

Patient Shared Decision Making

Background:

The High Value Healthcare Collaborative (HVHC) is a consortium of 17 healthcare delivery systems in 30 states that care for 20% of the U.S. population. BIDMC is proud to be one of the 17 healthcare institutions involved in carrying out the HVHC's mission to improve patient satisfaction, health outcomes, and reduce the cost of care by sharing best practice care models. Highlighted is our work relative to patient shared decision making (SDM) with respect to preference-sensitive spine, hip and knee orthopaedic conditions.

The Problem

BIDMC discovered that it needed to have Shared Decision Making (SDM) interventions at crucial patient touch points, that awards patients the capacity to “obtain”, “process” and “understand” basic health information so they can make effective healthcare decisions.

Aim/Goal

Primary Aim:

- Enhance information exchange between patient and providers
- Increased patient empowerment
- Offer a safe environment for vulnerable populations
- Assist patients to become more effective health communicators
- Increase patient's capacity to effectively self-manage care

Secondary Aim:

- Optimization of patient-provider time
- Higher yield (through-put)
- Decreased patient-provider “perception-reality” gap

The Team

Kevin McGuire, MD, MS

Mary Houle, RN, BS, CHC

Ayesha Abdeen, MD, FRCSC

Andrea Maziarz, Admin. Assistant

Karla Pollick

The Interventions / Results

- Disseminate Decision Aids & “How To Tell My Health Story” patient tools
- Health coaching support
- Patient health communication training & coaching
- Assess patients “knowledge” and “decisional conflict”
- Provide continuum-of-care navigation support
- Promote Pre-surgical education workshops

TELL YOUR HEALTH STORY
PREPARING FOR MY DOCTOR'S APPOINTMENT*

1. What do I hope to achieve during my doctor appointment (my goals)?
2. What are my main concerns?
3. What is most important to me as I think about how to treat my spine condition i.e. family, work, finances or other personal commitments?
4. What questions do I want answered? (Write as many questions as possible and don't stop to try and answer them. When done list them in order of priority in case you can't get to all of them.)
5. My spine symptoms:
 - a. When did the symptoms start?
 - b. Where is the pain/numbness/weakness located?
6. My Symptoms:
 - a. Has the location of my symptoms changed over time? If so, how did they change over time (describe in as much detail as possible).
 - b. What makes these symptoms worse?

*What makes these symptoms better? (After conservative treatments have failed.)

What Patients Have to Say About Shared Decision Making:

"Thank you for sending the *"How to Tell My Health Story"* work sheet to me. It is a very good way for me to prepare for my visit."

"Thank you so much for this "early intervention". I've not been able to share so much pertinent information -- prior to seeing a doctor for the first time -- and I think it's great!"

"Thank you so much Mary. It was wonderful speaking with you. I feel much better about going into my appointment and think I have a good set of questions now. I am hopeful that after meeting with Dr. McGuire I will have enough information to make a decision about my next treatment option."

I am so glad I picked up the phone when you called! I wish everyone could have this opportunity...maybe one day they will.

"I received your package today for my spinal stenosis condition. The information contained in the materials helped me greatly to understand my condition and the options open to me. Not having this information presented to me previously, I was very reluctant to make any decision regarding my spinal stenosis condition. I look forward in meeting with Dr. Papavasiliou and yourself."

"The Shared Decision Making program at BIDMC Orthopaedics has been extremely helpful for me."

"I am comfortable with my current decision but know you will be there for me to explore alternate solutions as time goes on. I wish the [SDM] program would have been available a couple of years ago before I had a repair of the meniscus in my right knee done."

Lessons Learned

- Inviting patient to participate in Shared Decision-Making is not enough, we need to demonstrate for patients “HOW TO” become effective partners in their healthcare.
- It's important to respond effectively to patient emotions and help them effectively manage uncertainty in order to foster a trusting SDM partnerships.
- It's important to meet the patient where they are physically, emotionally, spiritually, socioeconomically, and match the appropriate SDM intervention tools accordingly.
- The SDM program needs to become an intrinsic part of the way we do business, and must be integrated into the existing workflow processes as seamlessly as possible.

Next Steps/What Should Happen Next

- Develop next generation SDM tools to enhance the overall SDM patient-family engagement experience e.g. leverage Patient Site portal and OMR platforms
- Develop a transformative care model that allows providers to effectively meet patients where they are at on the decision-making spectrum.
- Collaborate with administrators and executive management to establish SDM champions to support long term sustainability.
- Integrate the framework as seamlessly as possible into the existing workflow processes.
- Develop SDM health promotions campaign to raise general awareness and promote behavior adoptions surrounding new delivery model.

