



London Health
Sciences Centre



Children's Hospital
London Health Sciences Centre

SHARED DECISION MAKING/DECISION COACHING

Aplastic Anemia and Myelodysplasia Society of Canada
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BONNIE WOOTEN SDM IMPLEMENTATION CONSULTANT/DECISION COACH



London Health
Sciences Centre



Children's Hospital
London Health Sciences Centre

Shared Decision Making Program

Gives families the tailored support and clear resources they need to retain control during life changing decisions.

A well-informed family is an empowered family and an empowered family is key to a healthier future.



SDM is a conversation in which patients and caregivers work together to **figure out how** to improve a problematic situation.

SDM is a **method of care**



3 Key Steps:

- Choice awareness – “There is a decision to make”
- Options – risks, benefits, uncertainties
- Values – what matters most to the family/child

Bottom Line:

- **Right decision \neq same decision for every family**

Note: This is especially relevant when more than one reasonable path exists.

CARE

Conditions for care

Unhurried
Conversation

HD
situation



Undesirable
situation



Care that
fits



Improved
situation



SDM AS A METHOD OF CARE

SDM as a conversation

Figure out: What's going on and what should we do?

Focus: Experience and its problems

Method: Conversational Inquiry

Materials (problems):

Effects, Positions, Situation, Being

Acts of: Noticing, Formulating, Trying on, Culminating

Modes: Weighing, Negotiating, Problem solving, Insight Development

Product: Plan with well developed reasons (intellectual, practical, emotional)

**Attitudes: Openness to what might indicate a problem
Flexibility in conception of the situation
Enabling the patient to work through what the situation is and what to do about it**



Shared Decision Making (SDM)

A process by which decisions are made by the patient (+family) and clinician using

- the best available evidence, and
- patients informed values/preferences

(Legare et al., 2010; Makoul et al. 2006)

“The crux of patient-centred care” Weston 2001



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 of 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



Interventions to support patients in decision making

- Decision Guides
- Question Prompts
- Decision Coaching
- Patient Decision Aids

Ottawa Personal Decision Guide

For People Making Health or Social Decisions



1 Clarify your decision

What decision do you face?

What are your reasons for making this decision?

When do you need to **make a decision**?

How far along are you with **making a decision**?

Not thought about it

Close to choosing

Thinking about it

Made a choice

2 Explore your options

	Reasons to Choose this Option Benefits / Advantages / Pros	How much it matters to you: 0★ not at all 5★ a great deal	Reasons to Avoid this Option Risks / Disadvantages / Cons	How much it matters to you: 0★ not at all 5★ a great deal
Option #1				
Option #2				
Option #3				

Which option do you prefer?

Option #1

Option #2

Option #3

Unsure

3 Explore views of others involved in the decision

Who else is involved?

Which option do they prefer?

Are you feeling pressured by this person?

Yes

No

Yes

No

Yes

No

Ottawa Personal Decision Guide Continued

For People Making Health or Social Decisions

4 Identify your needs and plan the next steps based on your needs

Identify decision making needs*



Knowledge

Do you know the benefits and risks of each option?

Yes No



Values

Are you clear about which benefits and risks matter most to you?

Yes No



Support

Do you have enough support and advice to make a choice?

Yes No



Certainty

Do you feel sure about the best choice for you?

Yes No



Other

Are there other things making the decision difficult?

Things you could try (✓)

If no,

- Find out more about the options and chances of the benefits and risks.
- List your questions (e.g., what are my options? What are the possible benefits and risks of each option? How likely are the benefits and risk to occur? Other questions).
- List where to find the answers (e.g. library, health professionals, counsellors)

If no,

- Review the stars in step two 2 to see what matters most to you.
- Find people who know what it is like to experience the benefits and risks.
- Talk to others who have made the decision.
- Read stories of what mattered most to others.
- Discuss with others what matters most to you.

If no,

- Discuss your options with a trusted person (e.g. health professional, family, friends).
- Find help to support your decision (e.g. funds, transport, childcare).

If you feel PRESSURE from others to make a specific decision

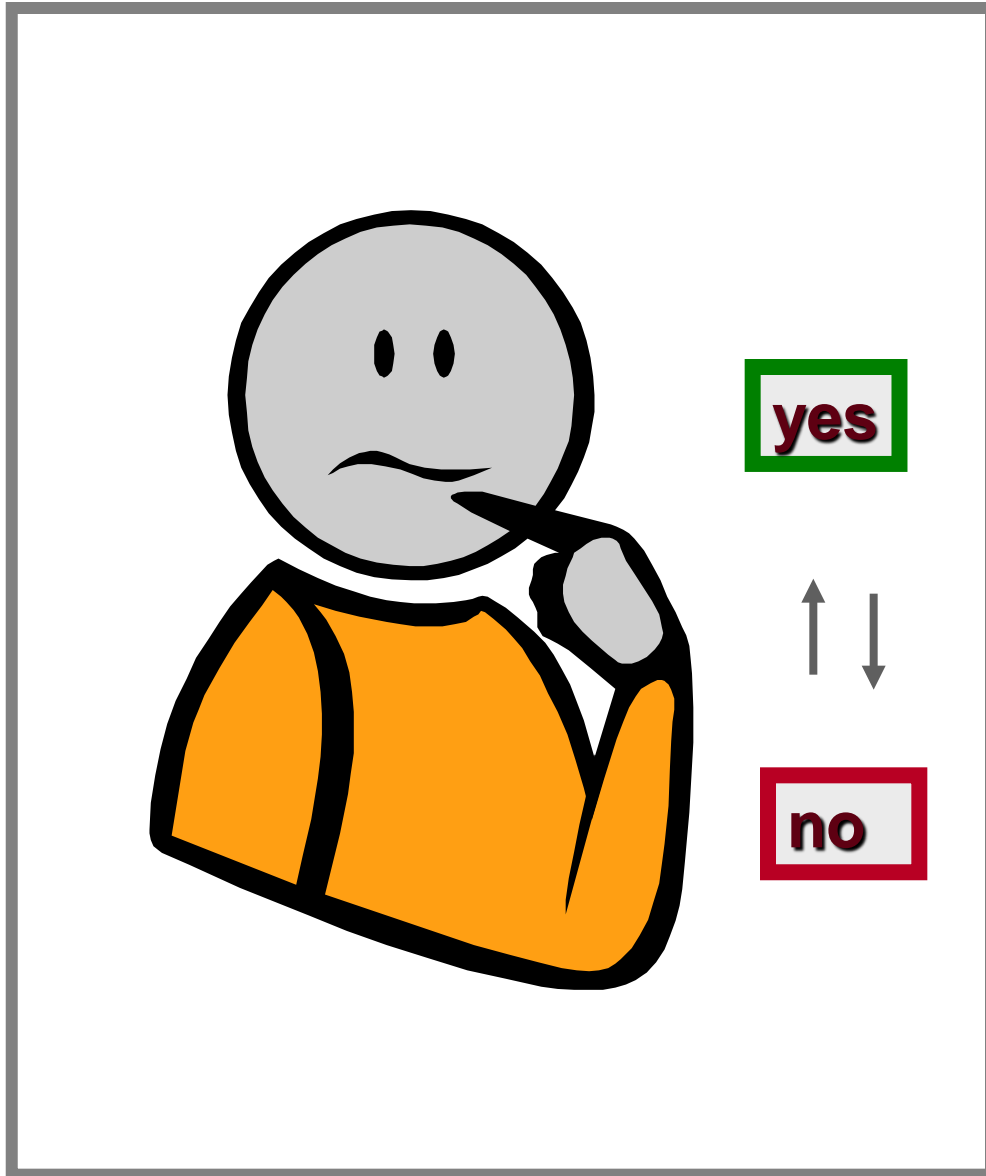
- Focus on the views of others who matter most.
- Share your guide with others.
- Ask others to fill in this guide. (See where you agree. If you disagree on facts, get more information. If you disagree on what matters most, consider the other person's views. Take turns to listen to what the other person says matters most to them.)
- Find a person to help you and others involved.

If no,

- Work through steps two 2 and four 4, focusing on your needs.

List them and anything else you could try:

(Stacey, Lewis, O'Connor, 2025)

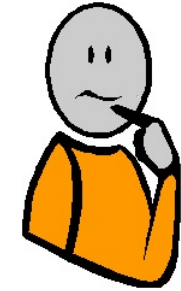


Decisional Conflict

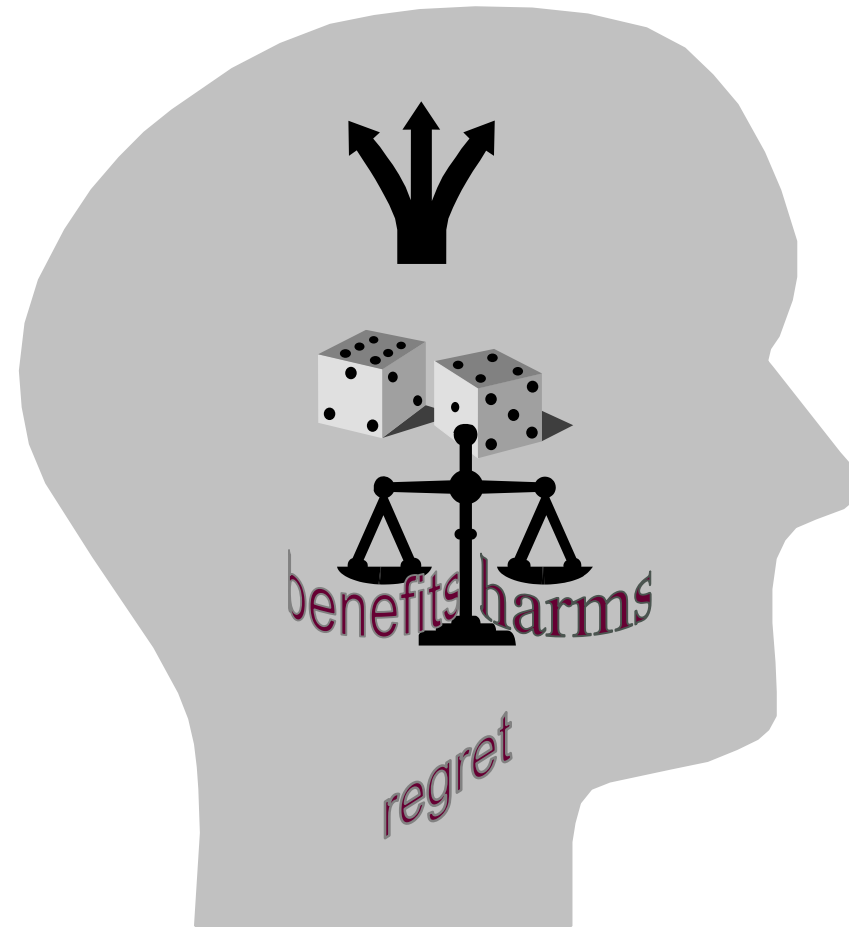
- uncertainty about what option to choose because of:
 - risk
 - loss
 - regret
 - challenge to personal life values

NANDA, 2021

'Tough/Difficult' Decisions



- multiple options, including no change
- risky outcomes
- benefits/harms that patients value differently
- anticipated regret



(Keij et al., 2023; Stacey et al., 2020)

Why This Matters

- Health care decisions are complex
- High uncertainty (outcomes not guaranteed)
- Invasive + risk considerations
- Patient values play a major role

Current challenge:

Information-heavy discussions

Limited time to explore what matters most

Good decisions = clinical evidence + family values

Note: We do a great job explaining procedures—but less consistently supporting how families make the decision.”

What is Decision Coaching?

- Decision Coaching = Structured Support
- Provided before and/or after clinical consults (remote/inperson)
- Helps families:
 - Understand options clearly
 - Clarify values and preferences
 - Prepare questions

What it is NOT:

- Not giving advice
- Not replacing clinicians

**Note: Coaching makes clinical conversations more effective
It bridges the gap between information and decision readiness.**



Shared Decision-Making Coaching

How it works

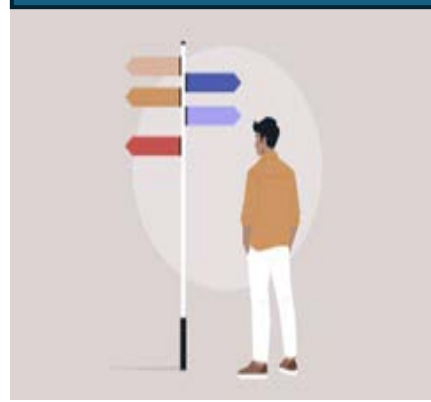
Introduction



Options



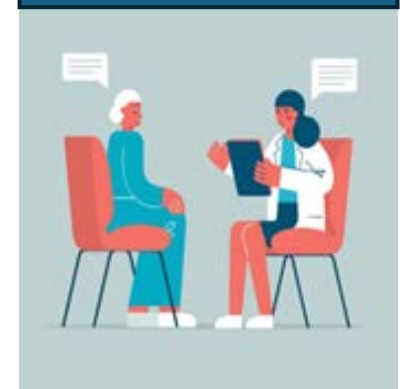
Preferences



Preferred Decision



Talk with Physician





Decision coaching for people making healthcare decisions

Published:

8 November 2021

Authors:

Jull J, Köpke S, Smith M, Carley M,
Finderup J, Rahn AC, Boland L,
Dunn S, Dwyer AA, Kasper J,
Kienlin SM, Légaré F, Lewis KB,
Lyddiatt A, Rutherford C, Zhao J,
Rader T, Graham ID, Stacey D

Primary Review Group:

Consumers and Communication

28 randomized controlled trials with 5509 participants

17 trials decision coaching with evidence-based info:

- improves knowledge
- help them prepare to make healthcare decisions
- no adverse effects

**None measured quality of decision coaching
(observer reported)**

Who is talking about this article?

**Video: Systematic
reviews explained****How our health
evidence can help you****Read in different
languages**

What are Decision Aids?

Decision aids are **well-researched tools** that help you:

- Understand the **potential benefits and risks** of their options
- Make more **informed, values-based choices**
- Prepare for meaningful discussions with your **health-care provider**
- **Empower** you through clear, accessible information to make confident healthcare choices
- **Builds confidence** for active participation in care decisions
- **Together**, decision coaches and decision aids create a strong foundation for collaborative care planning.

Intervention/Decision Aids

ASK 3 questions:

1. What are my options?
2. What are the possible benefits and harms of those options?
3. How likely are the benefits and harms of each option to occur?

- Findings:
- 87% asked 1 or more question if making a decision
- 43% asked all 3
- improved information given by physicians
- more physicians involved patients

(Shepherd et al., Health Expectations; 2015)

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For People Making Health or Social Decisions

Clarify your decision.

What decision do you face?

What are your reasons for making this decision?

When do you need to make a choice?

How far along are you with making a choice? Not thought about it Close to choosing
 Thinking about it Made a choice

Explore your decision.

Knowledge
List the options and benefits and risks you know.

Values
Rate each benefit and risk using stars (*) to show how much each one matters to you.

Certainty
Choose the option with the benefits that matter most to you. Avoid the options with the risks that matter most to you.

	Reasons to Choose this Option Benefits / Advantages / Pros	How much it matters to you: 0 ★ not at all 5 ★ a great deal	Reasons to Avoid this Option Risks / Disadvantages / Cons	How much it matters to you: 0 ★ not at all 5 ★ a great deal
Option #1				
Option #2				
Option #3				

Which option do you prefer? Option #1 Option #2 Option #3 Unsure

Support

Who else is involved?

Which option do they prefer?



Take away messages

- Patients have unmet decisional needs
- Health professionals can enhance shared decision making by using decision support interventions
 - Activate patients by using the ASK question prompt intervention
 - Use patient decision aids
 - Adopt the Ottawa Personal Decision Guides (15 languages)

A large, semi-circular red shape with a white outline, positioned in the top-left corner of the slide.

Typical experience:

- Large amount of complex information
- Patient feels overwhelmed
- Unclear what matters most
- With SDM + Coaching: This is where small changes in approach have big impact.”

Consult: focused, relevant discussion

After: more confidence, less decisional conflict

Key message ---Same facts — different decision quality

“This is where small changes in approach have big impact.

What This Looks Like in Practice

Simple language shifts:

- “There’s a decision to make here...”
- “What matters most to you in this situation?”
- “What concerns you most about each option?”
- Support tools (decision guide, decision aids)
- Question prompt lists
- Values clarification
- Decision coaching referral (if available)

Note: These are small, realistic changes—not major workflow redesign.

Share decision-making is a right – but still not routine care

- Recognized ethical standard and a patient right.
- Still not implemented consistently at scale
- Patients increasingly open to participate.
- Increasing diversity challenges one-size-fits-all care



**"You want to speak to the head of the household?
There is no head of the household. My parents
are into shared decision making."**

Existing Partnerships



International Patient Decision Aid Standards (IPDAS)
Collaboration



Discussion

Questions



Contact us



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519-951-1777