



Shared decision making as a method of

CARE

Victor M. Montori, MD, MSc

Robert H. and Susan M. Rewoldt Professor



montori.victor@mayo.edu

Support coping,
adapting,
thriving

Fix problems

Managing symptoms, mitigating adverse effects, coping with disappointing results, preventing complications, rehabilitating sequelae, self-management support, problem solving, making care fit

CARE CURE

Right patient/diagnosis, right cure, correctly deployed, at the right time, the first time, with right expertise and equipment.

Variance
is **virtue**

Variance
is **defect**



**CARE FOR PEOPLE
LIKE MARIA LUISA**

Biology

**CARE FOR
MARIA LUISA**

**Biology
+
Biography**

A healthcare worker wearing a white protective suit, face shield, and gloves is attending to a patient in a hospital bed. The patient is lying under a white blanket, and their arm is visible. The background shows a hospital room with a bed frame and some medical equipment.

Care
is everything we do
to maintain, repair, and
improve our world
so that we may
live in it
as **well** as possible.

Fisher and Tronto

CARE

Practice and a disposition

work with
competent
compassionate

Give

attention
situation in HD
needs + strengths

Notice



Respond

creates possibility
invents action

Receive

response is pertinent
response is adequate
response is desirable

CARE

Conditions for care

Unhurried
Conversation

Notice

HD
situation



Respond

Sensible
resolution

Shared Decision Making

Is a method of care. A conversation in which patients and clinicians work out what to do, co-creating care that makes **intellectual**, **practical**, and **emotional** sense.



Montori VM et al. BMJ Evid Based Med. 2022:bmjebm-2022-112068.

A doctor in a dark suit and tie is seated at a desk, leaning forward to show a colorful, multi-page pamphlet to a patient. The patient, seen from the back, has dark hair and is wearing a dark top. The pamphlet has a yellow cover with various colored sections. The background shows a typical office or clinic setting with a whiteboard and a computer monitor.

A typical patient

KER UNIT
kerunit.e-bm.org
(C) 2007 Mayo Clinic

Values and preferences

Issues that make a course of action more or less desirable for the participants (typically, the patient) and are matters for deliberation

Perspectives

Beliefs and expectations

Priorities

Goals for their health and life

Situational factors

Predispositions and aversions

Cultural norms and narratives

Wishes of significant others

Issues

Convenience

Restrictions

Risks

Uncertainty of benefit

Burden on others

Distrust of medicine

Stronger or weaker reasons for or against an action

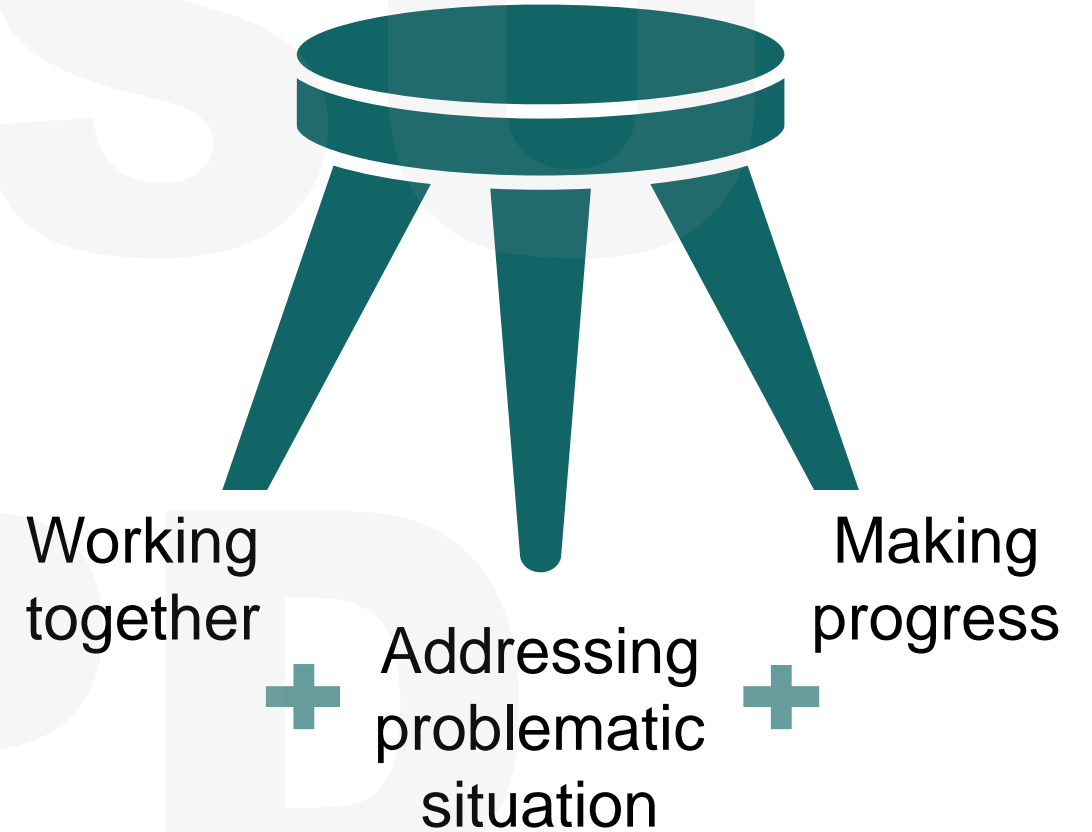
STATIN CHOICE

statindecisionaid.mayoclinic.org

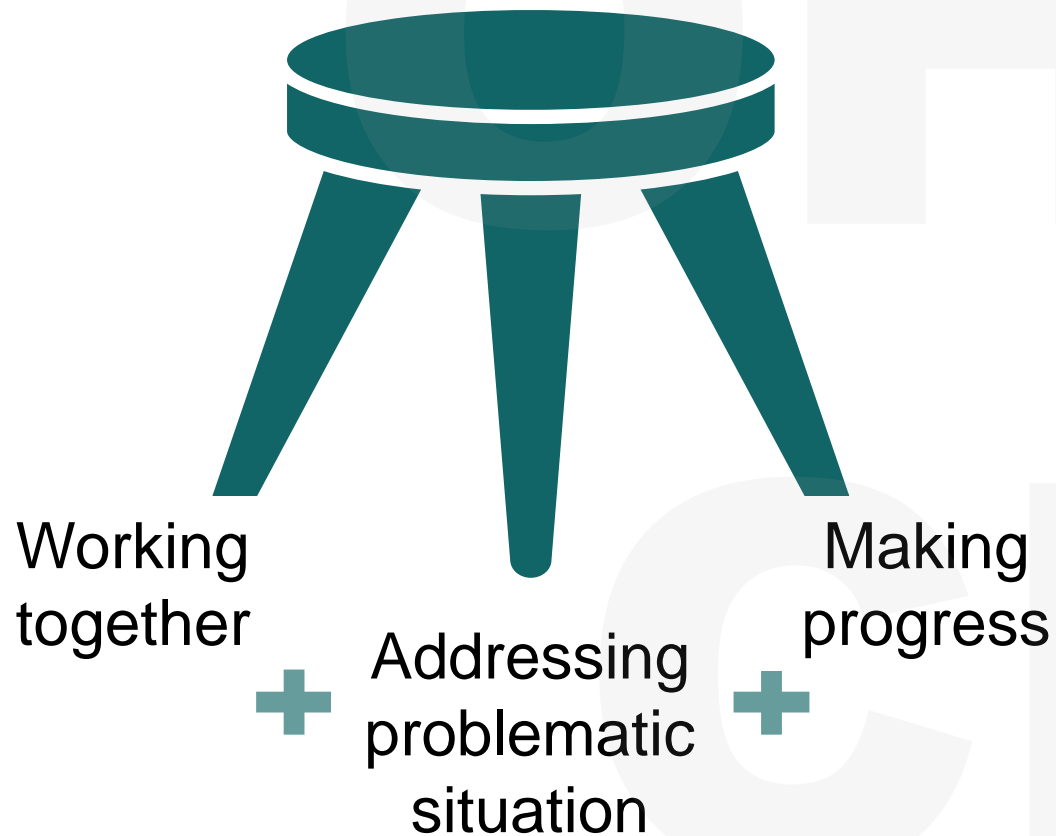


Weymiller et al. Arch Intern Med 2007

SDM is a method of care



What do participants do in SDM?



Noticing

that something should be changed

Formulating

Facts, opinions, and ideas about what's wrong and how to change it

Trying out

Ideas by envisioning how they would change the patient's life

Concluding

with what to do, how to do it, and why

Different SDMs

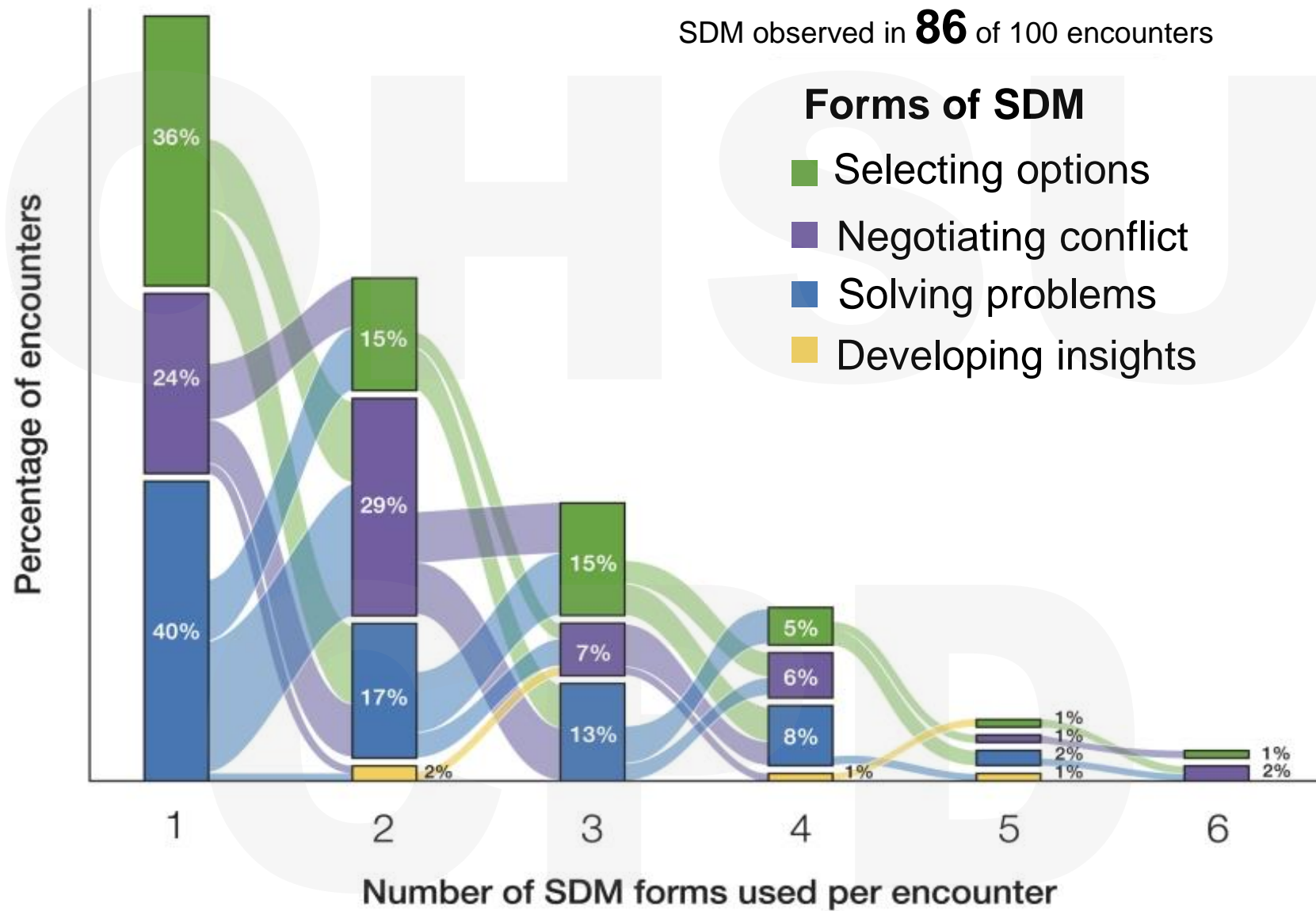
FOR DIFFERENT PROBLEMS AND USING DIFFERENT METHODS



uncertain
effects

weighed





Shared decision making

Increased patient (>75%) and clinician satisfaction (74-90%)

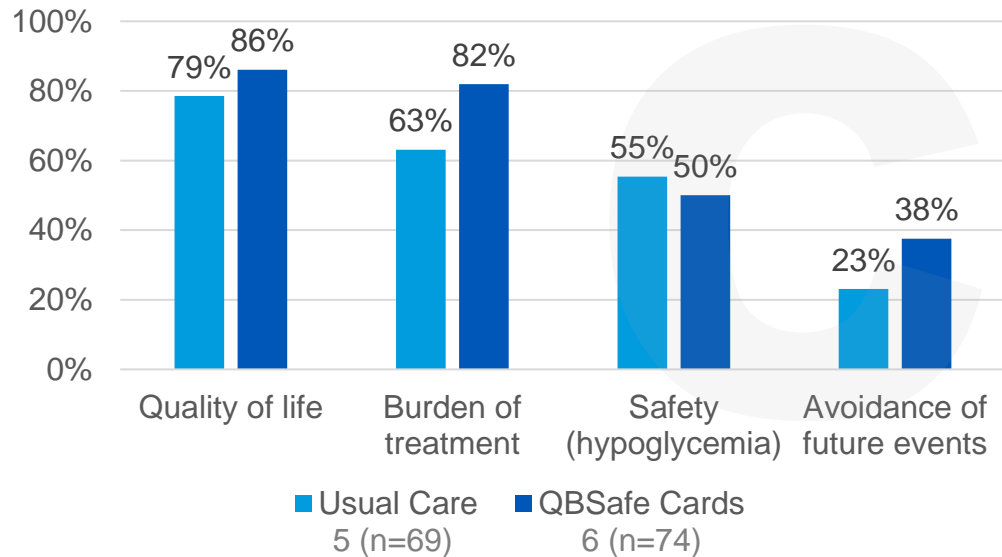
Variable effect on outcomes, cost

Within encounters ≥ 20 min, time for SDM = time for usual care

Wyatt et al. Implement Sci 2014; 9: 26
Coylewright et al CCQO 2014, 7: 360-7
Dobler CC et al BMJ Qual Saf. 2019 Jun;28(6):499-510

QBSAFE CARDS

<http://patientrevolution.org/qbsafe>



I struggle with remembering, taking, or managing my medications.

1

I struggle with monitoring my blood sugar.

2

There are things I would like to do but can't or won't because of my diabetes.

3

My diabetes limits my ability to work, do hobbies, or spend time with family and friends.

4

I am frustrated by the amount of time I spend managing my diabetes.

5

I am having problems with low blood sugar.

6

I would benefit from more help managing my diabetes.

7

I find it hard to follow your suggestions about diet and exercise.

8

Diabetes is impacting my sex life.

9

I worry about my ability to pay for my healthcare.

10

I have another issue related to my diabetes that I'd like to talk about.

11

I have something I'd like to share with you but I know you probably won't be able to do much about it.

12

Diabetes has had some positive impacts on my life.

13

I have felt moments of pride while managing my diabetes.

14

Visit length: **22 min (in both arms)**
 Unhurried: **71% v. 86%**
 Clinicians highly satisfied: **19% v. 62%**

KEY POINTS

1. Goal of SDM is not to get people to follow care recommended for *patients like this* but to form care plans that makes sense to *this patient*
2. SDM is a method to care based on conversations that amplifies the ability of clinicians and patients to change problematic situations.
3. SDM is not one more thing for busy clinicians to do, it's part of how they make things better for their patients.
4. To enable SDM, conditions favorable to care are needed

A woman with dark hair, wearing a black top and a necklace, is laughing heartily in a clinical setting. The background shows medical equipment and a white wall. The text is overlaid on the image.

Could Shared Decision Making be a way to...

empower **clinicians**

involve **clinicians**

inform **clinicians**

enhance **clinician** adherence to patient-centered care

prevent **clinician** burnout and promote wellbeing?

WHAT IS NEXT?

- Ways to better incorporate problems of fit from the point of life at the point of care
- Develop new measures of SDM based on problem solving approaches
- Use of artificial intelligence to capture collaborative conversations.

AI's Black Box Problem



Making care fit manifesto

“Patients and clinicians must collaborate in designing care plans that maximally respond to each patient’s unique situation and priorities while minimally disrupting their lives and loves.”

Kunneman M et al *BMJ Evidence-Based Medicine* 2021

KERUNIT

KNOWLEDGE AND EVALUATION RESEARCH

XX Anniversary (2004-2024)

<http://carethatfits.org>

