

20 Learning Moments, or Key opportunities to do better Shared Decision Making

1. Not checking the agenda of the patient - why they really are there and what they want to know or get out of the encounter?
2. Not arriving at a shared understanding of the diagnosis/formulation BEFORE starting to discuss management options.
3. Closing down too early e.g. "what would you do doctor" — "well, I think you should..."
4. Moving to detailed description of individual options before listing them — 'plunging into the territory' before 'laying out the map'.
5. Failing to check what options the patient is already aware of.
6. I'm the expert — taking up the position of the only expert in the room.
7. Failure to take account or understand preferences or practical issues that might affect which option is actually suitable for that particular patient.
8. Failure to bring or offer to bring any objective evidence to bear — either party can offer such 'evidence'.
9. Risk language — often poorly done.
10. Using patient decision aids(PDAs) as scripts (monologue) versus Patient Decision Aids as enablers (dialogue).
11. 'Talking to' versus 'working with'. Otherwise known as the The 'spieling' - just because you know what you want to say!
12. Closely related to information overload — not chunking and pacing.
13. Not checking on understanding — how much of this are you getting?
14. Working to the guideline and not the patient in front of them.
15. Falling into the 'trap' of recommending the 'best treatment' without knowing what matters - what is best for that particular patient.
16. Accepting the omniscient position and not trying to invite the patient into the shared space.
17. Use of jargon.
18. Abandoning the patient - handing over the information without 'staying in the painful shared decision space alongside the patient'.
19. Not checking that both parties are ready to make the decision.
20. Not designing your systems to enable better Shared Decision Making.

Check list of key skills

Choice talk

Summarise & signpost a shift in the conversation

- Introduce the idea of choice
- Check for reaction to discussing choices

If necessary:

- Justify the introduction of choice & signpost 'what's important to you' (preference talk) and
- Defer closure

Options talk

- Check existing knowledge
- List options (laying out the map)
- Introducing decision support if available and useful
- Explore the nature of the options
- Explore the benefits and harms and consequences of the options
- Check understanding
- Continue 'what's important to you?' (preference talk) where appropriate

Preference/ decision talk

- Summarise and check preferred next step (move to decision or more time: chance to speak with others, read a decision aid, go on line, ponder?)
- Check 'what is important to you'
- Move to making a decision

When conducting a Shared Decision Making enhanced consultation you might like to think about some of these questions, while remembering there is no **one** perfect or right way to do this!