED DECISION MAKING

"the process of **interacting** with patients who **wish** to be involved in arriving at an **informed**, **values-based** choice among two or more medically reasonable alternatives"[1]

Informed

There is a choice
The options
The benefits and harms of the options

Values-Based

What's important to the patient

The Clinician ⟷ **Information** ⟷ **The Patient**

[1]A.M. O'Connor et al, "Modifying Unwarranted Variations In Health Care: Shared Decision Making Using Patient Decision Aids" *Health Affairs,* 7 October, 2004

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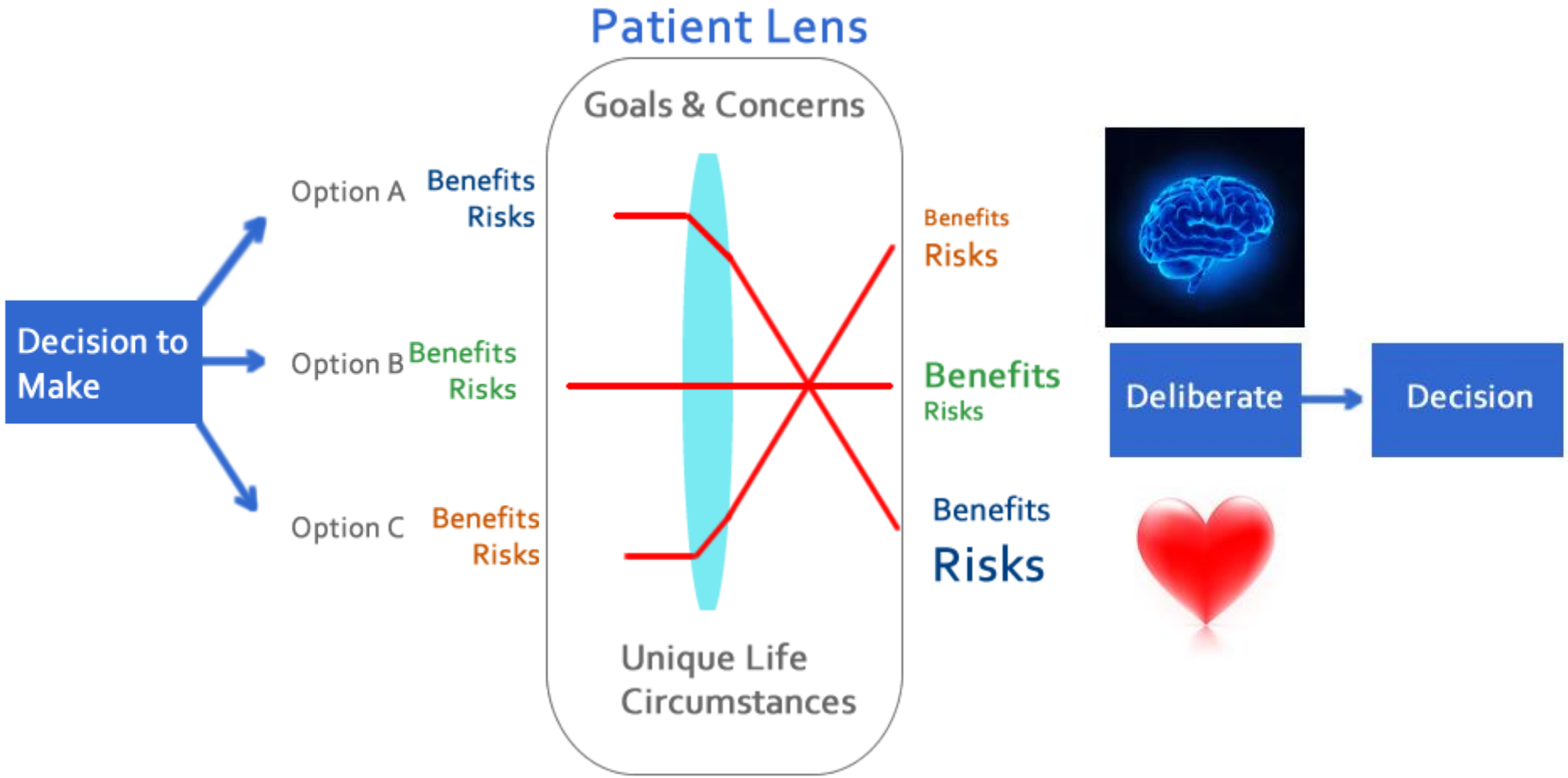
A Schematic of Shared Decision Making



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PATIENT DECISION AIDS: TOOLS TO FACILITATE SDM

- Describe a specific condition
- Present information organized around specific decisions
- Strive to keep information accessible (charts, graphs) and balanced
- Encourage patients to interpret information in the context of their own goals and concerns
- Engage viewers with real patient stories
- Advise patients to make decisions with their physician

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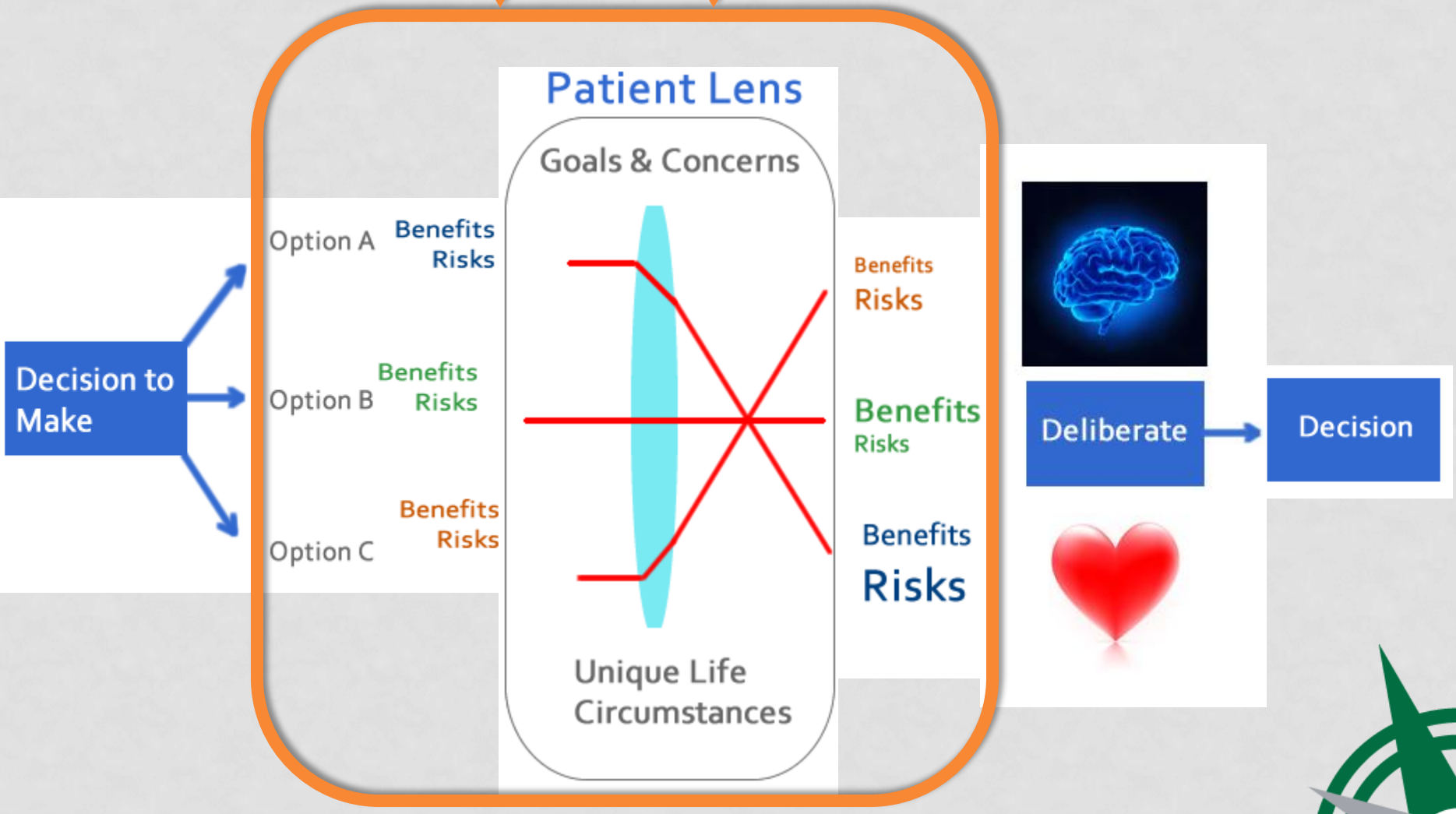
Decision Aids Support Shared Decision Making



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PRESIDENT'S COMMISSION FOR THE STUDY OF ETHICAL PROBLEMS (1982)

- First time shared decision making mentioned
- Informed consent is an ethical obligation that involves SDM and is rooted in mutual respect
- Patient entitled to accept or reject medical interventions based on personal values

A CHORUS OF VOICES CALLING FOR SDM

NPSF
National Patient Safety Foundation®

AMA
AMERICAN MEDICAL ASSOCIATION

national partnership for women & families

AARP

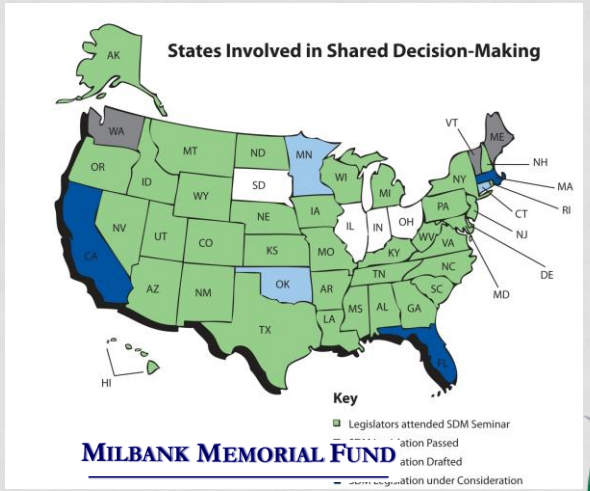
ABIM FOUNDATION

National Priorities Partnership
Convened by the National Quality Forum

NQF
THE NATIONAL QUALITY FORUM

Patient-Centered Primary Care COLLABORATIVE

National Business Group on Health



American Cancer Society®

FOUNDATION FOR INFORMED MEDICAL DECISION MAKING

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