

# SHARED DECISION MAKING IN SERIOUS ILLNESS

A PROGRAM FOR  
PHYSICIANS AND ADVANCED PRACTITIONERS

*Aligning Care with  
What Matters Most*



More than just a 'train-the-trainer course', the Shared Decision Making in Serious Illness (SDMSI) program offers

professional-level mentorship to develop tools and strategies specific to your organization to ensure successful implementation and spread of this person-centered decision-making program.



*"Even more than giving me new skills, this course changed my attitude; I think entirely differently about what patients need in helping them to make decisions."*

– Course participant

## SDMSI PROGRAM

### PROGRAM IMPLEMENTATION

Respecting Choices Faculty partner with you to develop tools and strategies to implement an organization-specific SDMSI program and:

- Engage physicians and other leaders in your organization
- Create organization-specific course content and materials to support culture change
- Identify strategies and enhance tools that will support adoption of SDMSI in practice
- Strategically identify and recruit course participants around target patient populations
- Create a plan for future spread that enhances team-based care
- Share best practices from other organizations
- Define and develop organization-specific metrics to measure impact
- Mentor Instructor candidates in your organization

### CLASSROOM EDUCATION

The classroom course is a standardized, skills-based curriculum using interactive peer-led discussion, video examples, and role-plays. Participants:

- Identify and examine their own biases in decision making
- Reflect on patients' decision-making process when facing serious illness
- Identify and practice communication skills that impact shared decision making
- Learn and practice
  - skills to discern what matters most to an individual with serious illness
  - skills to align any treatment decision with the individual's goals and values
  - documentation to ensure goals are known and honored across sites of care and over time

The classroom activity is eligible for application for *AMA PRA Category 1 Credit™*.

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## SDMSI PROGRAM BENEFITS

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- Patients who participate in shared decision-making conversations with their physicians are more satisfied, more involved in their care, and more likely to follow their treatment plan (Cochran Database Systematic Review, 2017).
- Physicians learn communication skills for shared decision-making conversations with patients with serious illness, to include eliciting patient goals, values, and preferences and incorporating these into care decisions.
- A patient's goals of care and rationale for treatment decisions are better documented, providing direction for all members of the patient's healthcare team.
- Physicians' skills in assisting patients with serious illness to navigate treatment decisions are improved, leading to more timely and appropriate referrals.
- Physicians' and other clinicians' moral distress and uncertainty are decreased when caring for patients with serious illness, as patients' goals of care are identified and used to provide direction for care and treatment.
- The physician's role is defined within the organization's existing advance care planning program.
- Patient and family satisfaction with physician communication and person-centered care is improved.

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## COMMENTS FROM PARTICIPANTS

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*"I have used the decision-making framework on more than end-of-life issues; it worked well for using a patient's goals to drive a decision of whether to begin anti-coagulation in a high-risk patient."*

*"These conversations are so rewarding; it is the antidote for burnout."*

*"Wow, I wasn't even aware of some of the biases I carry into conversations!"*

*"This completely changed my relationship with one of my patients whom I used to think of as 'difficult'. After using what I learned, I realized we were not communicating – we had different agendas!"*

The complete Respecting Choices model includes both ACP and SDMSI programs.



**Advance Care Planning (ACP)** promotes conversations designed to **prepare individuals and their families for future healthcare decisions.**

**Shared Decision Making in Serious Illness (SDMSI)** focuses on the interaction between individuals and their physicians – to assist patients with serious illness **make current healthcare decisions.**