

Shared decision making

In 5 minutes

Atmosphere of the consultation

- Adult – adult
- Respectful support. They have no escape from their chronic disease, so the decisions about how to live their life have to come from the patient.
- Validate, validate, validate
- Continuous positive regard – avoid antagonism and slipping into adult – child interactions
- Select language carefully – pick positive phrases, as this will influence towards a positive mind-set

Diagnose engagement and skill level

	Low skill	High skill
Low engagement	Explicitly putting the agenda with the patient, rolling with resistance, spotting readiness for change	Look at psychological factors impacting on ability to self-manage
High engagement	Checking understanding Teaching and training.	Fine tuning of lifestyle or medication advice. Advice on long term options and complex decisions

Negotiate the agenda

- *What would you like to talk about today?*
- I think this tablet is making me dizzy
- *OK – that's really important to sort out..... So shall we have a look at all your medications today and see if there are any other issues we can sort out?....*
- OK

Spot readiness for change

- You'll be pleased to hear I finally went out for lunch with my daughter!
- *That's brilliant – are you feeling more confident going out and about then?*
- I'm not sure – I had to take my walker...
- *You were really nervous before, was it like you expected?*
- No, it was actually OK in the end, it was nice to get out...
- *What's the next target then?*

Roll with resistance

- *How often do you not take your furosemide?*
- Well....maybe twice a week....
- *And what's different on those days when you don't take it?*
- Well it means I can go out without having to look round for toilets all the time
- *So do we need to find a balance so that you can enjoy going out, but at the same time we can keep the fluid off your legs and chest?*
- I'd like to stop it altogether if I could
- *Shall we go through all your tablets then? There might be some simple changes we can make, and at the very least try to make sure you're only taking what's essential...*

Rolling with resistance (cont.)

- Well you can do, but if it was up to me I'd stop everything
- *How should we prioritise this then – from your point of view what's the most important thing?*
- To be honest -I think it's that I want to be able go out without being frightened that I'll fall over, and I'd like to have more energy.
- *OK – lets go through things step by step and see where we can help with this. Etc.....*

Share the plan

Encourage the patient to direct the details of the plan as they may have issues which you would have overlooked

- So what's your plan then?
- What are you going do to start?
- What makes this is a good time to try (x)....is there anything that's going to make this difficult?
- Do you feel confident about the plan?
- How will you know its working?
- How will you know that you need more help?

Closing down the decision

- I'm really pleased you're going to try reducing your zopiclone... I think that's a good decision.... do you want to come back at some point so we can see how well it's working?
- *Alright then, but I'm on holiday next month*
- What do you reckon then – do you want to come before your holiday, or see how you've done after it?
- *I'll come after – I'll feel better if I can try for a whole month, then come back and talk to you again...*