



SIX STEPS TO SHARED DECISION MAKING

1. Invite patient to participate

“There’s a decision to make about your treatment (or testing) and I’d like to make it with you. Knowing what’s important to you will help us make a better decision”

2. Present options

Without a decision aid: *“Here are some choices we can consider”*

With a decision aid: *“Did you have a chance to review the decision about...? Which of the treatments (or tests) would you like to discuss?”*

3. Provide information on benefits and risks

Some tips include:

- Use numbers rather than words when you can
- Use natural frequencies *“If 100 people had the treatment, between 80 and 90 would have less pain”*
- Use absolute risk instead of relative risk
- Use balanced framing

Example of false positive rate for mammograms: *“If we look at 100 women your age who have an abnormal mammogram, 9 will actually have breast cancer, and the other 91 women do not. So the mammogram isn’t a perfect test, in fact, most women with abnormal mammograms do not have breast cancer.”*

4. Elicit patient preferences for good and bad outcomes

Patients goals and unique circumstances should be discussed: *“People have different goals and concerns. As you think about your options, what’s most important to you? What do you want to avoid?”*

Use empathic listening skills:

- be nonjudgmental, use open ended questions, assure your understanding – clarify and restate.

5. Facilitate deliberation and decision making

- *Considering what we’ve discussed today, do you have a preference about the direction we take?*
- *Is there any more information you need?*
- *From what I hear you saying, here’s what I’d suggest... because it helps you achieve your goal of X and Y. How does that sound to you?*

6. Assist with implementation

Let’s take a moment and talk about what needs to happens next