

The Challenge of Shared Decision Making for Chronic Conditions: Lessons Learned from the ICAN Discussion Aid

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Background and aims

Care of patients with chronic conditions is not only medically complex, it is communicatively challenging. Shared Decision Making approaches for this patient population requires additional strategies to move from specific decision points (e.g., the choice to take a statin or which diabetes medication to take) to a point of understanding how individual decisions impact the way in which the patient's total plan of care fits within their life context.

For each person cared for it is unclear what might and should be talked about; how chronically interacting issues of life, illness, and treatment are best discussed by patients and clinicians; and how patient-valued care is shaped in conversation.

This workshop will consider the development of tools and approaches to support patients and their healthcare teams in discussing issues in living with and treating chronic conditions through user-centered design methodology. This workshop is based upon our research group's decade of experience creating and testing decision aids for chronic care that are used in 150,000 encounters per year, as well as our recent development of a longitudinal discussion aid, the ICAN Discussion Aid, for a wide range of health professionals to use with patients with chronic conditions.

Participants will:

1. Distinguish communicative from protocol-driven approaches to chronic care.
2. Understand conceptual foundations for discussing chronic conditions.
3. Gain experience in using the ICAN Discussion Aid and consider how it applies to future research in SDM for Chronic Disease.

Methods

Content	Method	Time
Introduction and workshop overview	Self-introduction of participants and facilitators.	10 minutes
Appreciating the communicative challenges of chronic care	Small group discovery exercise to surface the complex and perspective dependent issues of chronic care.	15 minutes
Concepts in discussing problems and issues	Presentation on conceptual foundations	10 minutes
Introduction to the ICAN Discussion Aid	Presentation	10 minutes
ICAN Discussion Aid Activity	Small groups: Designing a discussion aid	20 minutes
Activity Reflection	Group discussion of activity	20 minutes

Summary/conclusion

At the conclusion of this workshop, participants will have a rich understanding of the challenges facing patients and their health professionals as they discuss treatment of and living with chronic conditions. This foundation will prepare participants to further consider how to apply these concepts to enrich the field of shared decision making for chronic conditions.