



The **SHARE** Approach

Essential Steps of Shared Decision Making

Workshop Course

Sponsored by:
Agency for Healthcare Research
and Quality (AHRQ)



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Disclosures



- ▶ This continuing education activity is accredited by Professional Education Services Group (PESG) in collaboration with AHRQ and AFYA, Inc.
- ▶ It is funded by AHRQ (contract HHSA290 2012 000171 Task Order 1) and developed without commercial support.
- ▶ PESG, AHRQ, and AFYA staff have no conflicts of interest, financial interest, or sponsorships relevant to this activity to disclose.

Instructor disclosures



Jennifer Hadlock, MD

- ▶ Graduated from University of Washington School of Medicine
- ▶ Consulted for Washington State Health Care Authority to help develop criteria for certifying patient decision aids
- ▶ Attended SHARE Approach Train-the-Trainer in 2016
- ▶ I have no conflicts of interest, relevant financial relationships, or sponsorships relevant to this activity to disclose.

SHARE Approach



Topics

- ▶ AHRQ
- ▶ Background
- ▶ Development
- ▶ SHARE Approach
- ▶ Implementation
- ▶ Evaluation



AHRQ

Agency for Healthcare Research and Quality

AHRQ Profile



Agency for Healthcare Research and Quality¹

- ▶ Produces evidence to make health care
 - safer, higher quality
 - more accessible, equitable, and affordable
- ▶ Works to make sure that the evidence is understood and used.

The work of AHRQ



- ▶ **Invests in research** on the Nation's health delivery system to understand how to make health care safer and improve quality.
- ▶ **Creates materials** to teach and train health care systems and professionals to put the results of research into practice.
- ▶ **Generates measures and data** used by providers and policymakers.

AHRQ: Building bridges

AHRQ helps:

- ▶ Keep patients safe.
- ▶ Help doctors and nurses improve quality.
- ▶ Develop data to track changes in the health care system.



AHRQ's activities to support shared decision making

AHRQ sponsors the development of:

- ▶ A collection of clinician and consumer resources based on patient-centered outcomes research (PCOR) for use in shared decision making



These will be discussed in Modules 1.

AHRQ's activities to support shared decision making



AHRQ also sponsored the development of:

- ▶ The accredited workshop and tools for health care professionals to help incorporate PCOR resources in shared decision making – the SHARE Approach.

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AHRQ SHARE Approach

Background

Background: Shared Decision Making



Shared decision making (SDM)

- ▶ Makes use of evidence-based patient decision aids
- ▶ Is proven to enhance patient engagement, increase patient knowledge, and improve patient satisfaction.²

Background: AHRQ resources

- ▶ AHRQ provides a large body of evidence-based resources.
- ▶ These are patient-centered outcomes research (PCOR) tools.
- ▶ The tools are designed to facilitate use of shared decision making between patients and their health care providers.

Background: Need for training



- ▶ However, most health care providers lack the training needed to effectively communicate with patients about the evidence behind available treatment options or to elicit patient values and preferences in care, key tenets of SDM.

Background: Train-the-trainer



- ▶ AHRQ sought to develop, implement, and evaluate a train-the-trainer workshop.
- ▶ Help health professionals understand
 - How to use evidence-based PCOR resources (e.g., decision aids)
 - Communication skills to facilitate SDM.



AHRQ SHARE Approach

Development

SHARE Approach development



- ▶ Over 6 months of formative research
- ▶ Determined
 - Who to train
 - What to include in the training
 - How to train

SHARE Approach development

Health Professional Needs Assessment

- ▶ Web-based survey of 2,300 varied health professionals
- ▶ Seven focus groups
 - Health care professionals
 - Discipline-specific
 - 58 participants from 27 states across the country
- ▶ Seven key informant interviews with experts in SDM

SHARE Approach development



Literature Review

- ▶ Operational models of SDM
- ▶ Evidence regarding patient and health provider communication competencies.

SHARE Approach development



Technical expert panel (TEP)

- ▶ Fourteen experts
- ▶ Four virtual meetings of the TEP over course of one year
- ▶ TEP subcommittee members who reviewed and commented on curriculum tools

SHARE Approach development



PCOR Audit

- ▶ An audit of publicly available PCOR resources, decision aids, and decision support resources to facilitate SDM.

Pilot Workshop

- ▶ July 2014, Cumberland, MD
- ▶ 18 diverse health care professionals

AHRQ's SHARE Approach Workshop

Accredited training program on shared decision making

- ▶ Aims to help clinicians learn how to use Effective Health Care Program and PCOR resources in shared decision making.
- ▶ An accredited, 1-day train-the-trainer workshop consisting of 5 modules
- ▶ Conducted **23 workshops** across the country (870+ Master Trainers).
- ▶ Provided support to trainees with **Webinars, technical assistance, and a learning network.**

Module 1:
Shared Decision Making

Module 2:
AHRQ PCOR Resources

Module 3:
Communication

Module 4:
Putting SDM Into Practice

Trainer's Module



AHRQ

SHARE Approach

SHARE Approach training goals



- ▶ To better understand shared decision making and the evidence-based resources available to do it
- ▶ To better understand what it takes to implement shared decision making in practice

What is the SHARE Approach?

- ▶ A streamlined five-step process
- ▶ Includes exploring and comparing the benefits, harms, and risks of each health care option through meaningful dialogue about what matters most to the patient.
- ▶ Includes the nine essential steps to SDM outlined by Makoul & Clayman.³



Workshop participants will learn more about this in Module 1.

The **SHARE** Approach

Essential Steps of Shared Decision Making

Five steps for you and your patients to work together to make the best possible health care decisions.

Step 1:

Seek your patient's participation

Communicate that a choice exists and invite your patient to be involved in decisions.

Step 2:

Help your patient explore and compare treatment options

Discuss the benefits and harms of each option.

Step 3:

Assess your patient's values and preferences

Take into account what matters most to your patient.

Step 4:

Reach a decision with your patient

Decide together on the best option and arrange for a followup appointment.

Step 5:

Evaluate your patient's decision

Plan to revisit decision and monitor its implementation.



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www.ahrq.gov/shareddecisionmaking

April 2014 AHRQ Pub. No. 14-0026-2-EF

SHARE Approach training goals



- ▶ **Step 1:** Seek your participants participation.
- ▶ **Step 2:** Help your patient explore and compare treatment options.
- ▶ **Step 3:** Assess your patient's values and preferences.
- ▶ **Step 4:** Reach a decision with your patient.
- ▶ **Step 5:** Evaluate your patient's decision.

Patient Poster

Know Your Options

Three questions for your provider

1 What are my treatment options?

2 What are the benefits and harms (risks)?

3 Where can I find more information to help me decide?



- › Learn about the benefits and risks of your treatment options: <http://www.ahrq.gov/patients-consumers/treatmentoptions>
- › Learn about questions to ask your provider: <http://www.ahrq.gov>



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Learning methodologies

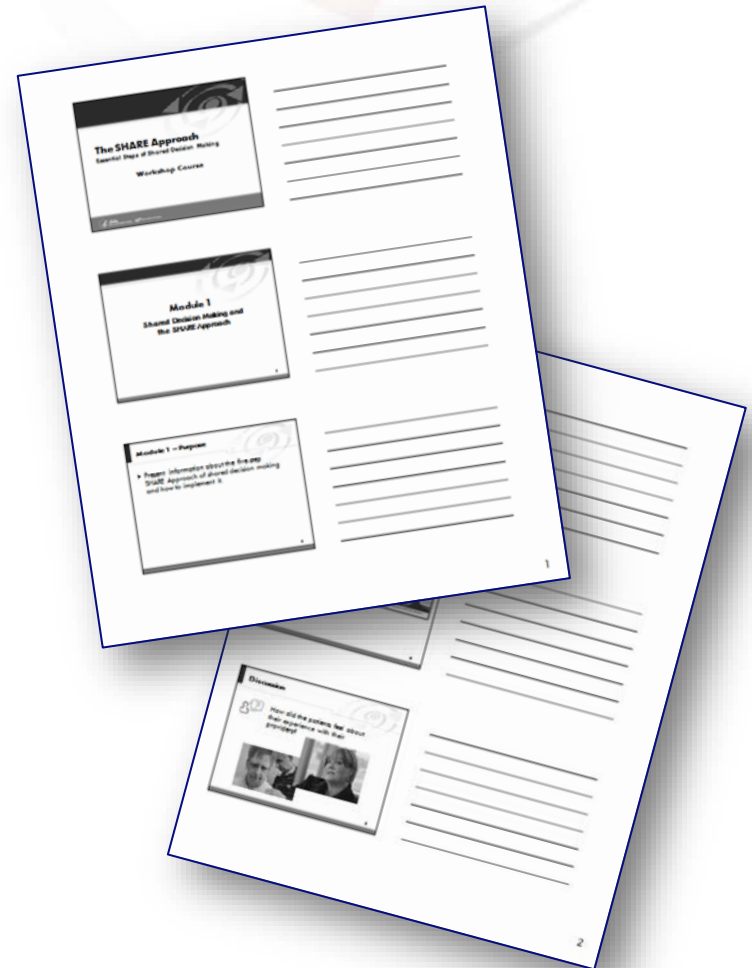


- ▶ Lively lecture
- ▶ Large group discussion
- ▶ Small group activities (i.e. starting an action plan)
- ▶ Role plays
- ▶ Case studies
- ▶ Video observation and discussion
- ▶ “Hands on” time
 - Facilitator’s guide, participant guide, nine workshop tools
 - The AHRQ decision aids and research summaries
 - The SHARE Approach model for training on shared decision making

The SHARE Approach Participant Guide

- ▶ **Participant Guide** (Module handout with three slides per page and room to take notes during the training)

Available at
www.ahrq.gov/shareddecisionmaking.



SHARE Approach tools

Shared Decision Making and Communication Tools

- ▶ **Tools 1–7:** Reference guides and fact sheets that are referenced in Modules 1, 2, and 3
- ▶ **Tools 8 & 9:** Shared Decision Making Administrators Brief and Implementation User Guide referenced in Module 4



Available at www.ahrq.gov/shareddecisionmaking.

SHARE Approach tools

- ▶ Shared Decision Making and Communication Tools
 - SHARE Approach Poster (For Health Professionals)
 - Know Your Options Poster (For Patients)
 - SHARE Approach Video
 - SHARE Approach Screensaver



Available at www.ahrq.gov/shareddecisionmaking.

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AHRQ SHARE Approach

Implementation

Co-Sponsoring Organizations

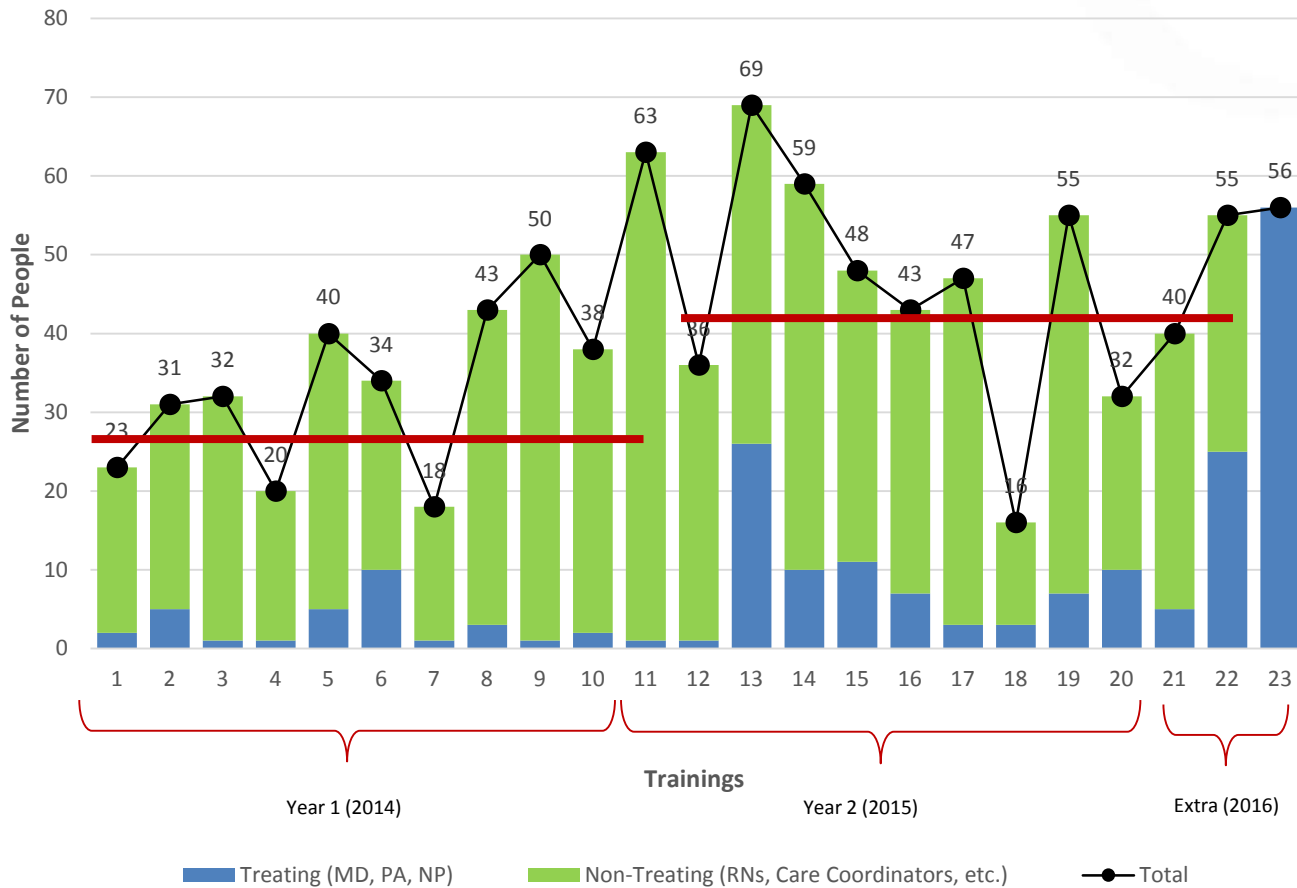


- ▶ AHRQ Partners – interested in disseminating PCOR
- ▶ Other Health and Human Services Agencies
- ▶ State Innovation Model Grantees engaged in health delivery transformation
- ▶ Quality improvement organizations (QIOs)
- ▶ Quality innovation network QIOs
- ▶ Health plans
- ▶ Health professional organizations
- ▶ Health systems – including hospitals

Continuing education credit

- ▶ Continuing education credit was made available
 - Physicians, physician assistants, nurses, nurse practitioners, pharmacists, certified health educators, and others
 - Participants in the SHARE Approach workshop training received 6 hours of continuing education credit.
 - Participants also receive a certificate of attendance.

Number of People Trained



Number trained

- Y1=329
 - Y2=468
 - Extra trainings=151
- Total=948

Treating vs. Non-treating clinicians

- Y1=31 (9%)
- Y2=79 (17%)
- Extras=86 (57%)

Large # of QI specialists and practice facilitators

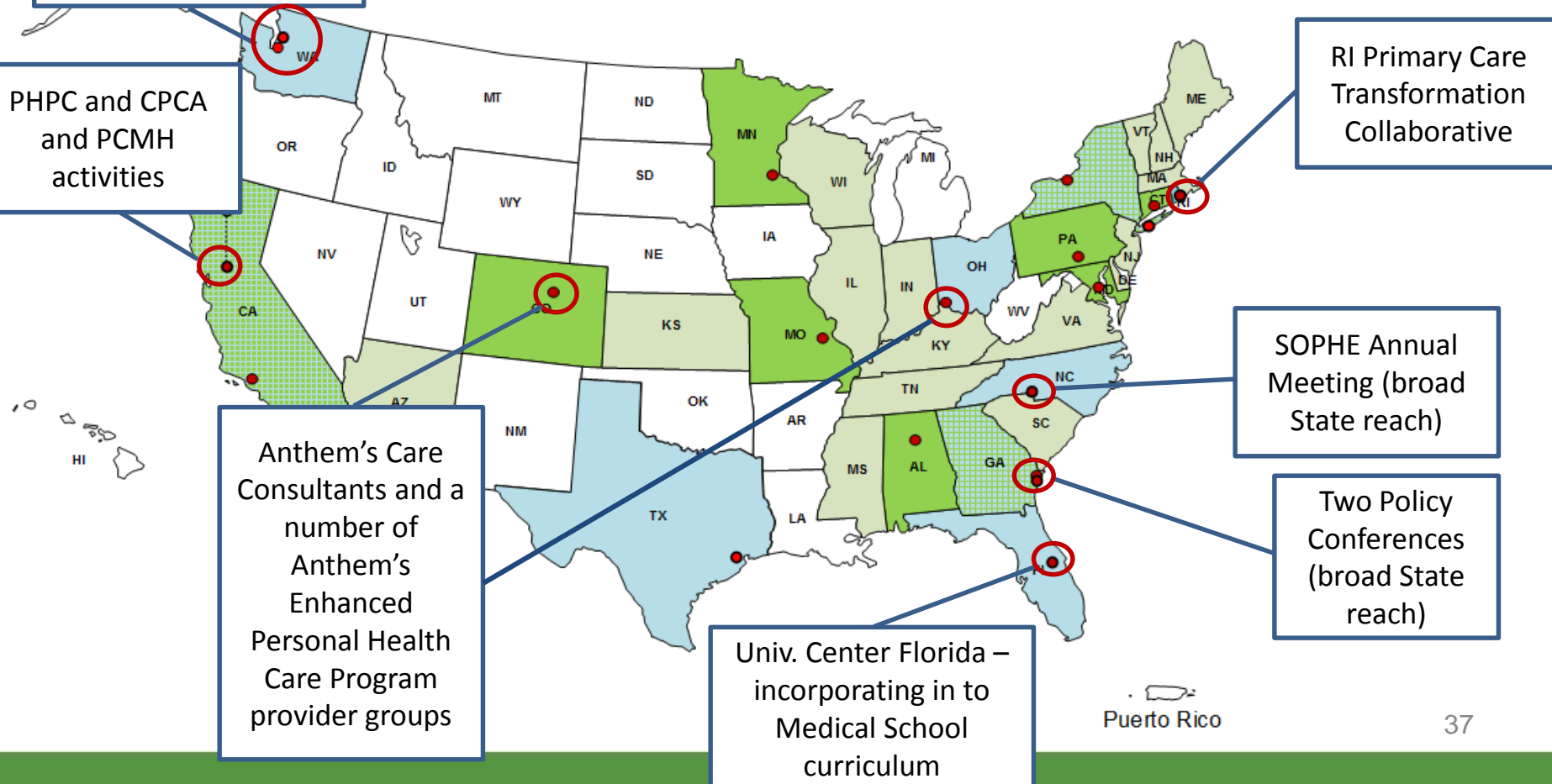
Geographical Representation

Large # of participants associated with State-funded ACOs required to do SDM

- 10 Workshops Year 1
- 10 Workshops Year 2
- Secondary representation

Workshops in 18 States

Participants from 32 States





AHRQ SHARE Approach

Success Stories

AHRQ's SHARE Approach Success Stories

AHRQ SHARE Approach Training and Implementation Success Story



Patient Satisfaction and Breastfeeding Rates Improve After Hospital Trains Maternal-Child Nurses in Shared Decision Making

Winthrop University Hospital – Trained their Maternal-Child Nurses on the SHARE program

- ▶ Breastfeeding after birth
 - Patient satisfaction rates (HCAHPS) improved

AHRQ's SHARE Approach Success Stories



**AHRQ SHARE Approach
Training and Implementation
Success Story**



**JMU University Health Center
Engages Patients through
Shared Decision Making
about Antibiotic Use**

James Madison University Health Center – Trained all health center staff on the SHARE program

- ▶ Applied it specifically to study of antibiotic prescribing for upper respiratory track infection
 - Decisional comfort measures improved – no antibiotics
 - Antibiotic prescribing declined

AHRQ's SHARE Approach Success Stories

AHRQ SHARE Approach Training and Implementation Success Story



**Anthem Trains Trainers to Roll Out
Shared Decision Making**

Anthem Trains Its Care Consultants – Trained all of their Enhanced Personal Health Care Program Consultants who work with provider groups.

- ▶ Equipped Care Consultants with best practices and new strategies for training providers on shared decision making



AHRQ SHARE Approach

Evaluation

Project Evaluation Strategy

- ▶ The training evaluation is based on **Kirkpatrick's model** of training evaluation and assesses the training on four levels:

1. Reaction

To assess **satisfaction** with training

2. Learning

To assess the effectiveness of transferring course concepts to participants

3. Change in behavior

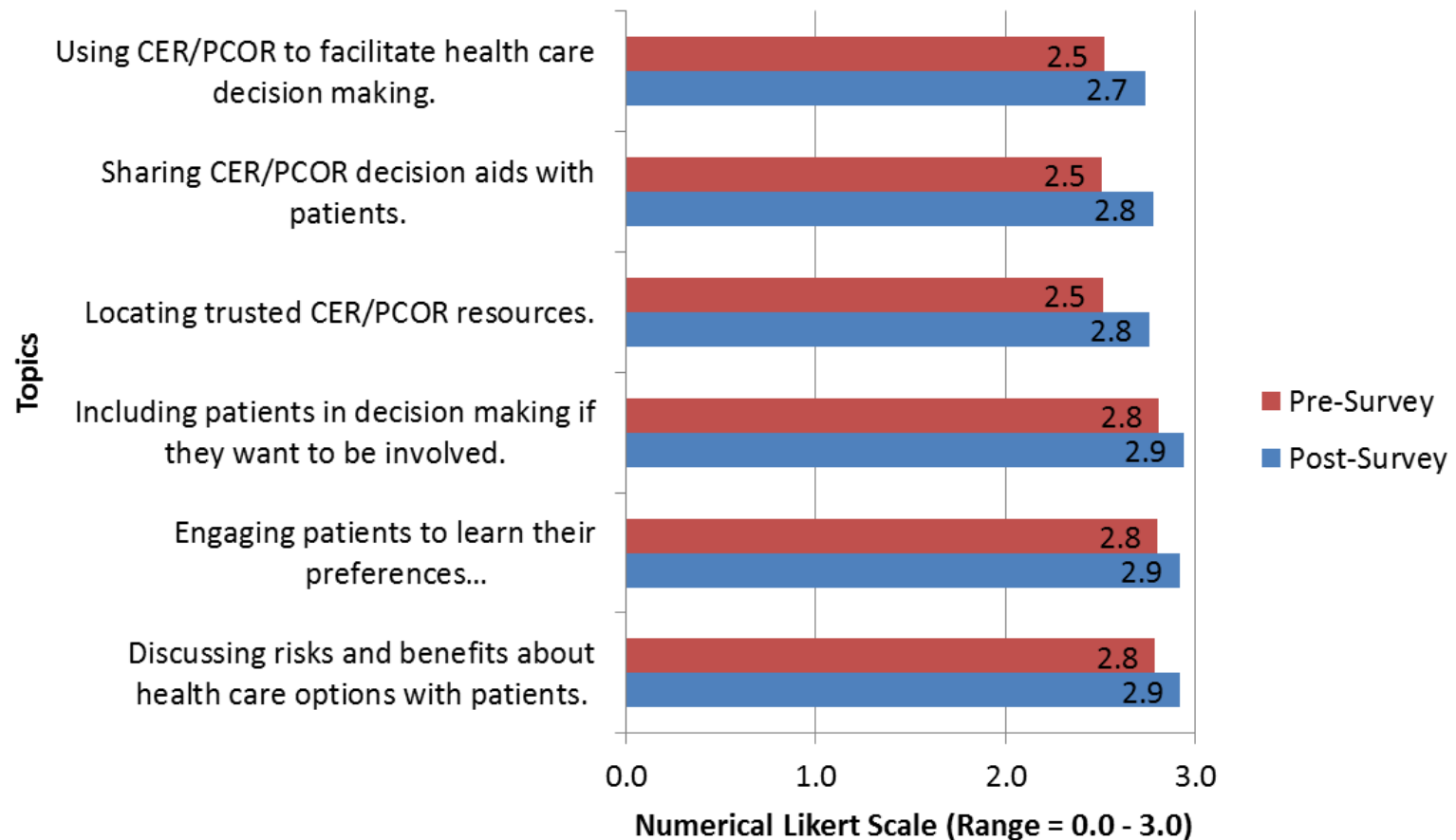
The training of others on the course concepts

4. Results

The impact of training on participants' clinical practice

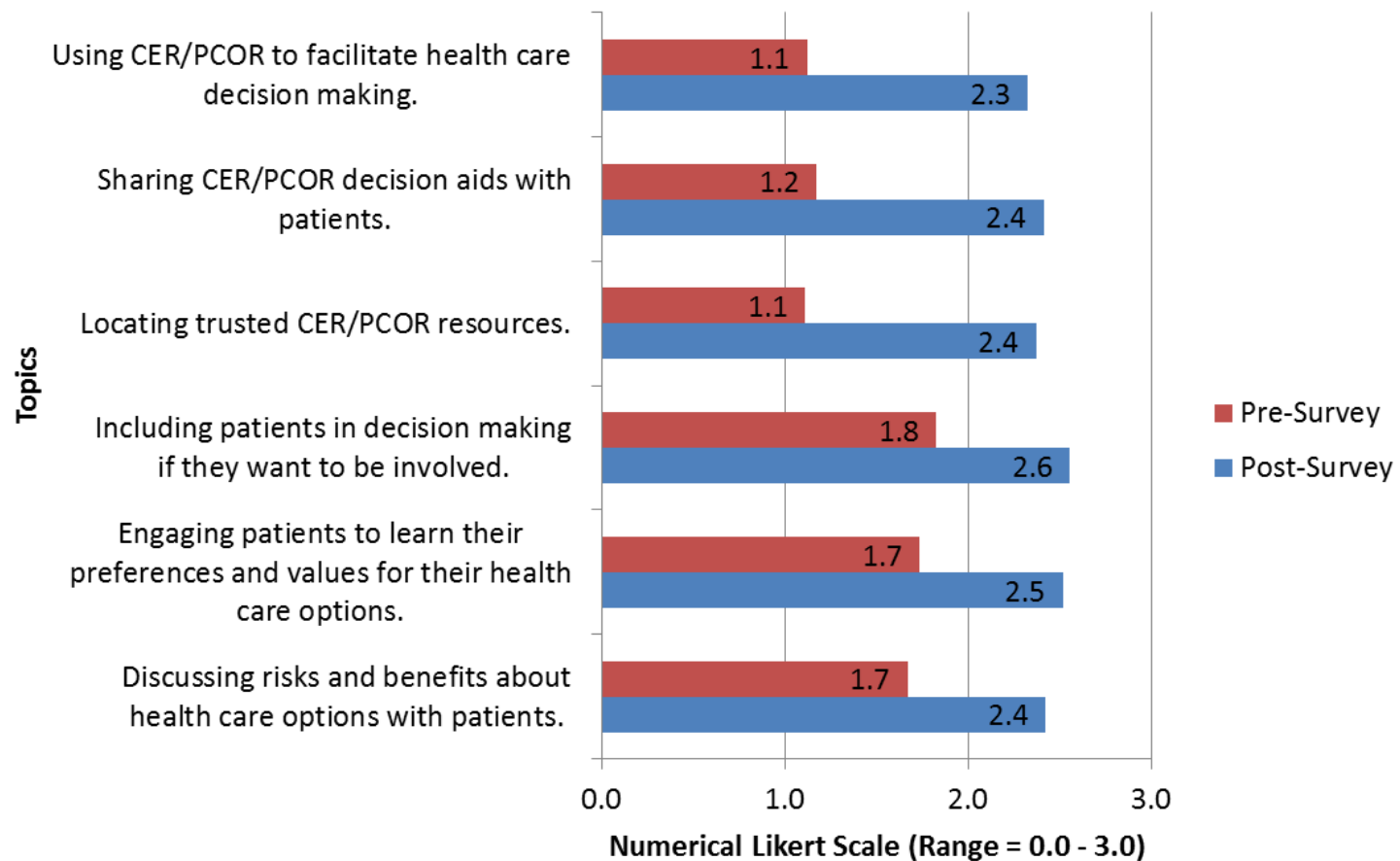
SHARE Workshop Evaluation (As of: 07/31/15)

Importance of the topics: Pre- and post-workshop survey



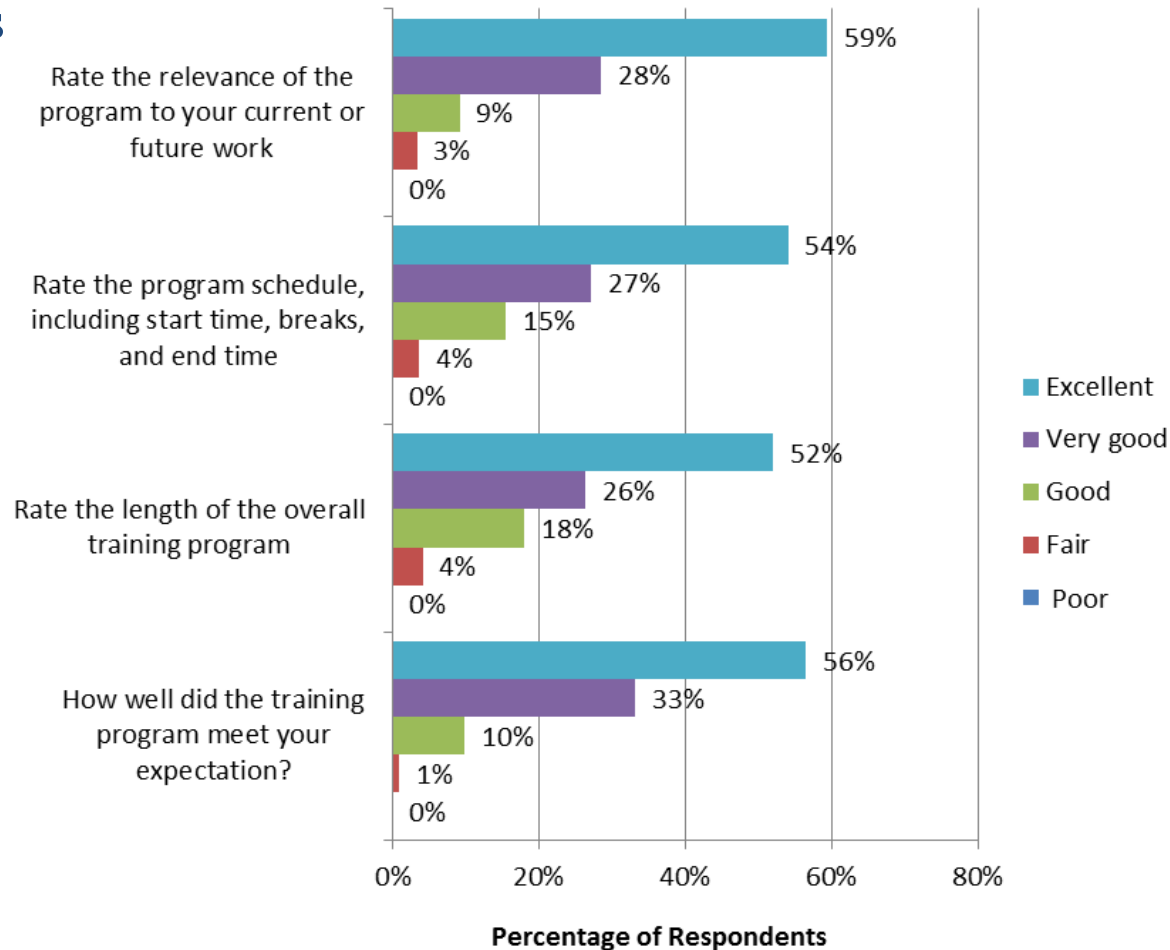
SHARE Workshop Evaluation (As of: 07/31/15)

Confidence in training others on the topics: Pre- and post-workshop survey



SHARE Workshop Evaluation (As of: 07/31/15)

Satisfaction ratings of the workshop format: Post-workshop survey responses



Additional metrics



- ▶ Recommend developing additional metrics to measure impact of training
 - How many participants go on to provide training to others?
 - How is the SHARE Approach being implemented in health care organizations?

Ongoing support from AHRQ



AHRQ provides ongoing support activities for participants of the workshop.

- ▶ **SHARE Approach Learning Network:** AHRQ supports a forum for trained participants to share their experiences.
- ▶ **SHARE Approach Web conferences:** AHRQ conducts three accredited Web conferences a year to support trained workshop participants in implementing shared decision making.

References



1. U.S. Department of Health & Human Services, Agency for Healthcare Research and Quality. About AHRQ. Accessed at www.ahrq.gov on Sep 15, 2017.
2. Stacey D., Légaré F., Col N.F., et al. Decision aids for people facing health treatment or screening decisions. *Cochrane Database Syst Rev* 2014 Jan 28;1:CD001431. PMID: 24470076
3. Makoul G., Clayman M.L. An integrative model of shared decision making in medical encounters. *Patient Educ Couns* 2006 Mar;60(3):301-12. PMID: 16051459.

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Thank you