
SHARED DECISION MAKING

A Practical Overview

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OHOS

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Today's Agenda



Level Set

What is shared decision-making?



The Nuts and Bolts

NQF, how-to, and overcoming barriers



In Practice

Case studies of SDM in action



Q/A

Questions, comments, and discussion



What is Shared Decision Making?

Process of communication in which clinicians and patients work together to make optimal healthcare decisions that align with what matters most to patients. Three requirements:

Clear, accurate, unbiased medical evidence about reasonable alternatives, including no medical intervention, and risks and benefits of each

Clinician expertise in communicating and tailoring that evidence for individual patients

Patient values, goals, informed preferences, and concerns, which may include treatment burdens



What is the National Quality Forum?

- Founded in 1999, **NQF is the nation's resource for healthcare quality measurement and improvement**
- Independent, not-for-profit, membership-based organization
- **Bring stakeholders together to recommend quality measures and improvement strategies** that:
 - *reduce costs and*
 - *help patients get better care*
- Lead national collaboration to improve health and healthcare quality for all Americans
- National Quality Partners (NQP) is a forum for NQF-member leaders to drive quality measurement and improvement

National Quality Partners™

Shared Decision Making Action Team



- American Association for Physician Leadership
- American College of Obstetricians and Gynecologists
- American Urological Association
- Association of Rehabilitation Nurses
- Centers for Medicare & Medicaid Services*
- Compassus
- Connecticut Center for Patient Safety
- Council of Medical Specialty Societies
- Genentech
- Homewatch CareGivers International
- Human Services Research Institute
- Hospice and Palliative Nurses Association
- Informed Medical Decisions Program at MGH
- National Alliance for Caregiving
- National Coalition for Cancer Survivorship
- National Partnership for Women & Families
- Patient and Family Centered Care Partners
- Planetree International
- University of Texas-MD Anderson Cancer Center
- Vizient, Inc.



National Quality Partners Playbook[™]: Shared Decision Making in Healthcare

- Aims to make shared decision making the standard of care for all patients
- Provides essential guidance to **implement and strengthen SDM**
- Highlights **practical solutions to common barriers** to SDM in clinical practice
- Includes snapshots that highlight **success stories** and **key resources**





Shared Decision Making Fundamentals

- 1** Promote leadership and culture
- 2** Enhance patient education and engagement
- 3** Provide healthcare team knowledge and training
- 4** Take concrete actions for implementation
- 5** Track, monitor, and report
- 6** Establish accountability and incentives



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Patient Education and Engagement

Overview



- Engage and educate patients and families about:
 - *What SDM means and why it matters*
 - *What their role can be*
 - *What to expect from clinicians*
- Provide resources to help coach patients on how to:
 - *Make more informed decisions*
 - *Identify values, goals, and preferences*
 - *Communicate these with providers*

Once patients understand their role and have access to high-quality resources, most are enthusiastic in becoming informed and involved in care decisions



What are Patient Decision Aids?

- Tools to help people better participate in healthcare decision making
- Provide information on risks, benefits, and alternatives, and burdens of options
- Help patients clarify and communicate personal values on different features of the options
- Do not advise people to choose one option over another
- Do not replace clinician consultation
- Prepare patients to make informed decisions, together with their clinicians, that align with their values, goals, and preferences

Healthcare Team Knowledge & Training

Select Potential Barriers & Suggested Solutions



- Attitude that SDM Already Takes Place
 - *Use the Measurement Framework to conduct a simple baseline survey of team and patient perceptions*
- Lack of healthcare team skills or knowledge on SDM
 - Conduct team-based training sessions focused on practical skills to optimally activate and engage.....
- Lack of time and resources for SDM Training
 - Incorporate SDM into existing training or meeting structures and processes (e.g., continuing professional development)

(Playbook page 12)



Establishing a Measurement Framework

- Performance measurement helps identify opportunities for improvement and areas to target interventions, and monitor progress
- Measurement examples include:
 - *Process (e.g., % of patients who received a decision aid)*
 - *Experience (e.g., patient-reported extent to which they were engaged in decision making (e.g., NQF #2962))*
 - *Outcome (e.g., patient decision quality (e.g., #2985))*

Experience and outcome measures can help ensure clinicians are truly engaging patients and families in SDM

Fundamental 2 & 3:

Snapshots: Real World Successful Case Studies



Patient Education & Engagement in Action

LOCATION: Virginia Piper Breast Center at Abbott Northwestern Hospital

INTERVENTION: EBC patients contacted by RN coordinator within 24 hours of diagnosis- SDM on surgery with DAs

RESULTS:

- Decreased number of f/u calls & questions
- Surgeons noted patients were more prepared to have informed conversations
- Increased patient satisfaction

(Playbook page 11)

Healthcare Team Knowledge & training in Action

LOCATION: Massachusetts General Hospital in Boston

INTERVENTION: 1-hour CME on DAs, HCP report card, EMR enabled DA ordering program

RESULTS:

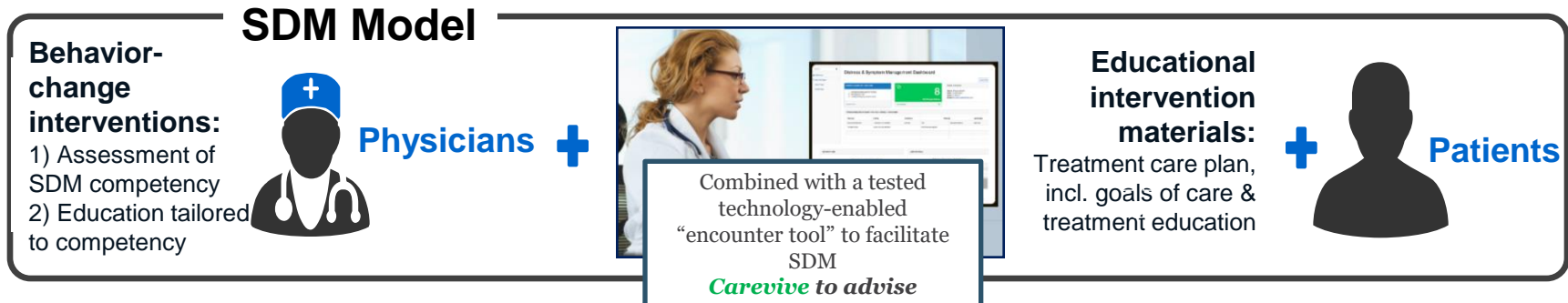
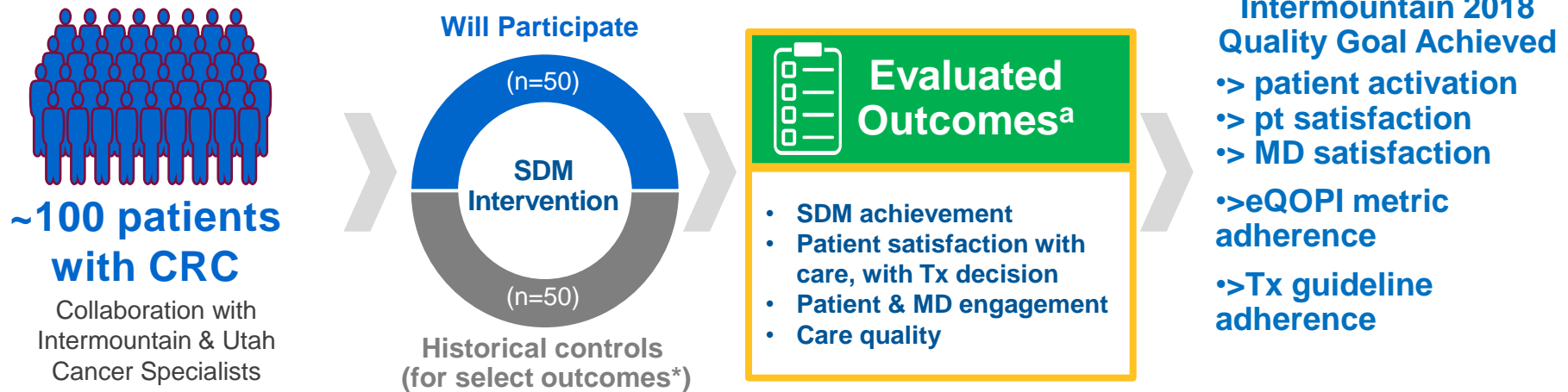
- Doubled use of DAs
- Most HCPs reported the DAs improved the quality of care and changed their discussions with patients

(Playbook page 14)



Genentech Case Study: Intermountain Healthcare

An initiative where mCRC patients and their providers work together to make optimal healthcare decisions that align with what matters most to patients



^aOutcomes evaluated with the following tools: Control Preferences Scale*OCM Patient Experience Survey (select ?s on SDM), Treatment Decision Satisfaction Questionnaire (TDSQ), Patient Activation Measure, Maslach Burnout Survey (MDs), eQOPI metrics,