

TechOWL



Technology for Our Whole Lives



Communication First in Collaboration with ACES: **Accessing Better Communication for Deciding Together (ABCD)**



Institute on Disabilities

ACES: Talking with Doctors Using the SHARE Approach

October 6, 2020



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Housekeeping

- Have mic turned off when not speaking
- Questions and comments can be typed in the chat
- There will be time at the end for more questions

Thing to Keep in Mind

- Respect the privacy of other participants
- Things that are shared here, stay here
- This is a safe and collaborative space
- You do NOT need to share if you are not comfortable
- You do NOT need to have your video on
- All communication is valued here (devices, mouthwords, typing, etc.) → use what you are comfortable with!
- If you use your device, you will want to turn up your volume so all can hear.

What is the SHARE Approach?

- Process of decision making in healthcare
- Explores and compares each option's
 - Benefits
 - Harms
 - Risks
- Meaningful conversation about what matters to you
- **Why is this topic so important?**
 - Bob Williams

What is Shared Decision Making?

- Happens when a doctor and patient work together to make decisions
- The best decision includes
 - Evidence-based information
 - Doctor's knowledge and experience
 - Patient's values and preferences

Why Shared Decision Making is Important

For Your Doctor

- Improves quality of care
- Patients are usually happier

For You

- Better experience of care
- More comfortable with recommendations → more likely to follow through

For Everyone

- Builds a better relationship between doctor and patient

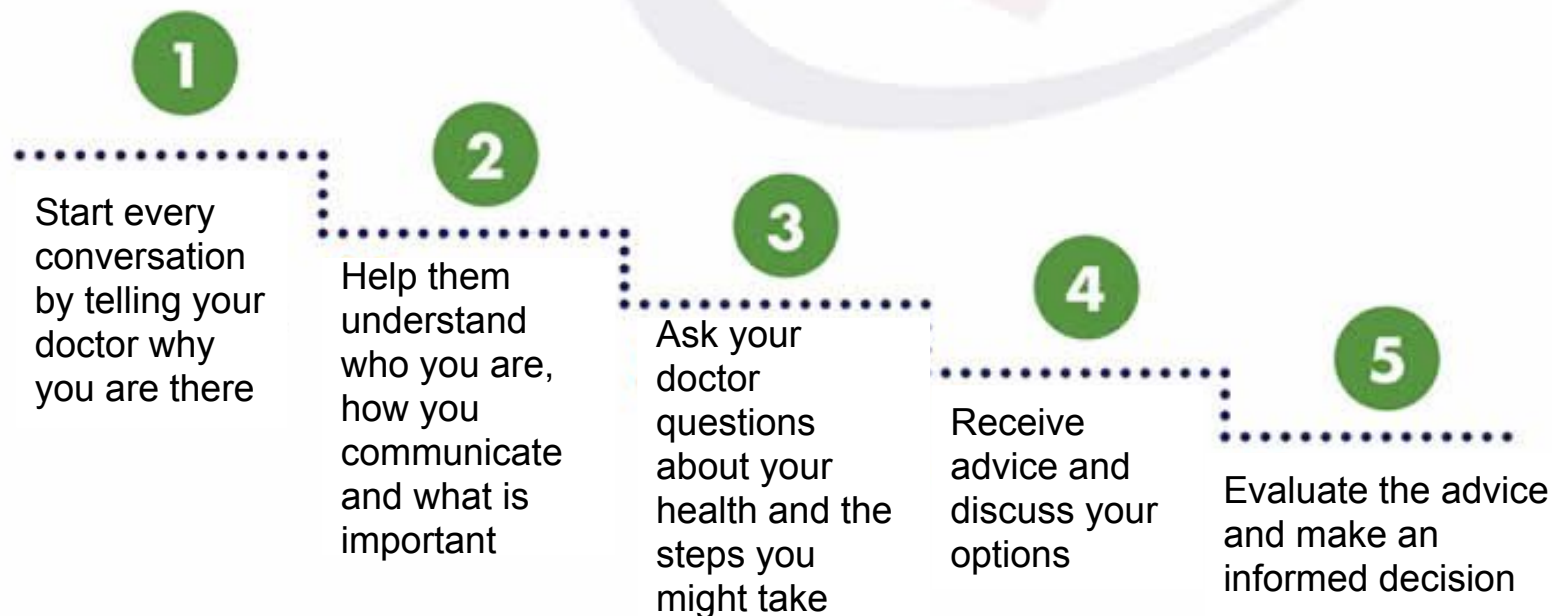
What We Know Works

- “Good” experiences are those in which the medical team includes discussion of what is important to the patient at every stage of care.”

SHARE Approach: The Patient

The **SHARE** Approach

5 Essential Steps of Shared Decision Making



Think about the overview of the SHARE Approach and answer the following in the Chat window.

I believe I can get my doctor to.....



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Action Steps: Seeking & Starting

What Should Happen...

What The Doctor Does

- **Seeks** your active participation in the conversation about your health

What You Do

- **Start** every conversation with your doctor by telling them:
 - Why you are there
 - What you expect to learn from them

**Poll: I believe my doctor
encourages me to be part of the
conversation.**

**Strongly Agree
Agree
Disagree
Strongly Disagree**

Action Steps: Helping

What Should Happen...

What The Doctor Does

- **Help** you explore, understand, and compare treatment options

What You Do

- **Help** your doctor understand:
 - Who you are
 - How you communicate
 - What is important to you

Poll: I believe my doctor helps me understand my treatment options.

Strongly Agree
Agree
Disagree
Strongly Disagree

Action Steps: Asking

What Should Happen...

What The Doctor Does

- **Assess** your values and preferences

What You Do

- **Ask** your doctor questions about your health
- **Ask** about the steps you might want to take



**Poll: I believe my doctor asks
about my what's important to me.**

Strongly Agree
Agree
Disagree
Strongly Disagree

Action Steps: Reaching & Receiving

What Should Happen...

What The Doctor Does

- **Reach** a decision with you
- Should respect your values and preferences
- Explain why certain options are available

What You Do

- **Receive** advice from your doctor
- Discuss your options

**Poll: I believe my doctor makes
decisions with me.**

**Strongly Agree
Agree
Disagree
Strongly Disagree**

Action Steps: Evaluating

What Should Happen...

What The Doctor Does

- **Evaluate** the decision
- Makes sure your decision is right based on medical research, your values, and preferences

What You Do

- **Evaluate** the doctor's advice
- Make an informed decision with your doctor

**Poll: I believe my doctor provides
feedback about my care choices.**

**Strongly Agree
Agree
Disagree
Strongly Disagree**

Who Should Use the SHARE Approach?

- You → as an active participant in decision making
 - With support of partners, caregivers, or other supports, according to your wishes.
- Healthcare Provider → presents options, describes risks/benefits, listens to you opinions
 - Depending on the setting, with possible support from a patient provider communication specialist (hospital SLP)



**Think about what you have learned
and answer the following in the
Chat window.**

**Poll: I believe I can get my doctor
to.....**



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Make the SHARE Approach Work for You

- Ask for information in the format(s) that work for you
 - Visuals
 - Written text
 - Videos
 - Plain language

What Can You Do to Prepare?

- Have an introduction ready
 - Explain how you communicate and make decisions
- Things to pre-program on your device
 - Introduction
 - **Values:** what is important to me about my care & life
 - **Preferences:** what I want to happen or NOT happen

Introduction Example

- I am Jordan. I am able to understand everything you are saying. I use this device to communicate. My friend is here today for support if I need it, but I am the decision maker. Please address everything to me. I might need extra time to ask and answer questions. Thank you.

Values Example

- It is important that procedures do not cause me extra anxiety. It is also important that I have options to reduce my anxiety during procedures.

Preferences Example

- I would prefer any invasive procedures to be inpatient if possible or with local anesthesia. This will help me reduce my anxiety and will help me avoid panicking during the procedure.

Questions I Should Ask

- What are the risks of following recommendations for treatment?
- What are the risks of choosing **not** to follow recommendations for treatment.
- What other options for treatment are there?
- How will this treatment make me feel?

Questions for Roundtable 2

- What are your values and preferences?
 - How will you share them with your doctors?
- What questions will you want to ask your doctor?
- How can you use the SHARE approach at your next appointment?

Contact Information

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Thank You: Please Complete This Survey!

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Topic: ACES Talking with Doctors Webinar 2

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