

Shared decision making

A leaflet for healthcare staff



Making conversations easier

Shared decision making

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1. Share your thinking
2. Explore options
3. Negotiate the plan
4. Check with the patient



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Shared decision making

1. Share your thinking

- > Define the problem
- > Find out the level of involvement the patient wants

Now that we have identified the problem, we might move on to think about what we will do next?

I would like us to make this decision together



TIP

Communicate that a choice of treatment exists and invite the patient to participate in the decision making process. Although you will feel time is short, **slow down** – patients and their caregivers need time to process what you are saying. If they can do this, it will save you and the patient time overall.

Communication skills

- Summarise the problem
- Share your thinking
- Establish starting point
- Identify concerns



Shared decision making

2. Explore options

- > Present options
- > Discuss pros and cons
- > Explore patient values and preferences

I think there are two options that we should discuss

First I am going to explain to you what the pros and cons of treatment A are...

*What matters most to you?
What is important to you?*

TIP

List the treatment options, describe them in plain language. Clearly communicate the risks and benefits of each option. Offer evidence based decision aids whenever possible.



Communication skills

- Chunk and check
- Encourage patient to contribute
- Nonverbal behaviours
- Use visual aids
- Invite questions
- Summarise (list the options, include facts & feelings)
- Active listening



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3. Negotiate the plan

- > Check/clarify each other's understanding
- > Make or explicitly defer decision

Now if I understand you correctly you are inclined to choose...

We can make the decision together now or you may prefer to have some time to think and perhaps talk it over with your family. What do you think is best for you?



TIP

Confirm the decision by asking your patient to describe the option that has been chosen.

Communication skills

- Agree what is important
- Negotiate differences
- Check understanding
- Ask if more information is needed
- Ask if patient is ready to make a decision



Shared decision making

4. Check with the patient

- > Have the patient's ideas, concerns and expectations been addressed
- > Ask for any additional questions
- > Make plans to review the decision in the future

Can I just check now what you think of the plan?

What questions do you have?

Let's meet again in two weeks to continue this discussion. In the meantime, here is some information for you to read and discuss with your family.

TIP

Check that the patient is happy with the plan by inviting questions, observing the patient's nonverbals and agreeing on next steps.



Communication skills

- Active listening
- Agree next steps for you and the patient
- Safety-netting
- Summarise
- Final check

