Choosing Wisely- Shared Decision Making
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July 18, 2018
Objectives

• Define Choosing Wisely Goals -Why
• Importance of shared decision making
• How and Where do I start?
The Choosing Wisely campaign was developed by the American Board of Internal Medicine Foundation to address issues and questions that often arise in patient care and to help provide scientific guidance for physicians making medical recommendations. Its recommendations can be reviewed at choosingwisely.org.

As much as 30% of care delivered in the U.S. is duplicative, unnecessary and has limited benefits on patients.
• In early 2017, the ABIM Foundation commissioned a survey conducted by PerryUndem Research/Communication to explore physician attitudes regarding the overuse of medical services in the United States.

• Three out of four U.S. physicians say the frequency with which doctors order unnecessary medical tests and procedures is a serious problem for America’s health care system.

• Just as many physicians say that the average physician orders unnecessary medical tests and procedures at least once a week.
• Survey also found that more than half of physicians think they are in the best position to address the problem and that they have ultimate responsibility for making sure patients avoid unnecessary care.

• At the same time, more than half the physicians surveyed say that’d give an insistent patient a medical test they knew to be unnecessary.
Survey Results

- 53 percent of physicians say their patients ask for an unnecessary test or procedure at least once a week.
- 73 percent of physicians say that after they speak with a patient about why a test or procedure is unnecessary, the patient often avoids it.

Source: http://www.choosingwisely.org/getting-started/resource-library/research-report/
POLL Question

• How many are familiar with the Choosing Wisely site meaning you have gone to the site and reviewed information on the Choosing Wisely Site?

• YES____________________

• NO____________________
Defined:

- Shared decision making is a key component of patient-centered health care.
- It is a process in which clinicians and patients work together to make decisions and select tests, treatments and care plans based on clinical evidence that balances risks and expected outcomes with patient preferences and values.
Value of Shared Decision Making

- Patients are more knowledgeable and better prepared for dialogue
- Helps the patient understand what we are trying to do
- Builds a lasting and trusting relationship
- Both physicians and patients are very satisfied

Source: Adapted from Shared Decision Making video produced by Lakeview Hospital and Stillwater Medical Group. © 2013. Used with permission
• Efforts to support informed consumer choices have largely been a ‘one size fits all’ approach.
• Understanding consumers, and trying to meet them where they are, is likely to be the focus of the ‘next generation’ of interventions to support informed consumer choices.
• Patient activation = knowledge, skill and confidence to manage one's health
• Highly activated patients are two or more times as likely as those with low activation levels to prepare questions for a visit to the doctor; to know about treatment guidelines for their condition; and to seek out health information, including comparisons of the quality of health care providers. 10,16
Patient Activation Can Be Measured

Four activation levels reside along a continuum:
Activation is developmental

Level 1
Overwhelmed & disengaged

Level 2
Becoming aware, but still struggling

Level 3
Taking action

Level 4
Maintaining behaviors and pushing further
Knowledge + Skill + Confidence =

Patient Activation

Individuals possessing these three domains are actively engaged in their health and change behaviors where needed to achieve better health outcomes.
Michael Parchman and colleagues showed that the baseline Patient Activation Measure scores of patients with diabetes had improved at a one-year follow-up, when the patients engaged in participatory decision making with providers.

Further Patient Activation Measure score improvements were associated with increases in medication adherence and levels of HbA1c and low-density lipoprotein cholesterol.
How and Where Do I Start
Shared Decision Making
Steps in SDM

Step One - Educate

• Involve staff clinicians during staff meetings and staff education to understand SDM
• Inform patients: Construct a Choosing Wisely bulletin board in your waiting room
Steps in SDM

Understand Patient Activation

Interaction is driven by the individual’s activation and objectives

Help the individual engage by meeting them with goals and action steps they can succeed in

Promote the individual’s problem solving skills – what do you think would work? How can you make this happen?

An activation approach promotes positive belief in his/her abilities and skills to be actively involved in their health
Activation Awareness

Who is this person? What is she capable of...?

What is presenting problem or diagnostic concern?

Here’s what I’d like to talk with you about...
Message Cards

A Primary Care Guide to Choosing Wisely® at Intermountain
Tests and Treatments Doctors and Patients Should Discuss

According to the Institute of Medicine, up to 30% of healthcare delivered in the U.S. is unnecessary and may cause harm. Patterned after the Choosing Wisely® campaign (www.choosingwisely.org) of the ABIM Foundation (www.abimfoundation.org), this document summarizes key areas prone to overuse or misuse of medical tests and procedures at Intermountain Healthcare. It also provides advice on underused care and preventive care visits. Links are provided to tools that summarize the evidence (CPMs and national guidelines), tools to reinforce best practice at the point of care (orders, forms, and quick references), and tools to enable conversations with patients (patient education).

1. Imaging
   Limit imaging to tests that may alter care.
   - Low back pain — Avoid imaging tests in acute low back pain unless there are red flags for serious pathology or injury. According to the Choosing Wisely® lists from the American Academy of Family Physicians and the American College of Physicians, lumbar imaging increases costs without improving outcomes. Intermountain’s Spinal MRI Order Form provides a helpful checklist of appropriate indications for lumbar imaging.

   More information: Spinal MRI Order Low Back Pain CPM Patient education (English / Spanish)

   - Heart — Avoid cardiac nuclear stress testing unless the indication meets national criteria. Cardiac nuclear scans involve significant radiation, which should be avoided unless clinically indicated. Choosing Wisely® lists from the American College of Cardiology (ACC) and the American Society of Nuclear Cardiology provide guidelines on cardiac imaging, and Intermountain’s CV
Safe Antibiotic Use: An Important Message From Your Providers

Dear Patient,

We want to give you some important information about antibiotics.

- Antibiotics only fight infections caused by bacteria.
- Antibiotics will **NOT** help you feel better if you have a viral infection like:
  - Cold or runny nose
  - Bronchitis or chest cold
  - Flu
- If you take antibiotics when you don’t really need them, they can cause more harm than good:
  - You might feel worse
  - You can get diarrhea, rashes, or yeast infections
  - Antibiotics may **NOT** work when you really need them because antibiotics make bacteria more resistant to them. This can make future infections harder to treat.

What can you do as a patient? Talk with me about the treatment that is best for you. Follow the treatment plan that we discuss.

As your healthcare provider, I will give you the best care possible. I am dedicated to avoid prescribing antibiotics when they are likely to do more harm than good. If you have any questions, please ask me, your nurse, or your pharmacist.

Sincerely,

[Provider photos]

The best care is the right care.

Only use antibiotics when needed.
For patients

5 QUESTIONS to Ask Your Health Care Provider Before You Get Any Test, Treatment or Procedure:

1. Do I really need this test or procedure?
2. What are the risks?
3. Are there simpler, safer options?
4. What happens if I don’t do anything?
5. How much does it cost?

www.mainequalitycounts.org/choosingwisely
Steps in SDM

Step Two

• Decide which patient population(s) will you involve in SDM
• Identify the patients/families and involve them

Populations to target

• Reduce antibiotic use
• Screening for breast, colorectal, prostate or lung cancer: without considering life expectancy and the risks of testing, over-diagnosis and over-treatment.
• Low back pain imaging
• Surgery utilization
• New diabetics
Define your processes for distributing decision aids and how you will prepare the patient to make a decision.

Step Three

People who viewed decision aides were more likely to make an informed decision on the first visit.
<table>
<thead>
<tr>
<th>Weight Change</th>
<th>Low Blood Sugar (Hypoglycemia)</th>
<th>Blood Sugar (A1c Reduction)</th>
<th>Considerations</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Metformin</strong></td>
<td>Metformin</td>
<td>Metformin</td>
<td>Metformin</td>
</tr>
<tr>
<td>None</td>
<td>No Severe Risk</td>
<td>Minor = 0 - 1%</td>
<td>In the first few weeks after starting Metformin, patients may have some nausea, indigestion or diarrhea.</td>
</tr>
<tr>
<td><strong>Insulin</strong></td>
<td>Insulin</td>
<td>Insulin</td>
<td>Insulin</td>
</tr>
<tr>
<td>4 to 6 lb. gain</td>
<td>Severe = 1 - 2%</td>
<td>Minor = 30 - 40%</td>
<td>Unlimited %</td>
</tr>
<tr>
<td><strong>Ploglitzone</strong></td>
<td>Ploglitzone</td>
<td>Ploglitzone</td>
<td>Ploglitzone</td>
</tr>
<tr>
<td>More than 2 to 6 lb. gain</td>
<td>No Severe Risk</td>
<td>Minor = 1 - 2%</td>
<td>1%</td>
</tr>
<tr>
<td><strong>Liraglutide/Exenatide</strong></td>
<td>Liraglutide/Exenatide</td>
<td>Liraglutide/Exenatide</td>
<td>Liraglutide/Exenatide</td>
</tr>
<tr>
<td>3 to 6 lb. loss</td>
<td>No Severe Risk</td>
<td>Minor = 0 - 1%</td>
<td>0.5 - 1%</td>
</tr>
<tr>
<td><strong>Sulfonlureas</strong></td>
<td>Sulfonlureas</td>
<td>Sulfonlureas</td>
<td>Sulfonlureas</td>
</tr>
<tr>
<td>Glibizide, Glimepiride, Glyburide</td>
<td>Glibizide, Glimepiride, Glyburide</td>
<td>Glibizide, Glimepiride, Glyburide</td>
<td>Glibizide, Glimepiride, Glyburide</td>
</tr>
<tr>
<td>2 to 3 lb. gain</td>
<td>Severe = Less than 2%</td>
<td>Minor = 21%</td>
<td>1 - 2%</td>
</tr>
<tr>
<td><strong>Glitpins</strong></td>
<td>Glitpins</td>
<td>Glitpins</td>
<td>Glitpins</td>
</tr>
<tr>
<td>None</td>
<td>No Severe Risk</td>
<td>Minor = 0 - 1%</td>
<td>0.5 - 1%</td>
</tr>
<tr>
<td><strong>SGLT2 Inhibitors</strong></td>
<td>SGLT2 Inhibitors</td>
<td>SGLT2 Inhibitors</td>
<td>SGLT2 Inhibitors</td>
</tr>
<tr>
<td>3 to 4 lb. loss</td>
<td>No Severe Risk</td>
<td>Minor = 0 - 1%</td>
<td>0.5 - 1%</td>
</tr>
</tbody>
</table>
Provide guidance for providers to use when having SDM conversations

You must know your patients history and exam and level of activation

This is not blind uniformed consumerism
Step Five

- Measure the impact: Quantify the process and impact of SDM
Steps in SDM

Step Six

Provide multilevel feedback

• Address the importance of both patient-reported measures and project-level measures.

Resource: [www.healthwise.org](http://www.healthwise.org)
Decision Aids
Decision aids for a variety of health issues are available at no cost from:
Mayo Clinic
Ottawa Hospital Research Institute

Toolkits and Provider Education Resources
These resources offer step-by-step implementation guidelines and skills training: AMA https://www.stepsforward.org/modules/choosing-wisely
Decision Support Toolkit
(Dartmouth Center for Shared Decision Making)
Implementation Toolkit
(Ottawa Hospital Research Institute)
Decision Support as a Clinical Skill Toolkit
(Dartmouth Center for Shared Decision Making)
POLL Question

• How many are engaging patients with shared decision making tools?
  
  • YES___________________
  
  • NO___________________