

Shared Decision-Making

At the heart of person-centred care

What is Shared Decision-Making?

Shared decision-making is when patients and their caregivers work with health-care providers and a Decision Coach to make important choices about their care.

This process helps:

- **Patients and caregivers** better understand their options and the potential risks and benefits for each
- **Health-care professionals** better understand the patient's and caregiver's values, needs and concerns

“Shared Decision-Making is a process that allows everyone to collaborate on medical decisions in a way that is evidence-based and puts a patient's/ caregiver's values at the forefront.”

– Dr. Craig Campbell



Role of the Decision Coach

- Offers a supportive, neutral and non-directive process
- Provides coaching face-to-face, either in person or remotely, and on an individual or group basis
- Facilitates access to evidence-based information
- Clarifies decisions and verifies patient/caregiver understanding
- Monitors patient/caregiver needs and decision-making progress
- Helps patients/caregivers build skills in deliberation and communication

Tools and Resources

Decision aids are well-researched tools that help make potential benefits and risks clearer. Together, Decision Coaches and aids help the patient/caregiver set a foundation for well-informed, values-based choices in partnership with their health-care provider.

For an A-Z inventory of decision aids, check out the Ottawa Hospital Health Research Institute's Decision Guide at decisionaid.ohri.ca.

How It Works

1

The patient/caregiver needs to make a difficult health-care decision

2

The patient/caregiver or health-care provider requests an appointment with a Decision Coach

3

The Decision Coach meets with the patient/caregiver to go over the risks and benefits of each option

4

The patient/caregiver follows up with the health-care provider to talk about their preferred option

Examples of Decisions



Medication options



Clinical trial participation



Respiratory interventions



Surgical options



Medical devices



Intensity of care



Aggressive treatments



Developmental transitions



Plan of care



Screening and diagnostic testing

Shared Decision-Making

is a service for patients and their caregivers.



Knowledge



Values



Support



Certainty

Contact us

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