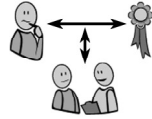


The Ottawa Decision Support Framework: Evolution & Needs assessment



Annette O'Connor RN PhD
U. Ottawa

Topics

1. Definition
2. Evolution
3. Evidence: needs assessment
4. Use & Related Tools
5. Discussion: SWG

Topics

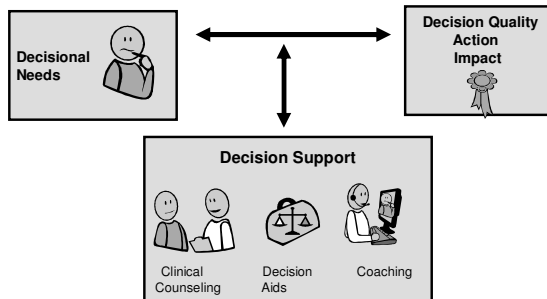
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ODSF: 'Conceptual' Framework

- Difficult decisions
- Challenge deliberation
- Clinical skill orientation
- Expectancy value theory
Feather 1980; Keeney & Raiffa 1976; Tversky & Kahneman 1981; Ajzen & Fishbein 1980
- Decisional conflict: Janis & Mann 1977
- Self Care: Orem 1995
- Social support: Norbeck, 1988;
- Comfort
- 1989. Decisional Conflict. McFarland & McFarlane *Nursing Diagnosis and Intervention* C.V. Mosby. 573.
- 1995. Decisional Conflict. *Med Decis Making*. 15(1):25-30
- 1998 O'Connor et al. *HRT. Pat Ed Counseling*. 33(3):267
- 2002 Women's Health. *JCGNN* 31(5):570
- 2003 Risk Communication *British Medical Journal* 327:736-740, 2003
- 2004 End of life. Murray et al. *Int J Palliative Nursing*. 10(6):270

Ottawa Decision Support Framework

BMJ 327:736-740, 2003



Decisional Needs

- Uncertainty (decisional conflict)
- Knowledge & Expectations
- Values
- Support & Resources
- Decision type, timing, stage, leaning
- Personal/Clinical characteristics



British Medical Journal 327:736-740, 2003

Decisional Support

- Clarify decision and needs
- Provide facts, probabilities
- Clarify values
- Support/Guide/Coach
- Monitor/Facilitate progress



British Medical Journal 327:736-740, 2003

Decision Quality

- informed
- Consistent with personal values

Researcher opinions

- 1989, 1995, 1999, 2003 O'Connor et al. Nursing Diagnosis and Interventions 1989; Med Decision Making 1995;15:25-30 JNCI 1999; BMJ 327:736-740, 2003
- 1999 Ratliff, Angell, Dow, Kupperman, Nease, Fisher, Fisher, Redelmeier, Faughnan, Rimer, Pauker, Pauker, Sox. Effective Clinical Practice 2:165-97
- 2004 Sepucha, Fowler, Mulley Health Affairs 23:54-62.
- 2004 Briss, Rimer, Reilley, Coates, Lee, Mullen, (US-CDC) Am J Prev Med 26:67-80

Physician survey

- 1997 O'Connor, Llewellyn-Thomas et al. Patient Education and Counseling. 30:143-153

Public survey

- 2003 Public survey Health Expectations 6:97-109

Combined stakeholder opinion

- 2006 International Patient Decision Aids Standards Collaboration BMJ 333(7565):417

British Medical Journal 327:736-740, 2003

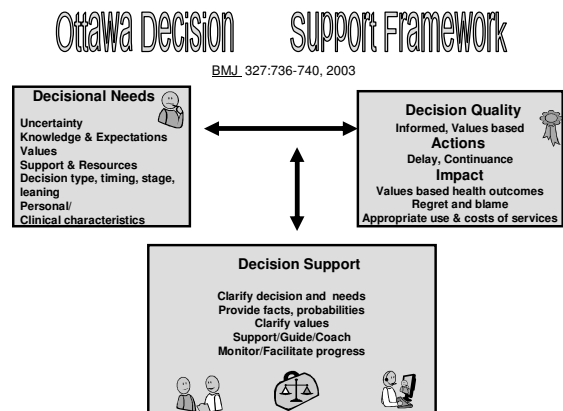
Decision Quality

**Informed
Values based**

Actions
Delay, Continuance

Impact
Values based health outcomes
Regret and blame
Appropriate use & costs of services

British Medical Journal 327:736-740, 2003



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Evolution

- '86 Fumbling
- '89 Practice Framework
- '95 Measure- DCS
- '95 Clinical course & generic PtDA [OPDG]
- '98 Trials: condition-specific PtDAs
- '01 Implement: training, performance appraisal, clinical tools [coaching protocols, SURE], delivery models [call centers, SDM centers, clinical care]

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Decisional Needs

- **Uncertainty (decisional conflict)**
- **Knowledge & Expectations**
- **Values**
- **Support & Resources**
- **Decision type, timing, stage, leaning**
- **Personal/Clinical characteristics**



British Medical Journal 327:736-740, 2003

Reviews

- 10 Needs assessments
- 3 'Population' surveys
- 34 'Baseline' measures of need
- 28 'Usual care' measures of need

10 Needs Assessments

(9 CAN, 1 US)

- 165 + 10 Circumcision male newborns
- 94 Depression Rx
- 97 Breast cancer chemoprevention
- 42 + 11 Vasectomy
- 40 + 15 Menopausal Natural Health Products
- 20 Women terminal illness location of care
- 13 Recurring ovarian cancer Rx
- 8 + 8 Life support: premature infants
- 8 + 12 HIV Testing: female immigrants & refugees
- 8 + 8 Cochlear implants: children

7/10 studies: retrospective; 3/10 minority actively deliberating
8/10 studies: patients recognized need for a decision

Endorsed category of need

Manifestations decisional conflict (uncertainty)	# Patient Studies	# Practitioner Studies
Unsure	6	2
Worried re bad outcome	3	1
Distressed/upset	3	1
Questioning importance	3	1
Preoccupied	2	1
Delaying	2	1
Stressed, tense	2	
Wavering	2	




Factors contributing to uncertainty	# Patient Studies	# Practitioner Studies
Feel pressure conflicting view	8	5
Lack info benefits harms	8	4
Lack info options	7	4
Lack support	6	3
Unclear values	5	2
Lack advice	3	1
Lack info on how other decide	2	1
Lack motivation	2	1
Lack ability	1	

Useful to help patient	# Patient Studies	# Practitioner Studies
Counseling from health profess	9	5
Pamphlets	7	5
Web	5	4
Education groups	2	4
Giving more than one option	1	

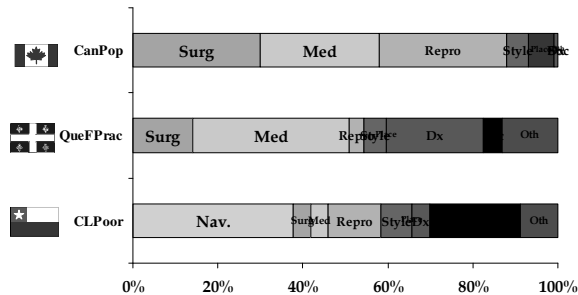
Useful content	# Patient Studies	# Practitioner Studies
Info on options	6	
Info on how others decided	4	1
Consider important values	2	1
Info on probabilities	1	1
Info on sources of support	1	1
How to access support	1	1
Consider partners' values	1	








- | | |
|---|--|
| <p>Limitations</p> <ul style="list-style-type: none"> • Retrospective recall • Small samples • 2 countries • Framework-based semi-structured interview guide with probes narrows perspective | <p>Conclusions</p> <ul style="list-style-type: none"> • Most need categories relevant • Approach useful in determining content of d.aids and relevant attributes of options |
|---|--|

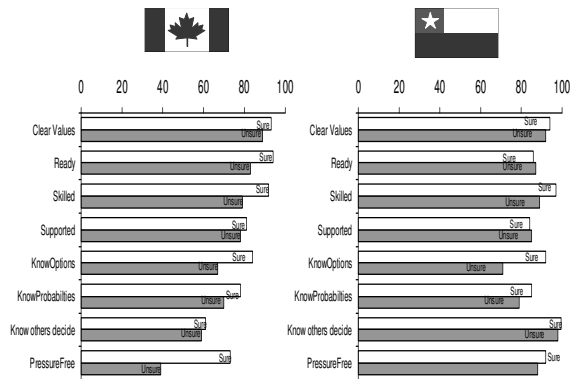
3 Population Surveys

-  • 635 Canadians O'Connor, Drake, Tugwell et al. 2003 Health Expectations, 6, 97
-  • 924 Quebecers: 5 family practices Legare.
-  • 554 poor Chilean women Burns, Lange, Urutia et al J Advanced Nursing 2006: 56-67

Decisions



	Sure 	Informed 	Clear Values 	Supported 
 Canada	41%	74%	91%	89%
 Quebec Pr Care	45%	85%	93%	62%
 Chile Poor Women	46%	52%	46%	15%



More Decisional Conflict

- Female
- <70 years old
- Not deciding about birth control



Data from France Legare, U Laval



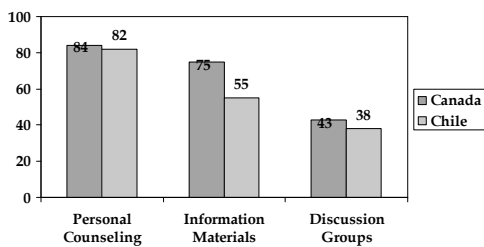
	Sure	Informed	Clear Values	Supported
TOTAL	45%	85%	93%	62%
Vaccination	29%	71%	64%	64%
Diabetes	40 %	80%	100%	73%
Pain	41 %	86%	90%	69%
Depression	42 %	85%	95%	70%
Hypertension	43 %	83%	95%	60%
Lifestyle	42 %	85%	95%	70%
Cholesterol	45 %	82%	82%	73%

More manifestations of Decisional Conflict

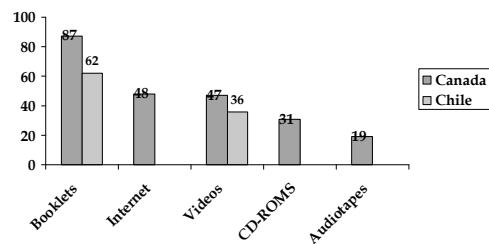
- Feel uninformed
- Feel pressured
- Unready/unskilled in decision making
- Female
- <70 years old
- Not deciding about birth control



Preferred Interventions









Preferred Materials



34 Before/After & Prospective Cohorts

- 13 Cancer
- 5 Reproductive
- 3 End of life
- 3 Musculoskeletal
- 3 Menopause
- 1 each: COPD, Dementia, Transfusion, Cardiovascular, Hearing, Partner violence
- 16 Canada
- 13 US
- 4 Australia
- 1 UK

'Baseline' Scores/100

	# studies	Range	Mdn
Realistic expectations 	6	0-35	11
Know facts 	19	24-91	53
Total Decisional Comfort	27	37-86	63
Feel informed 	12	22-83	54
Certain 	18	28-88	57
Feel clear re values 	16	34-83	62
Feel Supported 	14	48-98	63








28 Cochrane Usual Care Arms

- 10 Cancer
- 5 Cardiovascular
- 4 Menopause
- 3 Reproductive
- 2 BPH
- 1 each: vaccine, dental, transfusion
- 12 US
- 8 Canada
- 5 UK
- 3 AUS



Cochrane 'Usual' Care

O'Connor et al., *Cochrane Library*, 2009

	# trials	Range	Mdn
Realistic expectations 	11	10-66	43
Know facts 	18	31-85	60
Total Decisional Comfort 	10	55-85	71
Certain 	12	40-83	64
Feel informed 	10	51-80	70
Feel clear re values 	8	49-83	70
Feel Supported 	8	51-85	72
Effective Decision	11	63-85	74

Conclusions

- Many patients have decisional needs:
 - unrealistic expectations, low knowledge scores
 - feel uncertain, uninformed, unclear values, unsupported
- Many patients' needs are unresolved with 'usual care'
- Decision characteristics and personal/clinical characteristics influence frequency of need

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Needs Assessment Tools

- Population Needs Assessment Workbook & Tools
- Measures of needs
- Needs assessment embedded in
 - Decision Aid: OPDG & Condition Specific PtDA Development Toolkit
 - Coaching and Training tools: OPDG, Guidelines; Training, Performance appraisal; Curriculum

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Discussion

1. Take 2 minutes to jot down
 - Strengths
 - Weaknesses
 - Gaps in research
2. Discussion

