



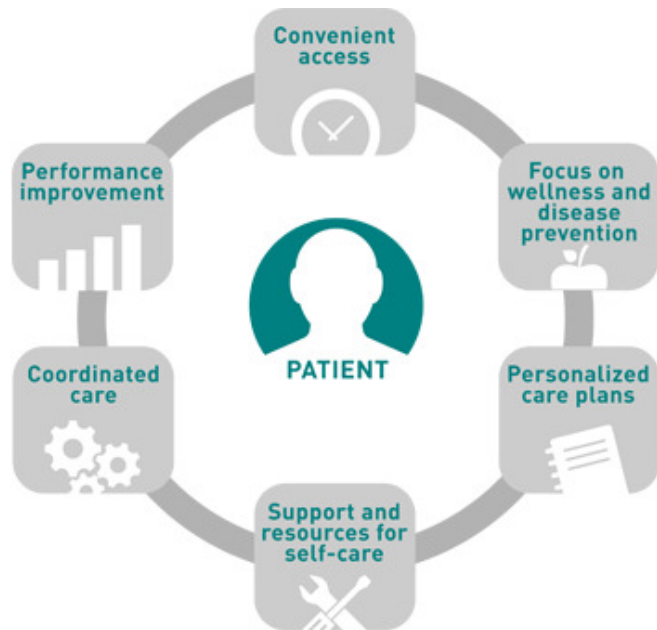
醫病共享決策
(*SHARED DECISION MAKING,
SDM*)

病人為中心的醫療照護

陳厚全醫師

衛生福利部桃園醫院

病人為中心的醫療照護 Patient-Centered Care



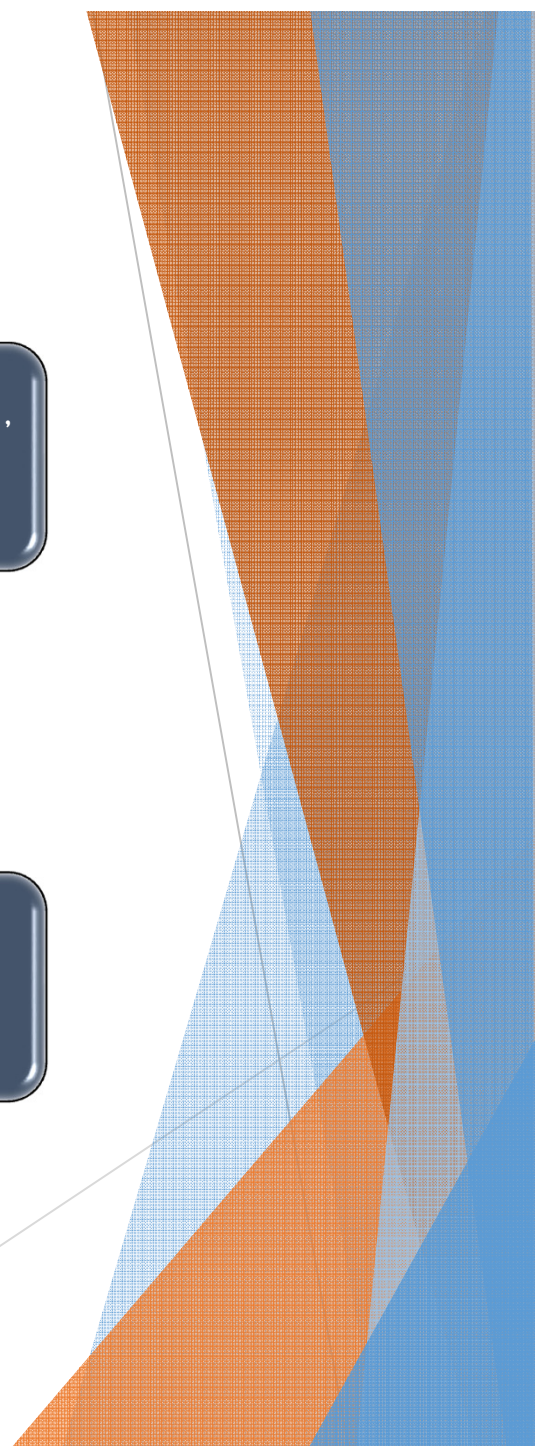
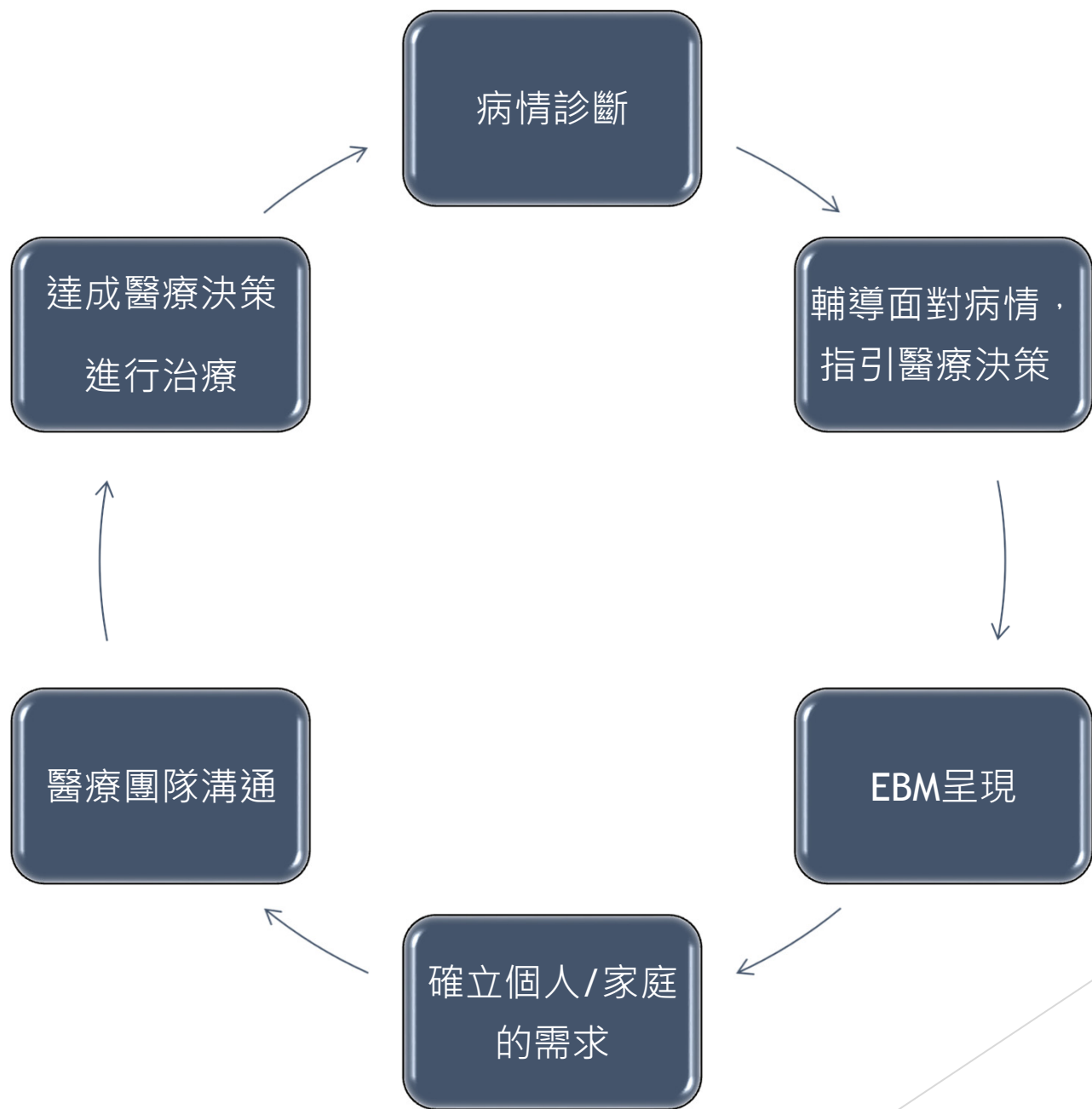
醫病共享決策

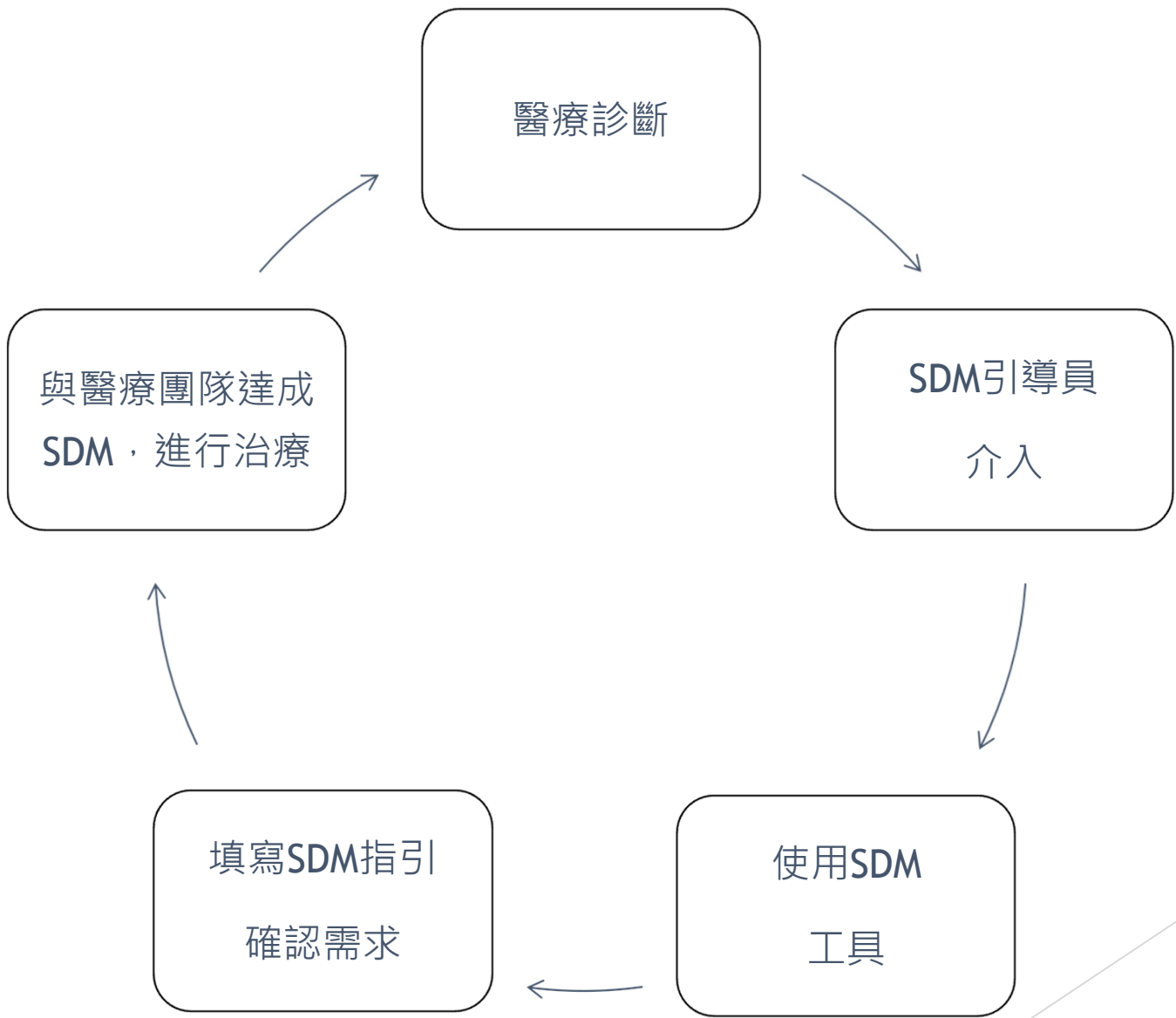
SHARED DECISION MAKING, SDM)

- ▶ 一種具體落實病人為中心的照護流程
- ▶ 將病人及其家屬，納為醫療團隊的一分子
- ▶ 基於平權，協助病人考量到醫療以外的需求
- ▶ 促進醫病、醫護、醫醫之間的溝通
- ▶ 有一定的步驟
- ▶ 需要工具的協助

Let's sit down and talk about it!







病人為中心的照護模式： 從單一到複雜

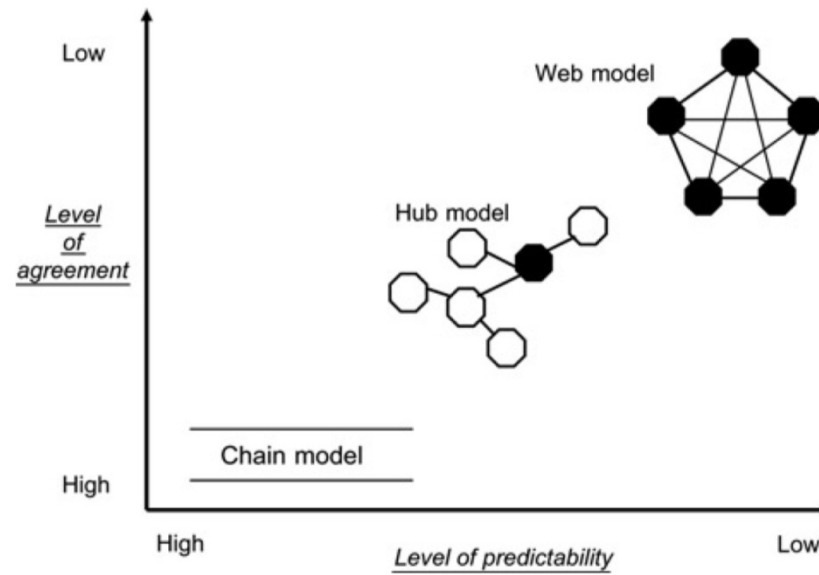
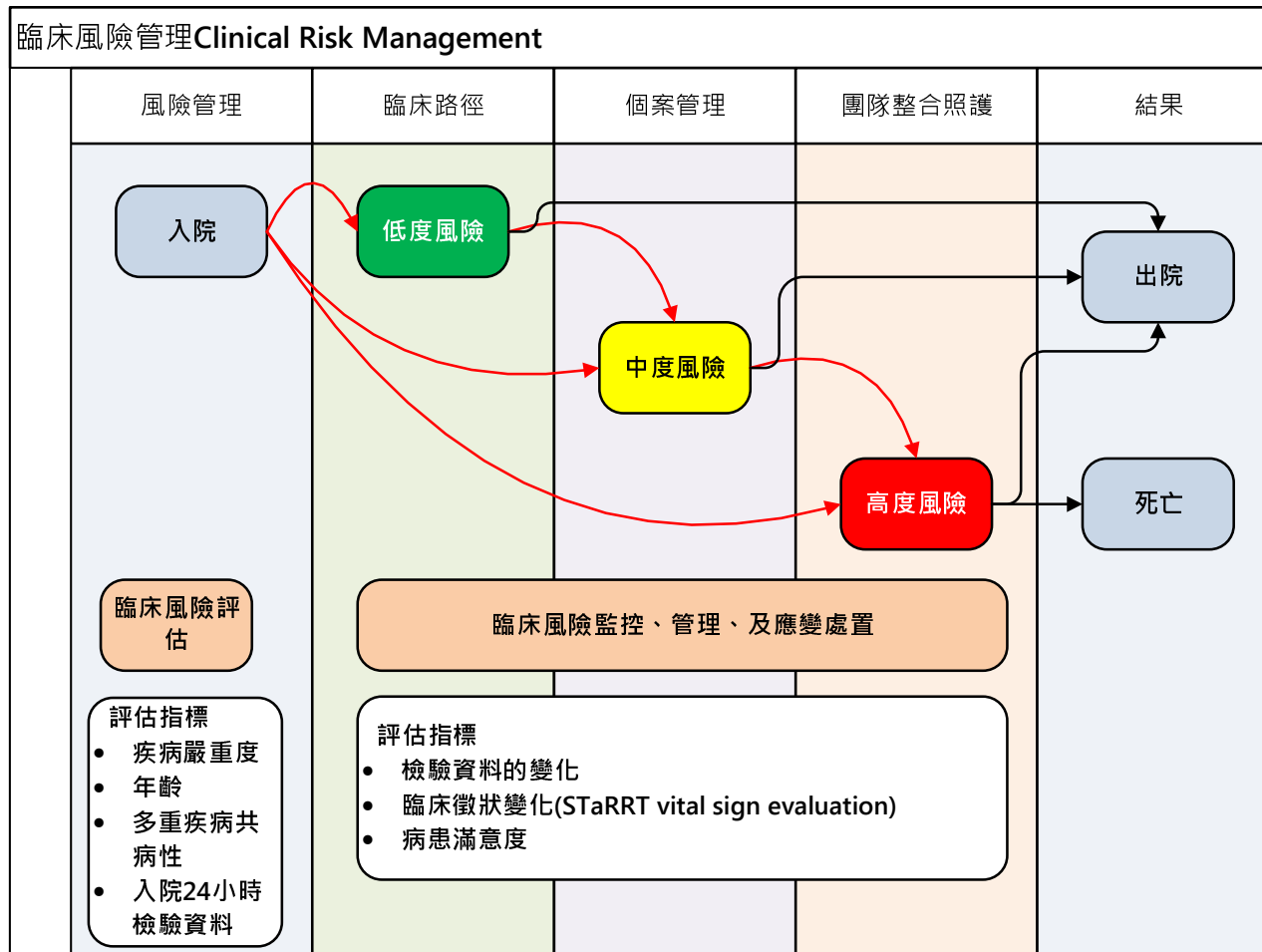


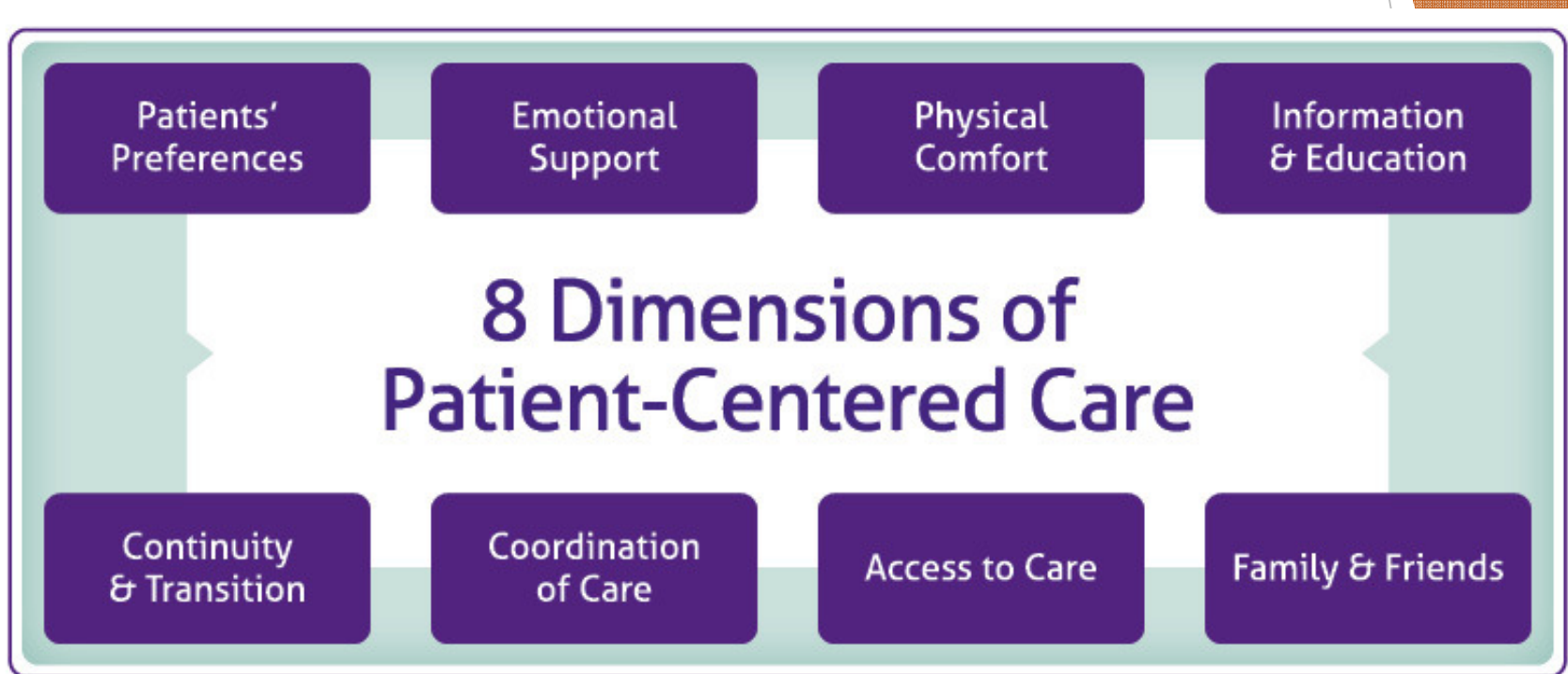
Figure 1 Different models of pathway coordination mechanisms^{18,20}

(Vanhaecht, Panella et al. 2010)

臨床風險管理 Clinical Risk Management



八大核心概念



醫病共享決策的優點

降低人為疏失

增加病人對於醫療的順從度

避免不當的使用藥物

避免不必要的手術

節省醫療費用

醫病共享決策的困難

醫療人員缺乏協助病患進行臨床決策的知識、技巧、和認知

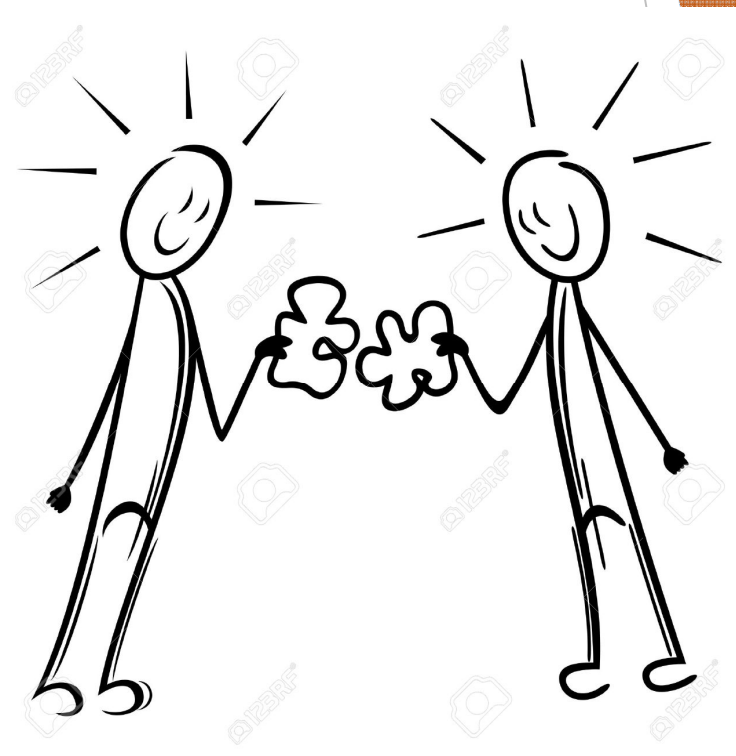
醫療人員沒有相關的訓練

臨床工作繁忙，沒有時間進行醫病共享決策

醫院之中沒有良好的環境及工具進行醫病共享決策

核心價值：專家與專家之間的對話

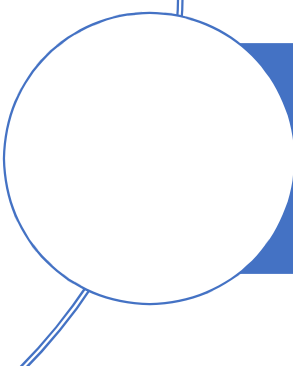
- ▶ 醫師：醫療的專家
- ▶ 病人：自己身體的專家
- ▶ 專家之間攜手做決定



醫師和病人之間的對話



醫師和病人共同達成臨床上的決策



醫師和病人都能認同這樣的選擇是
最好的選擇

臨床決策

- ▶ * 醫師給予病人關於臨床治療的充分訊息
 - ▶ 不同治療方式的優缺點
 - ▶ 根據病人病史及生理狀況，較好的治療方式選擇
- ▶ * 病人讓醫師知道有關於自己的考量
 - ▶ 面對疾病的經驗
 - ▶ 在生活上、經濟上的考量，對自己較佳的選擇
- ▶ * 醫療上最佳的選擇，病人最適合的選擇
- ▶ * 但是，病人的選擇和醫師的建議可能不同

NHS, UK <http://sdm.rightcare.nhs.uk/about/shared-decision-making/>

醫病共享決策的發展

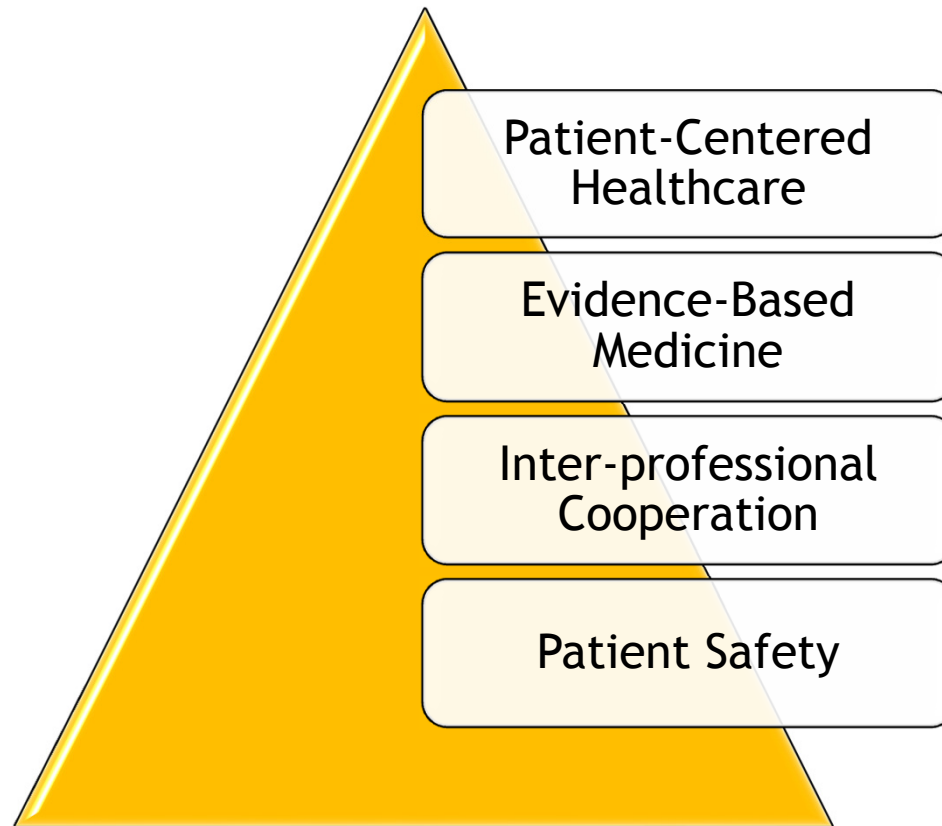
最早始於1982 美國總統衛生醫療顧問

- The Ethical and Legal Implications of Informed Consent in the Patient-Practitioner Relationship. Washington DC: 1982.
- 強調病人為中心的醫療照護模式

1988, the Picker/Commonwealth Program for Patient-Centered Care(US)

After 2000. Glyn Elwyn(UK), France Le'gare (Canada, Ottawa), Dawn Stacey (Canada , Ottawa)

SHARED DECISION MAKING

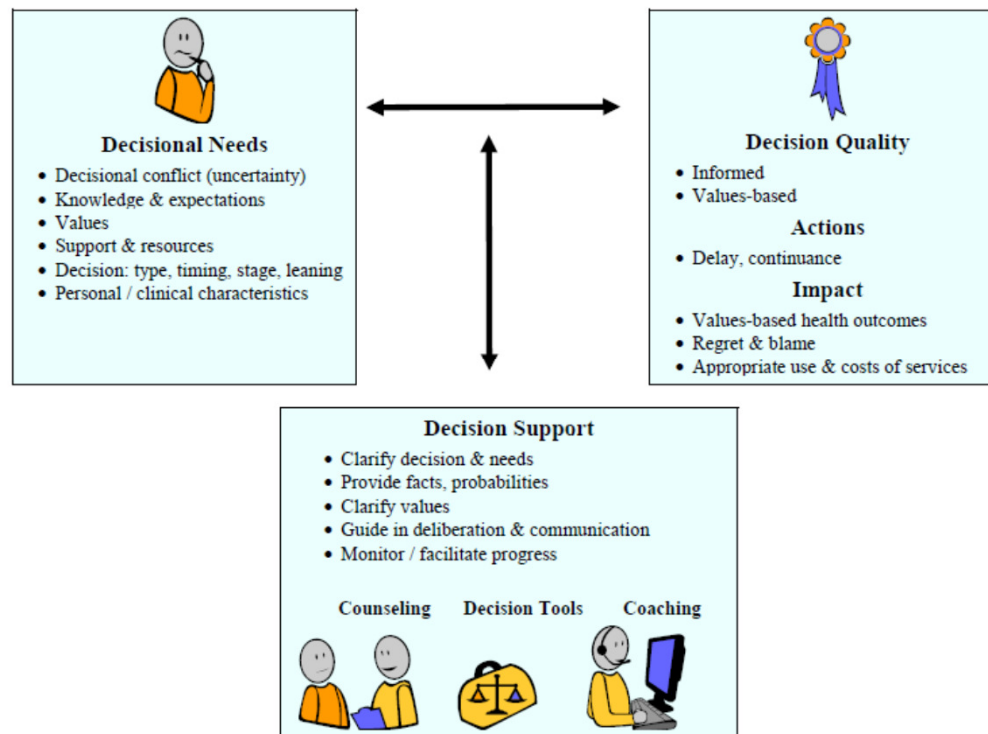


國際間醫病共享決策常見模式

模式	目標	建置
IP-SDM Inter-professional SDM	促進多專科之間合作， 並與病人共同進行臨床決策	Primary care (CA, US); Intensive care(CA, US); Nephrology (CA); Homecare (CA)
Framework for Decision Coach Mediated SDM (coaching)	提供高品質的醫病共享決策	Primary care call centre (CA, US, Chile); Cancer care (AU, UK, Japan); End of life care (CA); Various decisions in training of graduate students (CA)
FAST(Formulate issues, Analyze issues, Synthesize insights, Translate insights into action)	改善專科醫師參與醫療臨床決策	PDts Orthopaedics (US, UK); Chronic care,(US, UK); Cancer care (US, UK)
Ottawa Decision Support Framework	提供協助醫病共享決策的工具	Large variety of decisions (AU, CA, US, Japan, UK)

Ottawa Decision Support Framework

Figure 1. Ottawa Decision Support Framework



From: Ottawa Decision Support Framework

醫病共享決策的原則

● 尊重病人的價值觀、喜好、以及表達的意願

● 協調與整合醫療服務和治療

● 提供病人和家屬，清楚、高品質的醫療資訊

● 提供生理上的舒適感，例如適切的疼痛控制

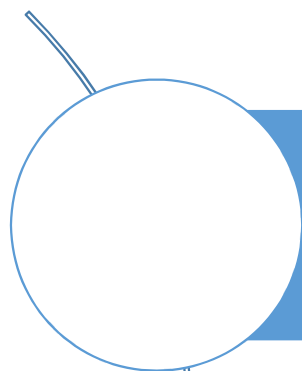
● 情緒的支持，支持與紓解恐懼和不安

● 適當地納入病人的家屬、朋友及其他相關的人

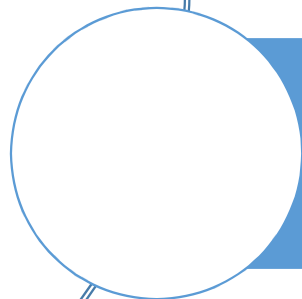
● 持續性的治療，包括治療地點的考量

● 容易獲得治療

醫病共享決策的好時機



問題確認但是治療方式尚未決定



被忽略的第二次診斷

(Elwyn et al. 1999)

醫病共享決策的輔助

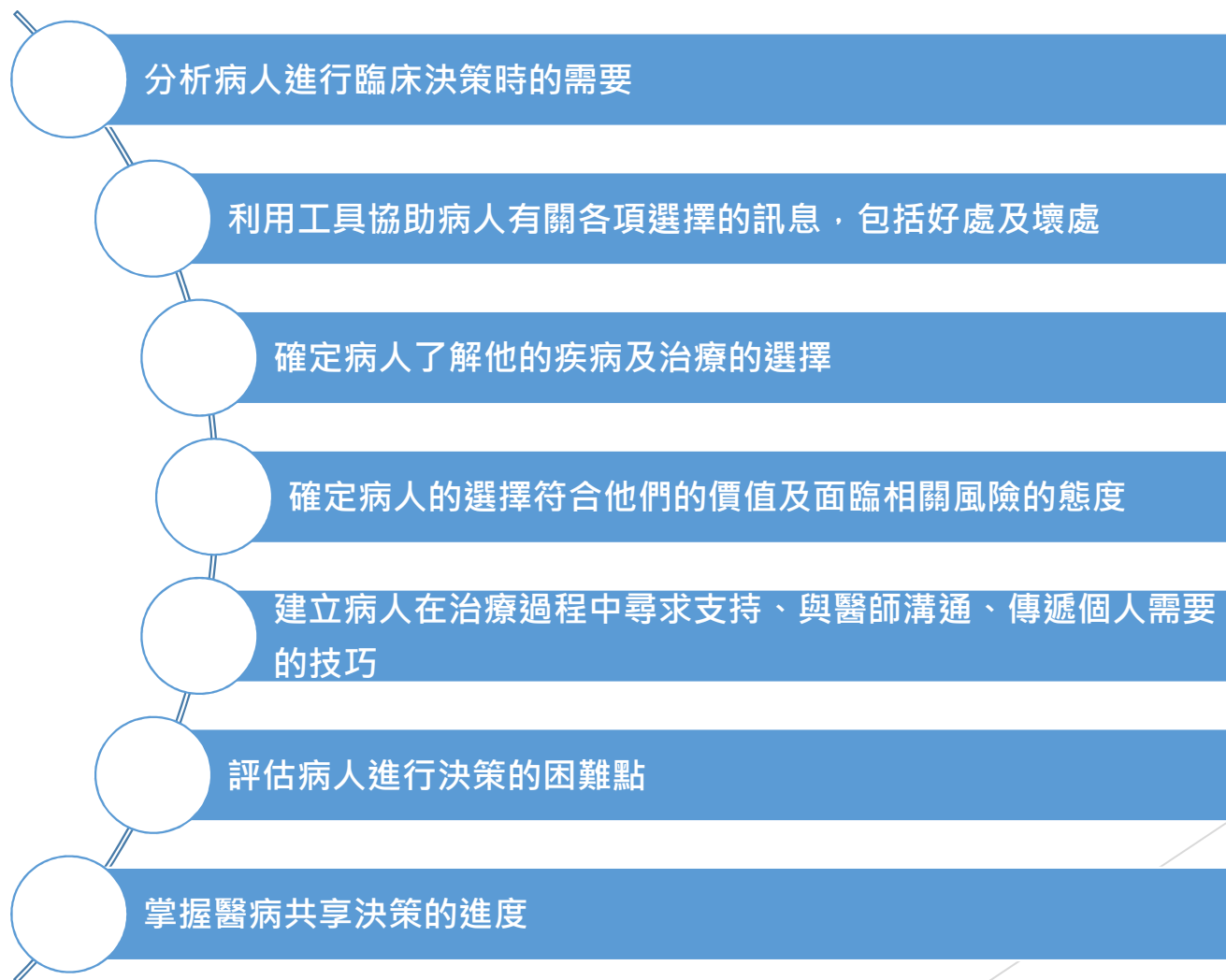
臨床決策 引導員

- 除醫師以外的臨床工作人員，例如護理師、社工師
- 協助病人一步一步進行醫病共享決策

臨床決策 工具

- 協助病人能了解疾病、臨床進程、治療選擇的意義
- 利用資訊軟體工具，幫助病人隨時隨地思考臨床選擇

醫病共享決策引導員SDM Coach



醫病共享決策工具SDM Tools

協助醫師和病人了解及共同
決策

含括最近的實證醫學證據

能以病人理解的方式說明

提升醫病溝通的效率

醫病共享決策指引 SDM Guide

指引病人一步一步地進行病情討論
與決策

利用清單讓病人表達出他們的需求

利用清單幫助病人如何向醫師詢問
問題

Ottawa Personal Decision Guide

For People Making Health or Social Decisions



1 Clarify your decision.

What decision do you face?

What are your reasons for making this decision?

When do you need to make a choice?

How far along are you with making a choice?

Not thought about it Close to choosing
 Thinking about it Made a choice

2 Explore your decision.

Knowledge

List the options and benefits and risks you know.

Values

Rate each benefit and risk using stars (★) to show how much each one matters to you.

Certainty

Choose the option with the benefits that matter most to you. Avoid the options with the risks that matter most to you.

	Reasons to Choose this Option Benefits / Advantages / Pros	How much it matters to you: 0★ not at all 5★ a great deal	Reasons to Avoid this Option Risks / Disadvantages / Cons	How much it matters to you: 0★ not at all 5★ a great deal
Option #1				
Option #2				
Option #3				

Which option do you prefer? Option #1 Option #2 Option #3 Unsure

Support

Who else is involved?

Which option do they prefer?

Is this person pressuring you? Yes No Yes No Yes No

How can they support you?

What role do you prefer in making the choice?

Share the decision with...
 Decide myself after hearing views of...
 Someone else decides...

確認病人的問題及
需下決定的理由

分析病人的選擇

表列各項選擇的利
弊得失

確認病人的決定，
由喜歡到較不喜歡

其他家屬的支持

③ Identify your decision making needs. Adapted from The SURE Test © 2008 O'Connor & Légaré.

	Knowledge	Do you know the benefits and risks of each option?	<input type="checkbox"/> Yes	<input type="checkbox"/> No
	Values	Are you clear about which benefits and risks matter most to you?	<input type="checkbox"/> Yes	<input type="checkbox"/> No
	Support	Do you have enough support and advice to make a choice?	<input type="checkbox"/> Yes	<input type="checkbox"/> No
	Certainty	Do you feel sure about the best choice for you?	<input type="checkbox"/> Yes	<input type="checkbox"/> No

If you answer "no" to any question, you can work through steps two and four, focusing on your needs. People who answer "No" to one or more of these questions are more likely to delay their decision, change their mind, feel regret about their choice or blame others for bad outcomes.

④ Plan the next steps based on your needs.

Decision making needs	Things you could try
Knowledge If you feel you do NOT have enough facts	<input type="checkbox"/> Find out more about the options and the chances of the benefits and risks. <input type="checkbox"/> List your questions. <input type="checkbox"/> List where to find the answers (e.g. library, health professionals, counsellors): <div style="border: 1px solid black; height: 40px; width: 100%;"></div>
Values If you are NOT sure which benefits and risks matter most to you	<input type="checkbox"/> Review the stars in step two to see what matters most to you. <input type="checkbox"/> Find people who know what it is like to experience the benefits and risks. <input type="checkbox"/> Talk to others who have made the decision. <input type="checkbox"/> Read stories of what mattered most to others. <input type="checkbox"/> Discuss with others what matters most to you.
Support If you feel you do NOT have enough support If you feel PRESSURE from others to make a specific choice	<input type="checkbox"/> Discuss your options with a trusted person (e.g. health professional, counsellor, family, friends). <input type="checkbox"/> Find help to support your choice (e.g. funds, transport, child care). <input type="checkbox"/> Focus on the views of others who matter most. <input type="checkbox"/> Share your guide with others. <input type="checkbox"/> Ask others to fill in this guide. (See where you agree. If you disagree on facts, get more information. If you disagree on what matters most, consider the other person's views. Take turns to listen to what the other person says matters most to them.) <input type="checkbox"/> Find a person to help you and others involved.
Certainty If you feel UNSURE about the best choice for you	<input type="checkbox"/> Work through steps two and four, focusing on your needs.
Other factors making the decision DIFFICULT <div style="border: 1px solid black; height: 40px; width: 100%;"></div>	List anything else you could try: <div style="border: 1px solid black; height: 60px; width: 100%;"></div>

確認病人是否知道
下決定時，各個向
面的需要

基於各項面的需要，
計畫接下來的步驟

1. 知識是否充足？
2. 是否符合病人的價值？
3. 周邊的支持？
4. 是否確認？如否，再重複2到4步驟。

傳統SDM Tools的缺點

- 無法更新到最新的實證醫學證據(無有效日期)
- 需專業醫療人員協助，病患無法單獨使用
- 無法精確評估病人所面臨的風險
- 無充足的時間讓病患做選擇
- 只有13%的病人覺得能提升醫學識能

新一代的SDM Tools

互動式的工
具

圖形化的說
明

結構化的問
題

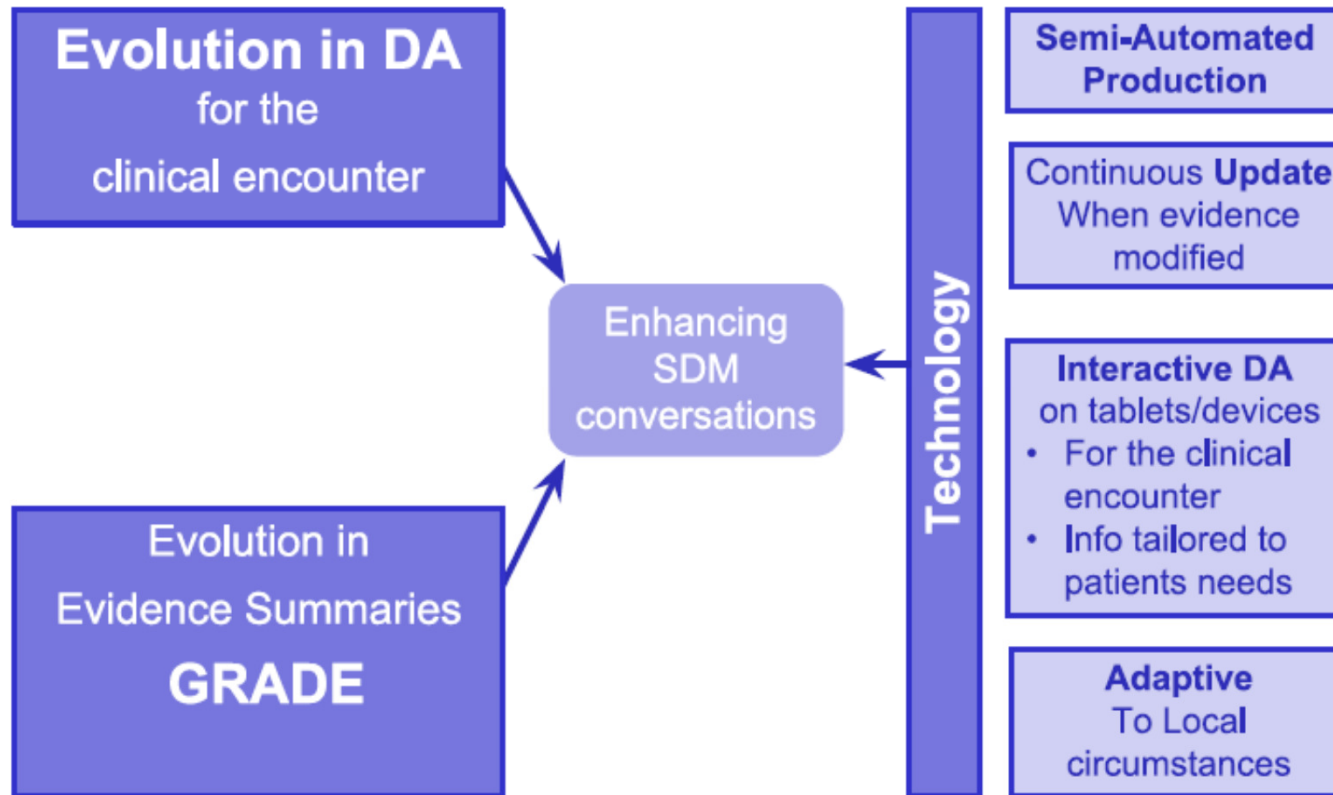
病人可先自
行使用

總結病患問
題

自動更新
EBM

提供充足時
間

新一代的SDM Tools




From: MAGIC project

新一代的SDM Tools

GRADE

Strong recommendations


1. Clear balance 
 - benefits clearly outweigh risks/burden/cost
 - risk/hassle/cost clearly

2. **Just do it** 

3. Patients values & preferences:
 - almost all **same** choice



Weak recommendations

1. Close balance 
 - Close call between benefits and risks/burden/cost
 - Therefore more preference-

2. **Shared decision making**

3. Patients values & preferences:
 - choice **varies** appreciably (or is very uncertain)



From: MAGIC project

MAGIC Project

magic
making **GRADE**
the irresistible choice

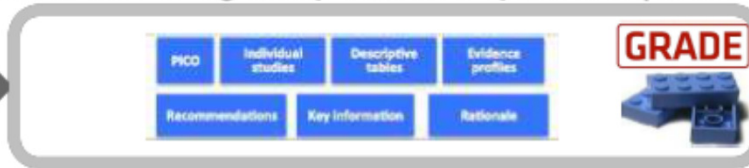


Guideline panel using MAGICapp



Guideline authoring and publication platform (MAGICapp)

New evidence
THE LANCET
Dynamic updating



Database structured and tagged content

Multilayered formats for all devices



MAGIC with DECIDE

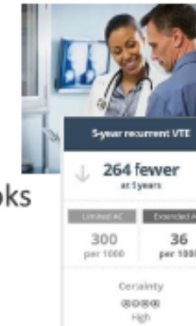
Integrated in the EMR



Adaptation
National/ local or EBM Textbooks



Decision aids for patients and clinicians



From: MAGIC project

MAYO CLINIC SDM CENTER

Diabetes Medication Choice
Decision Aid

Blood Sugar **Daily Routine** **Daily Sugar Testing** **Low Blood Sugar** **Weight Change** **Side Effects** **Costs**

Daily Routine **Low Blood Sugar** **Weight Change**

Metformin
Insulin
Pioglitazone
Liraglutide / Exenatide
Sulfonylureas
Gliptins

Metformin
Insulin
Sulfonylureas
Gliptins

Metformin
Insulin
Sulfonylureas
Gliptins

4 to 6 lb. gain

4 to 6 lb. gain

2 to 3 lb. gain

None

Caution: This application is for use exclusively during the clinical encounter with your clinician.

互動式
選單

圖示說明

GRID OPTION: MAKING DECISION EASIER

The screenshot shows a web browser window with the URL optiongrid.org/interactive-app/4. The page features a navigation menu with links for Home, The Option Grids, About, My Account, Log Out, and Language: U.S. English. The main content area is titled "Interactive Option Grid: Type I diabetes in children: insulin treatment options" and includes a progress indicator with 10 steps, the first of which is active. The "option grid" logo is visible in the top right. A blue box with the text "互動式選單" (Interactive Menu) has a line pointing to the "Three doses of insulin a day" option. Below the question "Before we begin: Do you already have a preferred option in mind?", there is a prompt: "Click the option you are currently leaning towards:". Five options are presented as buttons: "Two doses of insulin a day" (teal, checked), "Three doses of insulin a day" (orange, selected), "Multiple daily injections" (orange, unselected), "Insulin pump therapy" (orange, unselected), and "I am not sure" (grey, unselected). The Windows taskbar at the bottom shows the time as 05:39 on 2015/12/9.

<http://optiongrid.org>

GRID OPTION: MAKING DECISION EASIER

The screenshot displays the Option Grid website interface. At the top, the browser address bar shows 'optiongrid.org/interactive-app/4'. The navigation menu includes 'Home', 'The Option Grids', 'About', 'My Account', 'Log Out', and 'Language: U.S. English'. A progress indicator shows the current step is highlighted.

The main content area features a 'Frequently Asked Question #3: Can I eat as much as I want when I want?' with a 'Next >' button. Below the question is a decision grid with five options:

- Option 1: Portion sizes and times for meals and snacks are fixed. Two doses of insulin a day.
- Option 2: Most portion sizes and times for meals and snacks are fixed. The portion size and time of your evening meal can vary. Three doses of insulin a day.
- Option 3: You can choose whether to have fixed or varying portion sizes and times for meals and snacks. Multiple daily injections.
- Option 4: You can choose whether to have fixed or varying portion sizes and times for meals and snacks. Insulin pump therapy.
- Option 5: I am not sure.

At the bottom of the grid, there is a question: 'Can I eat as much as I want when I want? How important is this question to you?'.

Three blue callout boxes on the right side of the screen point to specific elements:

- '常問的問題' (Frequently Asked Question) points to the question text.
- '說明每一個選擇' (Explain each choice) points to the descriptions of the insulin therapy options.
- '評定問題的重要性' (Evaluate the importance of the question) points to the 'How important is this question to you?' text.

The Windows taskbar at the bottom shows the time as 05:43 on 2015/12/9.

GRID OPTION: MAKING DECISION EASIER

The screenshot shows a web browser window with the URL `optiongrid.org/interactive-app/4`. The page is titled "Second-to-last step: Self check" and includes a progress indicator at the top with a "Next step >" button. A blue callout box on the right contains the text: "自我測驗，是否了解問題與選擇？". The main content area contains two questions, both marked as correct.

Home The Option Grids About My Account Log Out Language: U.S. English optiongrid

Second-to-last step:
Self check

Check your understanding of the information you just read in the Option Grid

You aren't being graded, this is for your own understanding.

Question: 1
Using an insulin pump is the only method that avoids having to take insulin at a fixed time.

Your answer:

- True
- False

Correct!

Question: 2
All types of insulin treatment require blood sugar checks regularly.

Your answer:

- True
- False

Correct!

Question: 3
All types of insulin treatment require regular fixed food portions.

Self check, do you understand the question and choice?

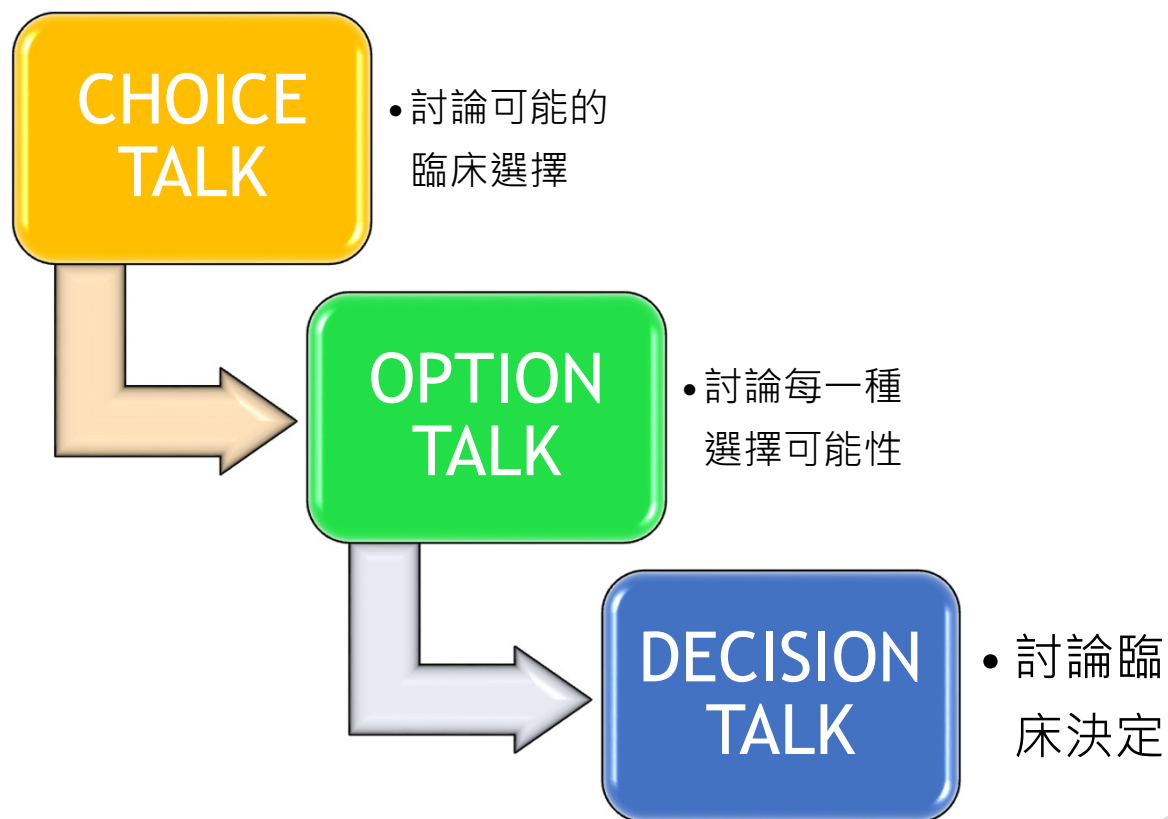
上午 05:51
2015/12/9

GRID OPTION: MAKING DECISION EASIER

The screenshot displays the Option Grid interactive app interface. The browser address bar shows the URL optiongrid.org/interactive-app/4. The navigation menu includes Home, The Option Grids, About, My Account, Log Out, and Language: U.S. English. The main content area features a decision grid with four columns representing treatment options: Two doses of insulin a day, Three doses of insulin a day, Multiple daily injections, and Insulin pump therapy. The grid contains five rows of questions, each with an importance scale from 0 to 5. The 'Three doses of insulin a day' column is selected, indicated by orange checkmarks in the 'Question 1' through 'Question 4' rows. A blue callout box on the right contains the text '總結病人的選擇' (Summarize the patient's choice), with a line pointing to the selected column. The Windows taskbar at the bottom shows the system time as 上午 05:53 on 2015/12/9.

	Two doses of insulin a day	Three doses of insulin a day	Multiple daily injections	Insulin pump therapy
Question 1: What does the treatment involve? Your importance: 0 1 2 3 4 5	i	✓	i	i
Question 2: Will I need to take insulin at fixed times each day? Your importance: 0 1 2 3 4 5	i	✓	i	i
Question 3: Can I eat as much as I want when I want? Your importance: 0 1 2 3 4 5	i	✓	i	i
Question 4: How often will I need to check my blood sugar levels? Your importance: 0 1 2 3 4 5	i	✓	i	i
Question 5:				

醫病共享決策之程序



Glyn Elwyn, J Gen Intern Med 27(10):1361-7, 2012

CHOICE TALK

回顧病情

提供可能的治療選擇

協助病人釐清每一選擇的優劣點

查看病人對每一種選擇的反應

再次詳述每一個選擇

OPTION TALK

呈現每一個選擇的臨床實證

詳列臨床選擇

描述選擇的優缺點

提供協助病人進行選擇的工具

回覆示教

DECISION TALK

聚焦在病人的考量

誘導出病人的考量

促使病人將自己的考量列為下
臨床決策的一部分

幫助病人回顧下臨床決策的過
程

確認臨床決策

醫病共享決策的優點

降低人為疏失

增加病人對於醫療的順從度

避免不當的使用藥物

避免不必要的手術

節省醫療費用

醫病共享決策的困難

醫療人員缺乏協助病患進行臨床決策的知識、技巧、和認知

醫療人員沒有相關的訓練

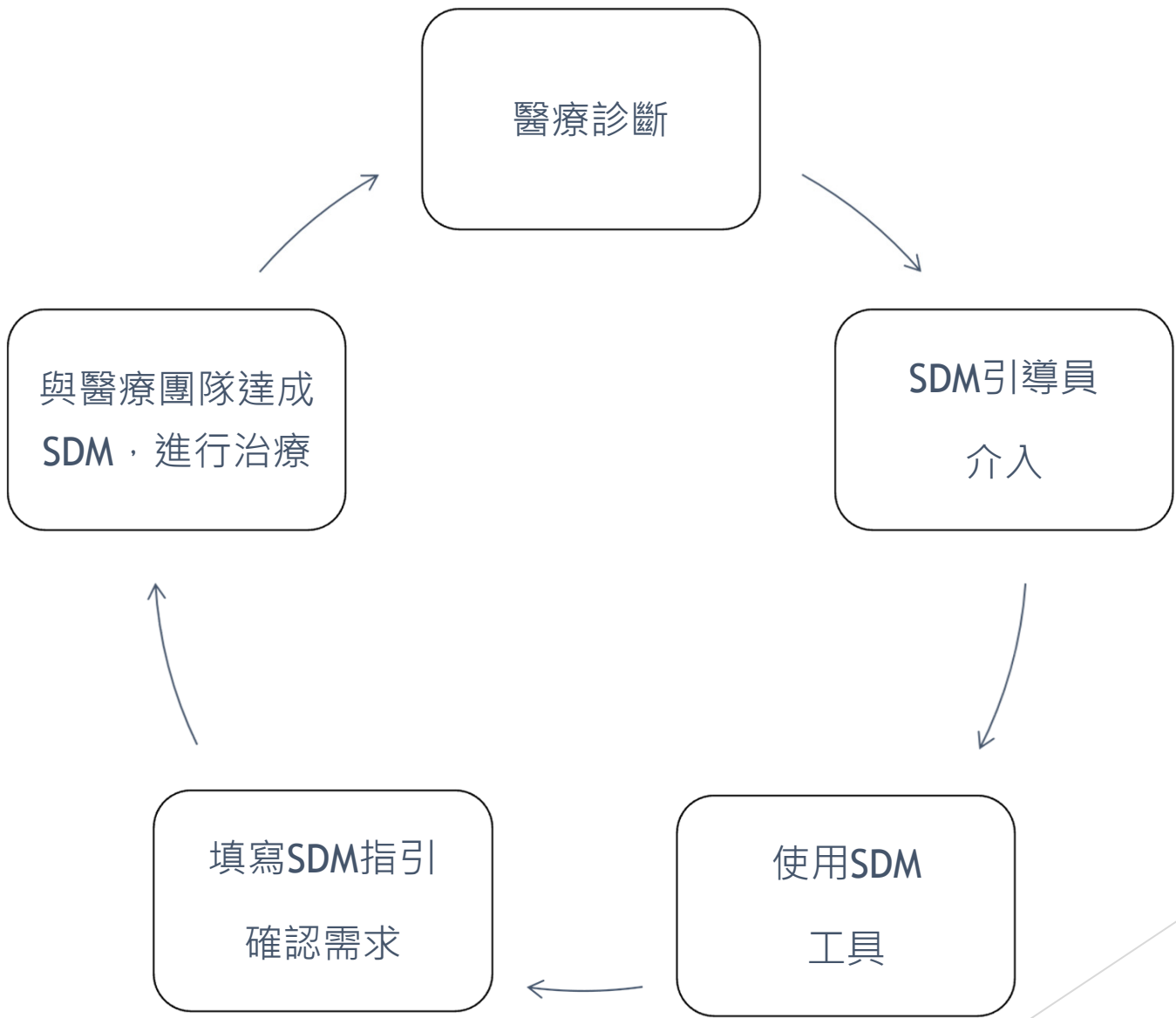
臨床工作繁忙，沒有時間進行醫病共享決策

醫院之中沒有良好的環境及工具進行醫病共享決策

醫病共享決策

SHARED DECISION MAKING, SDM)

- ▶ 一種具體落實病人為中心的照護流程
- ▶ 將病人及其家屬，納為醫療團隊的一分子
- ▶ 基於平權，協助病人考量到醫療以外的需求
- ▶ 促進醫病、醫護、醫醫之間的溝通
- ▶ 有一定的步驟
- ▶ 需要工具的協助



台灣現況

- 醫師要照顧的病人太多
- 醫療專業與民眾之間的知識落差大
- 醫病關係緊張
- 醫療機構業績導向
- 醫療專科之間的合作困難
- 缺乏在地化的醫病共享決策協助工具

未來發展

建立醫病共享決策的醫院文化

建立醫病共享決策工具資料庫

建立訓練計畫，訓練醫病共享決策的人才

醫病共享決策

(shared decision making, SDM)

- 1982年美國以病人為中心照護的共同福祉計畫上，為促進醫病相互尊重與溝通而提出
- 1997年由Charles提出操作型定義
 - ▶ 至少有**醫師**和**病人**雙方共同參與
 - ▶ **醫師**提出各種不同處置之**實證資料**，**病人**提出個人喜好和價值觀，彼此交換資訊討論
 - ▶ 醫病溝通討論，共同達成最佳可行之治療選項
- 兼具**知識**、**溝通**和**尊重**此三元素



適合採用SDM的臨床情境

- ▶ 醫療不確定性 (medical uncertainty) 比重越大，越需要複雜和多重選擇的疾病
- ▶ 目前尚無明確之實證醫學(Evidence-Based Medicine, EBM)結論的處置或用藥
- ▶ 危及生命的高風險嚴重疾病
- ▶ 可能有重大身心功能、形象改變或併發症之手術、診斷、處置與用藥
- ▶ 需長期服用之藥物



謝謝聆聽!