Implementing shared decision making

No decision about me, without me?

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Rhetoric, Policy

Implementation strategies
Implementation in complex adaptive systems

Leadership

Method

Will

Measurement

change
Implementation 2

What are we trying to achieve?

What have others done to achieve the same objective?

How do we know a change is an improvement?
Build the will for change: create pull instead of pushing

Why should I?  How can I?
Measurement

What gets measured gets done

What doesn’t get measured doesn’t get done
Purpose
• What are we trying to achieve?

Workforce development
• Teach what you measure/measure what you teach

Measurement
• How are we doing?
What are we trying to achieve: a taxonomy

• **Patient Involvement**: service users *meaningfully involved* in co-design of services

• **Patient Engagement**: service users *meaningfully engaged* in management of own health (self care) and healthcare (shared decision making)

• **Patient Experience**: service users:
  – treated with dignity, compassion and respect (as *passive recipients*)
  – also involved and engaged (as *active participants*)
What are we trying to achieve?
Context, context, context

• **Patients sharing decisions about surgery? (SDM)**
  – More informed
  – Less complaints
  – Possibly less invasive procedures performed
  – Less unwarranted variation

• **People with LTCs being supported to plan care? (PCP)**
  – More empowered/activated
  – More personalised care/support
  – Improved long term clinical outcomes
What are we trying to achieve?
Context, context, context

• **Patients sharing decisions at decision nodes other than surgery/no surgery?**
  – Referral to specialist services
  – Admission to hospital
  – Discharge from hospital
  – Advance care planning/LCP/DNR
  – Etc etc etc

• **Patients more confident to self manage?**
  – SMS is a process; not an event
  – Needs different system changes, tools, skills and measures to SDM
For each of these contexts, think:

- System
- Tools
- Skills (attitudes/behaviours)
- Measures
Activated, engaged patients

- Working in partnership
- Sharing decisions
- Planning care

Supported system

Optimal functional and clinical outcomes

Prepared, proactive, trained teams
Commissioning and providing services that informed patients want. Not services that we feel they should have.