Shared Decision-Making at Group Health

David K. McCulloch, MD
Medical Director of Clinical Improvement
What is shared decision making?

Doctors share information

Patients consider options

Together they make a decision
“Shared medical decision making is a process in which the physician shares with the patient all relevant risk and benefit information on all treatment alternatives and the patient shares with the physician all relevant personal information that might make one treatment or side effect more or less tolerable than others. Then both parties use this information to come to a mutual medical decision.”

- Source: American Journal of Law & Medicine, 2006
SDM with Decision Aids is a high legal standard for informed consent in WA state

- On May 2, 2007, Governor Chris Gregoire signed into law a bill, E2SSB 5930 (Chapter 259, Laws of 2007), that recognized SDM with decision aids as a high standard of informed consent in WA state law. Legal documentation of SDM in the medical record must include:
  - A statement that SDM process occurred between patient and provider, and
  - A statement of the decision that was made, and
  - A brief description of the decision aid that was used, and
  - A statement that the patient or his or her representative understands: The risk or seriousness of the disease or condition to be prevented or treated; the available treatment alternatives, including nontreatment; and the risks, benefits, and uncertainties of the treatment alternatives, including nontreatment, and
  - A statement certifying that the patient or his or her representative has had the opportunity to ask the provider questions, have any questions answered to the patient's satisfaction, and indicating the patient's intent to receive the identified services.
Who grades the quality of decision aids?

Ottawa Health Research Institute
# Healthwise: Knee Replacement Surgery

## Decision Aid Summary

<table>
<thead>
<tr>
<th>Title</th>
<th>Should I have knee replacement surgery?</th>
</tr>
</thead>
<tbody>
<tr>
<td>Health Condition</td>
<td>Osteoarthritis</td>
</tr>
<tr>
<td>Type of Decision Aid</td>
<td>Treatment</td>
</tr>
<tr>
<td>Options Included</td>
<td>Have knee replacement surgery</td>
</tr>
<tr>
<td></td>
<td>Continue using non-surgical treatments</td>
</tr>
<tr>
<td>Audience</td>
<td>Patients with osteoarthritis considering knee replacement surgery.</td>
</tr>
<tr>
<td>Developer</td>
<td>Healthwise</td>
</tr>
<tr>
<td>Where was it developed?</td>
<td><a href="http://www.healthwise.org">www.healthwise.org</a></td>
</tr>
<tr>
<td></td>
<td>Healthwise US</td>
</tr>
<tr>
<td>Year of last update or review</td>
<td>2005</td>
</tr>
<tr>
<td>Format</td>
<td>Web, paper</td>
</tr>
<tr>
<td>Language(s)</td>
<td>English</td>
</tr>
<tr>
<td>How to obtain the decision aid</td>
<td>The decision aid is publicly available for free from a number of Web sites, the URL for only one of them is listed. Variations localized for Canada may also be available. <a href="http://www.healthwise.org">Available here</a>.</td>
</tr>
</tbody>
</table>

### IPDAS Checklist

<table>
<thead>
<tr>
<th>Content</th>
<th>Answer</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. The decision aid describes the condition (health or other) related to the decision.</td>
<td>Yes</td>
</tr>
</tbody>
</table>
### Decision Aid Summary

<table>
<thead>
<tr>
<th>Title</th>
<th>Treatment choices for knee osteoarthritis</th>
</tr>
</thead>
<tbody>
<tr>
<td>Health Condition</td>
<td>Osteoarthritis</td>
</tr>
<tr>
<td>Type of Decision Aid</td>
<td>Treatment</td>
</tr>
<tr>
<td>Options Included</td>
<td>Lifestyle changes, Medications, Injections, Complementary therapy, Surgery</td>
</tr>
<tr>
<td>Audience</td>
<td>People with osteoarthritis of the knee whose symptoms that may cause difficulty with activities of daily living</td>
</tr>
<tr>
<td>Developer</td>
<td>Health Dialog</td>
</tr>
<tr>
<td>Where was it developed?</td>
<td><a href="http://www.healthdialog.com">www.healthdialog.com</a>, Health Dialog US</td>
</tr>
<tr>
<td>Year of last update or review</td>
<td>2005</td>
</tr>
<tr>
<td>Format</td>
<td>Video, paper, DVD</td>
</tr>
<tr>
<td>Language(s)</td>
<td>English</td>
</tr>
</tbody>
</table>

**How to obtain the decision aid**

Members of Health Dialog receive updates of the Shared Decision-Making videos at no charge. If you are not a member but are interested in learning about how you can purchase a video, please call 800-270-0993.

**IPDAS Checklist**

The **IPDAS** assessment of this decision aid indicates that it meets:

- 14 out of 15 of the content criteria
- 8 out of 9 of the development process criteria
- 1 out of 2 of the effectiveness criteria

**IPDAS is the International Patient Decision Aid**
<table>
<thead>
<tr>
<th>Content</th>
<th>Score</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. The decision aid describes the condition (health or other) related to the decision.</td>
<td>Yes</td>
</tr>
<tr>
<td>2. The decision aid describes the decision that needs to be considered (the index decision).</td>
<td>Yes</td>
</tr>
<tr>
<td>3. The decision aid lists the options (health care or other).</td>
<td>Yes</td>
</tr>
<tr>
<td>4. The decision aid describes what happens in the natural course of the condition (health or other) if no action is taken.</td>
<td>Yes</td>
</tr>
<tr>
<td>5. The decision aid has information about the procedures involved (e.g. what is done before, during, and after the health care option).</td>
<td>Yes</td>
</tr>
<tr>
<td>6. . . .</td>
<td>Yes</td>
</tr>
<tr>
<td>15. The decision aid compares probabilities of options over the same period of time.</td>
<td>No</td>
</tr>
<tr>
<td>16. . . .</td>
<td></td>
</tr>
<tr>
<td>19. The decision aid shows the negative and positive features of the options with equal detail.</td>
<td>Yes</td>
</tr>
<tr>
<td>Development Process</td>
<td>Score</td>
</tr>
<tr>
<td>20. Users (people who previously faced the decision) were asked what they need to prepare them to discuss a specific decision.</td>
<td>Yes</td>
</tr>
<tr>
<td>21. The decision aid was reviewed by people who previously faced the decision who were not involved in its development and field testing.</td>
<td>Yes</td>
</tr>
<tr>
<td>22. People who were facing the decision field tested the decision aid.</td>
<td>Yes</td>
</tr>
<tr>
<td>23. Field testing showed that the decision aid was acceptable to users (the general public &amp; practitioners).</td>
<td>Yes</td>
</tr>
<tr>
<td>24. Field testing showed that people who were undecided felt that the information was presented in a balanced way.</td>
<td>Yes</td>
</tr>
<tr>
<td>25. . . .</td>
<td></td>
</tr>
<tr>
<td>28. The decision aid (or available technical document) reports readability levels.</td>
<td>No</td>
</tr>
<tr>
<td>Effectiveness</td>
<td>Score</td>
</tr>
<tr>
<td>29. There is evidence that the decision aid (or one based on the same template) helps people know about the available options and their features.</td>
<td>Yes</td>
</tr>
<tr>
<td>30. There is evidence that the decision aid (or one based on the same template) improves the match between the features that matter most to the informed person and the option that is chosen.</td>
<td>No</td>
</tr>
</tbody>
</table>
When is shared decision making most useful?

- More than one treatment option
- "Preference sensitive" conditions
- Little evidence for one choice over another
12 preference-sensitive conditions

Orthopedics
1. Hip osteoarthritis
2. Knee osteoarthritis

Cardiology
3. Coronary artery disease

Urology
4. Benign prostatic hyperplasia
5. Prostate cancer

Women’s Health
6. Uterine fibroids
7. Abnormal uterine bleeding

Breast Cancer
8. Early stage
9. Ductal carcinoma in situ
10. Breast reconstruction

Back Care
11. Spinal stenosis
12. Herniated disc
Providers can order through Epic
Distributing decision aids

DVDs can be ordered for mailing or viewed on the Web.
Decision aid distribution

Number of videos distributed, by month

_Total: 8,808*_

*As of 12/31/2010; does not include decision aids viewed on the web after Oct 2009.
Incremental improvements

Number of videos Distributed, by month
*Total 10,700*
Decision aid distribution in Ortho

Orthopedics: Service Line Video Distribution

Implementation of PDP work
Percentage of procedures for preference sensitive conditions where patient did not receive the video.
Patient assessment

Overall rating of decision aid videos
Patient survey, September 2010, 950 responses

Helped you understand the treatment choices
- Excellent: 47%
- Very Good: 27%
- Good: 22%
- Fair: 1%
- Poor: 3%

Helped you prepare to talk with provider
- Excellent: 47%
- Very Good: 25%
- Good: 23%
- Fair: 1%
- Poor: 3%
Overall rating of decision aid videos
Patient survey, September 2010, 975 responses

How important is it that providers make programs like this available?

- Extremely important: 50%
- Very important: 41%
- Somewhat important: 9%
- Not important at all: <1%
Patient assessment

Rating of decision aid videos, by topic

September 2010

- Hip Osteoarthritis
- Knee Osteoarthritis
- Coronary Artery
- Benign Prostatic Hyperplasia
- Prostate Cancer
- Uterine Fibroids
- Abnormal Bleeding
- Spinal Stenosis
- Herniated Disc

Percent of patients rating:
- Green: Helped understand treatment choices
- Orange: Helped prepare to talk with provider
- Blue: How important that providers make programs like this available

- Excellent or very good
- Extremely or very important
Problems/issues/things to improve...?

- Getting the right patient at the right time.
- Knowing that the patient watched the DA.
- Knowing that a follow-up conversation took place.
- Tracking which patients watched the DA and decided NOT to have surgery at this time.
- Getting follow-up with patients at 12mo+ to check if they were happy with their decision.
Measuring Decision Quality and Improving Communication – A “Feed Forward Report”

- Self reported symptoms
- Patient’s preference with their level of (un)certainty
- Knowledge test results ($✓$=correct; $×$ = wrong)
- Strong values favouring outcomes of choosing surgery
- Support needs indicate that feeling is supported