

Audio Content	Visual Content
<p>Speaker: Jackie Schleifer Taylor – London Health Sciences Centre President and CEO</p> <p>At London Health Sciences Center and Children's Hospital. We are committed to providing safe, equitable and inclusive health care for everyone that walks through our doors. Since 2018, the pediatric Shared Decision Making and Decision Coaching Program has provided innovative and patient centric care for more than 200 families located in London and beyond.</p>	<p>Camera pans over the Children's Hospital building and the B Entrance at Victoria Hospital.</p> <p>The title, "Shared Decisions Making – At the heart of patient-centred care" appears over the blurred background imagery. The camera pans to Jackie Schleifer Taylor, London Health Sciences Centre President and CEO, who is narrating the beginning of this video.</p>
<p>Speaker: Craig Campbell – Co-Physician Department Executive, Paediatrics (Interim)</p> <p>Our shared decision making is a process of making health decisions that brings a more structured way to making health decisions in our program. We have several components of the program, including a set of a toolbox that physicians and other health care providers can use to access shared decision-making material. We provide education to health care providers. And then the third piece of this is decision coaching.</p> <p>And decision coaching really means having a person who is knowledgeable and has become an expert in guiding people through a systematic approach to a health care decision.</p>	<p>Craig Campbell sitting in a clinical setting while talking directly into the camera.</p> <p>Text that appears on the screen: "Decision examples:</p> <ul style="list-style-type: none"> - Medical options - Surgical options - Aggressive treatments - Screening and diagnostics - Clinical trial participants - Medical devices - Developmental transitions - Respiratory interventions - Intensity of care - Plan of care"
<p>Speaker: Bonnie Wooten – Shared Decision-Making Coach:</p> <p>It's about working with the physician and the family jointly. From the physician perspective, it's ensuring that the recommendations that they've made to the family are understandable. They're in language that the family would understand, and also that the risks and the benefits are accurate, that they are profiled in an accurate manner. From a family perspective, you work with the family to prepare them for the consultation.</p> <p>You prepare them for looking at considering options. You help work with them to get to a preferred decision. And what that looks like, what that means.</p>	<p>Bonnie Wooten is sitting in a clinical setting while talking directly into the camera.</p> <p>Text that appears on screen: "How it works:</p> <ol style="list-style-type: none"> 1. Decision options outlined by health care professionals with patient 2. Patient books an appointment with Decision Coach 3. Together, you review the options. The risks, harm, side effects and the relative value of those effects." <p>Footage of Bonnie Wooten working with patients in a clinical setting.</p>

<p>Speaker: Shawn Cheatham – Parent in the Shared Decision-Making Program:</p> <p>Our son got diagnosed with Crohn's disease. And obviously that's really traumatizing when you first hear that that that term and you associate with your child. And so, you know, sort of in a state of confusion. We talked to the wonderful staff here. A lot of folks gave great advice on what to do, how to handle this and what the next steps were.</p> <p>But there's a lot of complexity involved in the process. You know, different medicines that you can you can try decisions that you have to make for your child. And, you know, when you're not a medical expert, you feel lost a little bit. What we learned is that they don't make the decision for you. So you hear decision coach and you might expect somebody to say, oh, well, this is what you should do for your son.</p> <p>Instead, what the process is about is kind of getting out of your own way. It's more of like self-reflection. I think. And so the decision coach, what they did was help us kind of see the problem, clearly see what it is that we needed to actually make a decision about and sort of got rid of the emotional portion of the decision making process.</p>	<p>Shawn Cheatham sits next to partner, Sarah Cheatham, in a clinical setting while talking directly into the camera.</p>
<p>Speaker: Melanie Watson – Nurse Practitioner, Pediatrics:</p> <p>A decision coach is beneficial to families. I think it really gives them the tool that enables them to tease out what is really important to them as a family.</p>	<p>Melanie Watson sits in front of a Children's Hospital backdrop talking directly into the camera.</p>
<p>Speaker: Sarah Cheatham – Parent in the Shared Decision-Making Program:</p> <p>And I see that being such a benefit to all families, to parents, to even children if they need that extra help, you know? Anything you can do to make people feel better is certainly something that is a benefit to everyone.</p>	<p>Sarah Cheatham sits next to partner, Shawn Cheatham, in a clinical setting while talking directly into the camera.</p>
<p>Speaker: Craig Campbell – Co-Physician Department Executive, Paediatrics (Interim)</p> <p>The shared decision-making coach is there to focus specifically on the decision and bringing all those elements or pieces in that allow a family to be successful in coming to a preferred decision.</p>	<p>Craig Campbell sitting in a clinical setting while talking directly into the camera.</p>

<p>Speaker: Shawn Cheatham – Parent in the Shared Decision-Making Program:</p> <p>But what's nice and why I think it should probably be supported in all hospitals is having the decision coach made me feel very fortunate to have another person to talk with and another process by which to help me make this decision. Help us kind of figure out what it is that we wanted to do. So, for that, I think alone it's a great resource for parents.</p>	<p>Shawn Cheatham sits next to partner, Sarah Cheatham, in a clinical setting while talking directly into the camera.</p>
<p>Speaker: Jackie Schleifer Taylor – London Health Sciences Centre President and CEO:</p> <p>I would like to extend my appreciation to both the Children's Health Foundation and Children's Hospital for funding the shared decision making and Decision Coaching Program. This program reflects what equitable and inclusive health care looks like for families and caregivers within this community, and I'm so thankful for their continued support.</p>	<p>Jackie Schleifer Taylor, London Health Sciences Centre President and CEO, is sitting in a clinical setting while talking directly into the camera.</p>
<p>Background music plays out.</p>	<p>Text that appears on screen:</p> <p>"Funded by:</p> <ul style="list-style-type: none"> - Children's Health Foundation - Children's Hospital at the London Health Sciences Centre <p>For further information on Shared Decision Making, please contact a Decision Coach at LHSC: www.lhsc.on.ca/shared-decision-making"</p>