

## Decision coaching using the Ottawa Personal Decision Guide (OPDG)

| OPDG  | Decision Coaching  |   |   |
|---|--|---|---|
| Step  | Elements   | Process   | Suggested Language  |
|   | Build skills in deliberation/communication                         | Introduce and explain the OPDG. Be ready to record responses on the form as you facilitate discussion of the options.   |   |
| Step 1. Clarify the decision  | Assess/discuss decision-making needs                               | Clarify the decision: Make sure that the person knows exactly what decision they are facing.  | Tell me about the decision you are facing. What are your reasons for making this decision?  |
|   |  | Assess stage of decision making   | When do you need to make a choice? How far along are you in making a choice?  |
| Step 2. Explore the decision  | Assess understanding   | Assess facts: options, benefits, harms/risks/side effects, probabilities  | Tell me about the options you have. Tell me what you know about the reasons to choose an option (benefits). What do you know about the reasons to avoid an option (harms/risks/side effects)? |
|   | Provide information  | Provide clarify/reinforce facts and realign expectations  | That's right; You've got it. Did you know...? The research shows...   |
|   | Clarify values   | Assess values/importance of outcomes of options   | Which benefits are most important to you? Which harms (risks/side effects) do you want to avoid?  |
|   |  | Clarify and facilitate communication of values  | On a scale of 0 (not at all important) to 5 (extremely important), how would you rate the importance of the benefits. And of the harms?   |
|   |  | Preferred option  | Thinking about your ratings, what option do you prefer?   |
|   | Assess/discuss decision making needs                               | Assess the involvement of others in the decision (opinions, support, pressure)  | Who else is involved in the decision? Are you feeling pressure from anyone to choose a specific option? How could they support you?   |
| Develop skills/confidence in steps of decision making, communicating preferences to others, and handling pressure |  | Whose opinion is most important to you? Can you block out opinions that don't matter? What role do you prefer in making the choice?   |   |
| Step 3. Identify decision making needs  | (Re-)assess decisional needs using the SURE scale items            | Do you know the benefits and risks of each option? Are you clear about which benefits and risks matter most to you? Do you have enough support and advice to make a choice? Do you feel sure about the best choice for you?   |   |
| Step 4. Plan next steps based on identified needs   | Facilitate progress in decision making                             | Facilitate development of a plan for next steps to address unresolved decisional needs:   | What else do you need to make a choice? What do you think are the next steps? When do you plan to...?"  |
|   | Screen for implementation needs                                    | Determine what is needed to implement the preferred choice  | What do you need to carry out the choice?   |
|   | Facilitate progress in decision making                             | Discuss sharing his/her preferences with their health care practitioner. Encourage him/her to take the OPDG to their next appointment.  | Do you have questions you want to ask to clarify the options? Do you feel comfortable sharing your preferred option with your practitioner?   |
|   | Build skills in deliberation, communication, and accessing support | NOTE: If 2 people are involved, highlight areas of agreement/disagreement on values, pressure and support. Make sure each person has a chance to express their response to the questions. If one person is more vulnerable, then have that person respond first (e.g., child then parent; frail elderly then caregiver) |   |

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- Légaré F, Kearing S, Clay K, Gagnon S, D'Amours D, Rousseau M, O'Connor AM. Are you SURE? Assessing patient decisional conflict with a 4-item screening test. *Can Fam Physician*. 2010 Aug;56(8):e308-14.