



Workshop	Mastering Shared Decision Making Reducing litigation and enhancing patient relationships by improving doctors' skills in facilitating effective patient decision making				
Target audience	Doctors				
Number of participants	Optimum 7-15 Minimum 5 Maximum 25				
Duration	3 hours				
Presenter	All presenters of Cognitive Institute workshops are doctors or health professionals who have attained accreditation after undertaking intensive formal communication skills training with the Institute.				
Other recommended workshops	<table><thead><tr><th>Before this workshop</th><th>After this workshop</th></tr></thead><tbody><tr><td><ul style="list-style-type: none">▪ Mastering Your Risk▪ Mastering Difficult Patient Interactions▪ Doctor Patient Communication</td><td><ul style="list-style-type: none">▪ Mastering Adverse Outcomes▪ Risk Management Masterclass▪ Mastering Professional Interactions</td></tr></tbody></table>	Before this workshop	After this workshop	<ul style="list-style-type: none">▪ Mastering Your Risk▪ Mastering Difficult Patient Interactions▪ Doctor Patient Communication	<ul style="list-style-type: none">▪ Mastering Adverse Outcomes▪ Risk Management Masterclass▪ Mastering Professional Interactions
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CME	Refer to College Accreditation and Points Document at www.cognitiveinstitute.org or email enquiries@cognitiveinstitute.org				
Format	Workshop with short lectures, reflective exercises, small group facilitated discussions, group activities and rehearsal of skills. Brief didactic presentations will provide the focus for small group sessions in which participants are able to share experience and pool knowledge, enabling critical comparison of their skills with their peers and peer learning. Videotaped case vignettes will be used to enable participants to analyse and reflect upon their own skills. The format has been carefully structured to enable a mix of lectures, discussion, critical reflection and evaluation.				
Benefits	<ul style="list-style-type: none">▪ Decreased medico-legal risk▪ Improved patient compliance▪ Better patient outcomes▪ Enhanced doctor-patient relationships▪ Increased patient satisfaction and understanding▪ Higher patient ownership of decisions and acceptance of their role in sharing risk▪ More realistic patient expectations				
Premise	Patients increasingly expect doctors to respect their autonomy in decision making and to facilitate effective conversations that will assist them to make informed healthcare decisions. Legislation and legal judgements are imposing progressively higher standards of disclosure of medical information to patients by doctors. Whether in the consulting room or hospital ward, doctors are faced daily with the difficulty of meeting patient and community expectations in this area. The process of shared decision making is being advocated as the most effective methodology to respond to these pressures. This shared decision making model seeks the middle ground between a paternalistic 'doctor knows best' and an unworkable 'consumerist' model and to be effective requires that doctors possess a particular set of skills.				





Objectives

- To provide an opportunity for doctors to consider their own attitudes and practices regarding patient decision making
- To explore a model of shared decision making that assists doctors to meet the rising expectations of patients for information and their healthcare choices
- To outline and demonstrate the skills required for shared decision making
- To provide an opportunity to develop and rehearse these skills

Content

Doctors are well aware that patients, advocacy groups, governments and the legal system increasingly expect that they will actively include patients in key decisions regarding their healthcare delivery. To address this, doctors are required to practically assist their patients by providing information and opinions as well as facilitate a discussion that explores issues of relevance and importance for the patient to assist them in making the right decision. By skilfully facilitating this discussion, doctors are not only assisting patients to act with autonomy, but are increasing the likelihood that patients will feel ownership of and follow through with any decision that is reached.

An effective shared decision making conversation between a doctor and patient requires a high level of skill and commitment on the part of the doctor and a willingness to participate on the part of the patient. This workshop will address the reasons shared decision making is being advanced as an effective model, outline its likely benefits (particularly in the areas of medico-legal risk, patient outcomes and patient satisfaction), examine the specific skills required by the doctor, offer possible solutions for the difficulties encountered and provide an opportunity to rehearse some of the most important skills.

This workshop will encourage participants to reflect on their current attitudes and practices regarding patient decision making. It will address such issues as 'how doctors and patients arrive at a decision' and 'what constitutes a 'good' healthcare decision'. It will not only explore the key expectations that third parties have of doctors, but also the communication skills required to elicit patient ideas and values to ensure that the 'right' decision is made.

Key communication skills that enhance the discussion are the ability to:

- provide accurate information about associated risks and benefits of any interventions proposed in an appropriate and comprehensible manner;
- elicit information preferences from patient – how much, what form, how delivered;
- clearly discuss options with reference to patient characteristics, values and concerns;
- respond empathically to patient's ideas, concerns and expectations;
- build a partnership with patient; and
- provide an atmosphere that facilitates patients asking questions.

These skills are relevant for discussions about decisions relating to:

- therapeutic options;
- investigations;
- screening; and
- end of life issues.

The workshop will address the many challenges doctors may face in undertaking these discussions and suggest possible ways of overcoming them. Participants will also have an opportunity to rehearse some of the above skills in authentic simulated scenarios.

For information on the Cognitive Institute, presenters and workshops visit www.cognitiveinstitute.org

To book a workshop call Head Office on 61 7 3876 5711
or email enquiries@cognitiveinstitute.org

