AQuA, The Context

• A membership body
• Engaging Boards and front line staff
• The Quality Observatory for the North West
• Working across all NHS care sectors
• Working with commissioners and providers
• Leverage through external strategic partnerships – NHS Institute, King’s Fund, Nuffield Trust, Health Foundation, IHI
National Programme

AQuA’s Role:

• Co-develop a Programme to test the implementation of SDM across multiple clinical teams and health economies using, quality improvement methodologies. Aim to share and spread this learning nationally.

• 3 Areas of focus:

  ✓ Training: facilitation & skills training for clinical teams; Corporate training; Commissioning Training – Collaborative approach
  ✓ Higher Education: Work with deaneries, schools of nursing & AHPs to integrate SDM into under and post graduate education.
  ✓ Cultural Change & Spread: Promote SDM to the wider public working with: Third Sector & Patient Organisations; External Communications; Patient Opinion web & paper service to capture patient and service views to generate a social movement.
Clinical Training Overview

• Breakthrough Series Collaborative
  - 32 Teams, 29 organisations

• Measurement Methodology
  - SURE Score and now piloting SHARED

• National Training Resources being developed
  - Train the Facilitator resource (multi media out for proofing with critical friends)
  - Links to Motivational Interviewing techniques
  - E Learning resource –free to all NHS Staff

• Patient Resources now available

• Spread beginning
  - Oncology, Urology, Primary Care, Mental Health, Liver
Collaborative Driver Diagram

By 31st March 2013 80% of patients across MSK, Maternity & Renal will have been fully involved in their care through either the use of patient decision aids, shared decision making or the use of the 'Ask 3 Questions'.

**Leadership & Culture**
Senior managerial & clinical leaders understand, practice and support shared decision making

**Tools & Techniques**
Where appropriate, clinicians and patients are using shared decision making tools and techniques

**Staff Delivery**
All staff have been trained or have access to training on how to use shared decision making

**Patient Demand**
Patients feel empowered to ask about their choices and options in relation to their care

**Sustainability**
Systematic processes are in place to support the ongoing sustainable use of shared decision making throughout the organisation

---

**Leadership & Culture**
- Executive support
- Local clinical leadership
- Incorporated into strategic and commissioning plans

**Tools & Techniques**
- Patient Decision Aids and Option Grids available
- SDM skills actively utilised
- 'Ask 3 Questions' widely promoted to patients

**Staff Delivery**
- Education and Training
- Support Resource Pack
- Performance Management
- Commissioning resources

**Patient Demand**
- Publicity and Awareness
- 'Ask 3 Questions'
- Patient Reference Group

**Sustainability**
- Publicity and Awareness
- 'Ask 3 Questions'
- SDM incorporated into coding and audit processes
- SDM incentivised

---

*3 clinical areas: Renal, Maternity & Musculoskeletal.
SURE Results

• Rationale – short, generic, easy to complete & quick to report

• Potential challenges
  – Sensitivity issue?
  – It is an intervention in its own right?
  – Applicability to all conditions & pathways

• Next steps/ Way forward
  • Continue to collect scores – more data points
  • Adapt to increase sensitivity
  • Trial other measures alongside
SURE Responses 2nd October 2012

1557 patients surveyed
SURE Overview

• Has showed an improvement

• Results not as negative as we thought

• Probably fit for purpose

• 2% decisional conflict in the population (F Legare)

• Suitable for some populations/patient groups
SHARED - Background

• Introduced is response to requests for greater sensitivity
• SURE questions PLUS... SDM specific questions
• A conversation in a consultation requiring both parties to:
  – Exchange Knowledge
  – Express values
  – Reason or deliberation about options
  – Decide and implement decision
Patient experiences of decision making form

Date: ........................................

You are making a decision about treatment or tests for:
...........................................................................................................

We are interested in your experiences of making a decision with the health professional you met today. In the questions below, the word *option* means the treatment or test choices you talked about for this healthcare treatment or test.

Your views will help us improve the care we give to patients making this decision.

- Please answer the 8 questions below. Tick the answer that best fits your experience, either agree strongly, agree, disagree or disagree strongly.
- Your answers are confidential. Do not put your name on this form.

<table>
<thead>
<tr>
<th>How much do you agree with the following:</th>
<th>Agree Strongly</th>
<th>Agree</th>
<th>Disagree</th>
<th>Disagree Strongly</th>
</tr>
</thead>
<tbody>
<tr>
<td>The health professional talked about other options from the one we chose.</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>I felt the health professional thought one option was better for me than another.</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>I felt it was OK to choose an option that was different from the health professional’s choice.</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>I felt the health professional gave me the support and advice I needed to make the best decision for me.</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>I was able to tell the health professional what was important to me about this decision.</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>I am clear about the benefits and risks of each option.</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>I am clear which benefits and risks matter most to me.</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>I am sure the option we chose is the best one for me.</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Thank you for answering these questions

Please return this form to ........................................................................................................

Developed by Hillary Bekker, PHD, University of Leeds & AQuA
SHARED Responses 2nd October 2012

SHARED Q1: The health professional talked about other options from the one we chose.
SHARED Q2: I felt the health professional thought one option was better for me than another.
SHARED Q3: I felt it was OK to choose an option that was different from the health professional's choice.
SHARED Q4: I felt the health professional gave me the support and advice I needed to make the best decision for me.
SHARED Q5: I was able to tell the health professional what was important to me about this decision.
SHARED Q6: I am clear about the benefits and risks of each option.
SHARED Q7: I am clear which benefits and risks matter most to me.
SHARED Q8: I am sure the option we chose is the best one for me.

N=116
• 116 results to date
• Further refinement of Questions?
• Validation process
• Let us know if you want to be involved in validating the tool
Next steps/
Way forward

• Continue to collect scores

• Validate the SHARED tool

• Continue to review and trial other measures alongside
Education Overview

- Council of Deans for Health
  - 85 Universities – Nursing, Midwifery, AHPs & Support Staff
  - Baseline assessment of SDM within their curricula

- Medical Education England/ Medical Schools Council
  - Plan next steps
  - Setting up discussions with JACTAG, Academy and GMC

- Manchester Medical School – Example
  - Integration into PBL modules
  - Yr3 SDM modules including films
  - Train the tutor resource

- E Learning Resource available to students
  - Available to all Medical & Dental Students
  - Available to all Foundation Students and doctors in training
Receptive Culture Overview

• Patient Leaders starting to be identified
  – Starting to identify case studies & patient stories

• Patient Resources
  – Films, animation, paper resources

• Social Media starting to gain momentum
  – Twitter & Linked In - Join us!

• Third Sector/Community Groups/Voluntary Sector
  – Launch Event (Today) 11th October with National Voices & EPP
  – Resource to support third sector to support their members to engage in SDM
Sample Patient Resources

Ask 3 Questions

Normally there will be choices to make about your healthcare. Make sure you get answers to these three questions:

- What are my options?
- What are the pros and cons of each option for me?
- How do I get support to help me make a decision that is right for me?

Your doctor or nurse needs you to tell them what is important to you.

Shared Decision Making
Ask 3 Questions

Leaflet 1

Shared Decision Making

Working with the Right Care Shared Decision Making programme to promote shared decision making between patients and professionals.

Ask 3 Questions

What are my options?

What are the pros and cons of each option for me?

How do I get support to help me make a decision that is right for me?

Your health. Your decision.
Post-it Note and Lanyard

Ask 3 Questions

AQuA
Advancing Quality Alliance

NHS
Next Steps

• 6th November 2012, 14.00-15.00pm

Shared Decision Making and Self Care presented by Mat Rawsthorne, Self Help Nottingham.

Next Steps & Contacts

• Programme Contact:
  – Emma.J.Walker@srft.nhs.uk

• Ask 3 Question Resources:
  – Anna.Kotsonouris@srft.nhs.uk

Many thanks for listening & participating!