



Implementation Toolkit

There are 5 Steps for implementing patient decision support in clinical practice. The following highlights the 5 steps and identifies resources that have been used to accomplish each step.

[Step 1: Assessment](#)

Assess patients' and practitioners' information and decision making needs.

[Step 2: Decision Support Tools](#)

Review patient decision support tools to find those relevant to the identified needs.

[Step 3: Education and Training](#)

Provide opportunities for practitioners to enhance their decision support skills.

[Step 4: Implementation](#)

Implement patient decision support using strategies tailored to the practice setting

[Step 5: Quality Monitoring Tools](#)

Monitor the quality of decision support provided

Resources

Stacey D, Pomey MP, O'Connor AM, Graham ID. [Adoption and sustainability of decision support for patients facing health decisions: an implementation case study in nursing](#). Implement Sci. 2006 Aug 24;1:17.

Stacey D, Graham ID, O'Connor AM, Pomey MP. [Barriers and facilitators influencing call center nurses' decision support for callers facing values-sensitive decisions: a mixed methods study](#). Worldviews Evid Based Nurs. 2005;2(4):184-95.

Legare F, O'Connor AM, Graham ID, Saucier D, Cote L, Blais J, Cauchon M, Pare L. [Primary health care professionals' views on barriers and facilitators to the implementation of the Ottawa Decision Support Framework in practice](#). Patient Educ Couns. 2006 Nov;63(3):380-90.

O'Connor AM, Llewellyn-Thomas HA, Flood AB. [Modifying unwarranted variations in health care: shared decision making using patient decision aids](#). Health Aff (Millwood). 2004; Suppl Web Exclusive: VAR63-72.

Gravel K, Légaré F, Graham I. [Barriers and facilitators to implementing shared decision-making in clinical practice: a systematic review of health professionals' perceptions](#). Implementation Science 2006, 1:16.



Step 1: Assessment

Assess patients' and practitioners' information and decision making needs.

1.1 Patients' learning needs

Survey patients to determine their health information needs for common health issues.

1.2 Patients' decision making needs

Conduct a population needs assessment to identify patients' and practitioners' perception of patients' decision making needs using a [workbook](#) of key questions based on the [Ottawa Decision Support Framework](#).

1.3 Factors influencing practitioners' providing decision support

a) Survey practitioners to determine barriers and facilitators influencing their practice in providing decision support to patients facing:

- symptom management and triage decisions using a [standardized tool](#)
- values-sensitive decisions using a [standardized tool](#)

b) Explore practitioners' views on current decision support practices using the Collaboration and Satisfaction about Care Decisions tool (JG Baggs. [Development of an instrument to measure collaboration and satisfaction about care decisions](#). J Adv Nurs 1994;20(1):176-82).



Step 2: Decision Support Tools

Review decision support tools to find those relevant to the identified needs.

2.1 Current patient education materials

- a) Audit the quality of patient education resources currently used within the practice.
- b) Audit the quality of patient decision aids using the [International Patient Decision Aids Standards \(IPDAS\)](#) ([Elwyn et al., BMJ, 2006](#))

2.2 Patient Decision Support Tools for symptom management/triage decisions:

- For example, [Healthwise](#)

2.3 Patient Decision Aids for values-sensitive decisions

Review the [Complete Inventory](#) of over 500 patient decision aids from around the world maintained by the Patient Decision Aids Research Group ([O'Connor et al., 2004](#)). Decision aids in this inventory contain: options and outcomes for a specific decision, probabilities of outcomes, values clarification exercises and guidance in the steps of decision making. The format for these resources includes booklets, display boards, videos, audio-guided workbooks, and Web-based applications.

2.4 Ottawa Personal Decision Guide (OPDG)

Consider using a [worksheet](#) designed to help people facing any health-related or social decision. It guides people to assess their decision making needs (knowledge, clarity of values, support), plan the next steps to meet their needs, and track their progress in decision making. This guide is also used by health professionals to support patients making decisions.



Step 3: Education & Training

Provide opportunities for practitioners to enhance their support skills.

Ottawa Decision Support Tutorial (ODST)

The ODST is an online tutorial designed to help practitioners develop skills in providing decision support. [Get more details on how the ODST has been used in evaluation studies here.](#)

The ODST features:

- Self-paced online learning
- Self-assessment quizzes with tailored feedback
- Criterion-referenced final evaluations
- Certificate of Completion (for scores of 80% or more on the final quiz)
- Downloadable PDF version of course reading

[Click here to login to the ODST.](#)

Login requires selection of your own user name and password. There is no fee for the ODST.

Credit Courses in Decision Making

Links to course descriptions:

- University of Ottawa
 - [NSG 6133 - Decision Making in Clinical Practice](#)
 - [Dartmouth College, New Hampshire](#)
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Decision Support Workshops

We offer three workshops for health professionals on topics related to decision support. Brief descriptions of the workshops are included below. For more detailed information click on a workshop title. If you are interested in any of the workshops please contact us at decisionaid@ohri.ca for information on availability and cost.

[Recognising and Addressing Decision Conflict](#)

1.5-hour workshop to familiarize participants with the concept of decisional conflict, ways to assess patients with decisional conflict, and resources to support patients.

[Finding and Using Patient Decision Support Tools](#)

1-hour computer-based workshop focused on navigating the available tools to support patient decision making and discuss strategies to use resources in practice.

[Decision Coaching Skill-Building Workshop](#)

6-hour educational program that includes a 3-hour autotutorial to learn the core concepts of patient decision support and a 3-hour workshop to build skills in assessing patients' decisional needs and coaching patients through a process of decision making.

Curriculum-Based Tools

[Integrating Patient Decision Support in Curriculum](#)

Stepwise series of lectures, problem-based case scenarios, and assignments that can be embedded as a thread across a curriculum for health professionals.

For information on courses, workshops and training resources, please e-mail the [Patient Decision Aids Research Group](#).



Step 4: Implementation

Implement patient decision support using strategies tailored to the setting.

The following are examples of activities useful in addressing the identified barriers to and easing implementation of decision support tools in clinical practice:

- Use information in Steps 1 to 3 to prepare an implementation plan;
- Highlight the mismatch between the patients' identified needs and the results of the audit of patient education resources available within the practice;
- Engage health professionals to identify needed resources and strategies to address barriers;
- Embed patient decision support tools within care pathways;
- Ensure organizational mandate includes supporting patients to be engaged in decision making and self-care;
- Increase patients' and family members' awareness of resources; and
- Link health information resources to electronic health records to ease documentation and flag relevant resources "just in time".



Step 5: Quality Monitoring Tools

Monitor the quality of decision support provided.

5.1 Decision Quality

Measure decision quality using the [instrument developed by the Foundation for Informed Medical Decision Making](#). This instrument includes items relevant to knowledge of the options, values, preferences, and patient perception of preparation for decision making.

5.2 Simulated patient program & analysis of decision support

Evaluate the quality of decision coaching using simulated patients trained to present with decisional conflict about a specific decision. Analyse the dialogue between patient and health professional using the Decision Support Analysis Tool (DSAT). These encounters can be used to establish a baseline of decision support quality for the organization or for ongoing monitoring of quality. Analyze the dialogue between patients and practitioners using a revised version of the DSAT ([Pierrette Guimond et. al., 2003](#))

5.3 Additional measures to monitor implementation

- Hits to various Web pages
- Use of patient decision support tools
- Attendance at educational sessions
- Frequency and duration of decision support or coaching
- Focus groups or individual interviews to obtain feedback from the group

5.4 [Evaluate patient decision aids](#)