**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

**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 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.