



AGENCY FOR
**CLINICAL
INNOVATION**

Shared decision making implementation: a case study analysis to increase uptake in New South Wales

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Recap ... what is shared decision making?



- Shared decision making is a process of involving patients in making informed and preference-based decisions about their care and treatment
- Patient decision aids present evidence-based information about treatment options, the benefits and harms of each and can be used to guide patients through the decision-making process

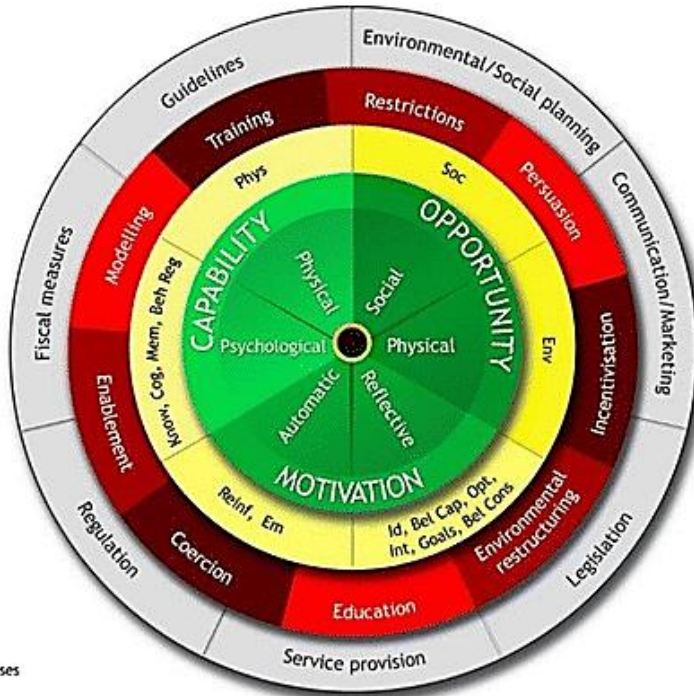
- Positions patient involvement as an accepted right
- A strategy for reducing unwarranted variation and promoting person-centred care (Australian Atlas of Healthcare Variation, 2017)
- A focus in Standard 2: Partnering with Consumers
- Slow to be adopted in Australia despite the emerging evidence base
- Identified as a complex system challenge (ACI Strategic Plan, 2019-2022)

- **Identify potential implementation interventions to increase the uptake of shared decision making in NSW Health**
- Understand the barriers to implementing shared decision making locally
- Understand what theoretically informed and evidence-based interventions help increase the uptake of shared decision making

- Surveyed participants who attended a one day masterclass held by ACI in May 2017 (n = 53 of 83 participants)
- Applied the theoretical domains framework, COM-B ('capability', 'opportunity', motivation' and 'behaviour') model and behaviour change wheel
- Examined the barriers and identified ways to increase the uptake of shared decision making in NSW Health

- Sources of behaviour
- TDF Domains
- Intervention functions
- Policy categories

Soc - Social influences
 Env - Environmental Context and Resources
 Id - Social/Professional Role and Identity
 Bel Cap - Beliefs about Capabilities
 Opt - Optimism
 Int - Intentions
 Goals - Goals
 Bel Cons - Beliefs about Consequences
 ReInf - Reinforcement
 Em - Emotion
 Know - Knowledge
 Cog - Cognitive and interpersonal skills
 Mem - Memory, Attention and Decision Processes
 Beh Reg - Behavioural Regulation
 Phys - Physical skills



- Identified across nine of the 14 theoretical domains: knowledge, skills, professional role and identify, beliefs about capabilities, beliefs about consequences, reinforcement, environmental context and resources, social influence and emotion

- Time constraints
- Competing priorities
- Limited access to resources –
about shared decision making,
patient decision aids and high-
quality synthesised evidence

***“ We need simple resources,
for both clinicians and
patients, which are readily
available”***

- Expert culture
- Influence among health professionals
- Paternalistic practices

***“The medical model
dominates the relationship
between the patient and the
health professional”***

- Lack of awareness and knowledge of what shared decision is and isn't
- Health professionals are not experienced in shared decision making

***“Shared decision making is a skill
that needs to be learnt by both
patients and health
professionals”***

1. Attend to organisational culture and ensure resources are available to support the use shared decision making in clinical practice
2. Invest in education, training and modelling for health professionals
3. Create opportunities for health professionals to apply new knowledge and skills in clinical practice with support

4. Embed shared decision making in clinical pathways, practice standards and clinical guidelines
5. Promote shared decision making through clinical and consumer champions, advocacy organisations and speciality societies