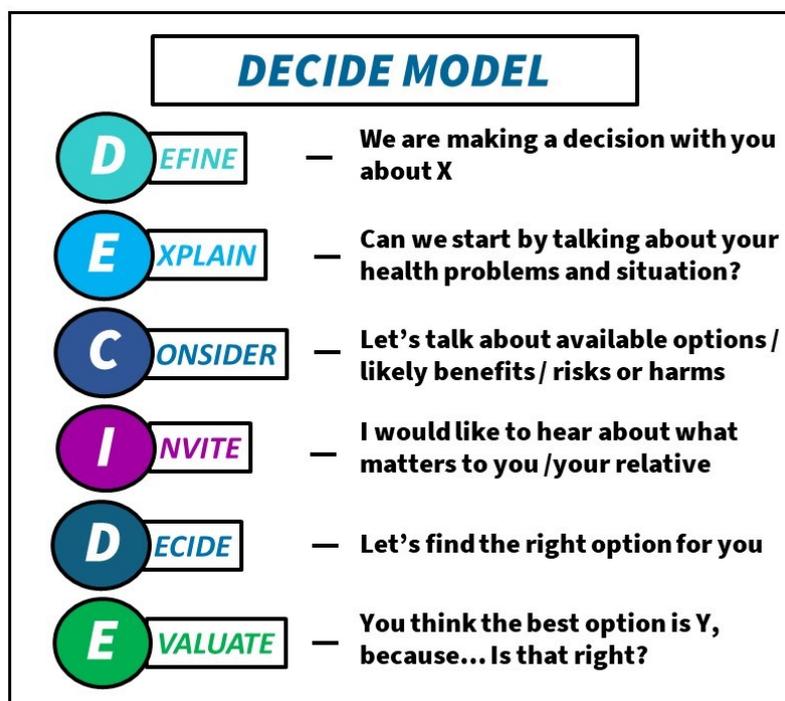


## Realistic conversations handout – Shared decision making

The 6-step DECIDE model is recommended as a guide to shared decision making discussions in Scotland. It shows examples of what we can say at each step and highlights key phrases you can adapt to different people and situations.



DECIDE model for shared decision making	
Define decision	We are making a decision with you about X. <i>Is this a good time to do that? Should anyone else be involved?</i>
Explain situation	Can we start by talking about your health problems and situation? <i>Can you tell me what you know already?</i> <i>Do you have any thoughts, questions, or worries I can help with?</i>
Consider options	Let's talk about available options, and the likely benefits, risks or harms. <i>We need to work out what option is the best one for you.</i> <i>Each of them has pros and cons.</i> <i>You might choose to wait and see what happens.</i>
Invite views	I would like to hear about what matters to you (your relative) in this situation. <i>That is important in helping us make good decisions together.</i>
Decide together	Given what we can do and what you said matters, let's find the right option for you. <i>What do you think the best option might be?</i> <i>What do you think (person's name) would say, if we could ask them?</i> <i>Would it help if I suggest a way forward, and explain what might happen?</i>
Evaluate decision	You think the best option is Y, because... Is that right? <i>Are you clear about what that means for you?</i> <i>Do you want to think about it, and we can talk again later?</i>

Share clear, balanced information about outcomes, risks and benefits.

**BRAN** is a model developed by the ‘Choosing Wisely’ programme that helps patients, families and professionals prepare for shared decision making conversations

- What are the **B**enefits of this test or procedure?
- Are there any **R**isks or side-effects?
- Are there any **A**lternatives?
- What would happen if I did **N**othing?

Give evidence based facts not opinions or descriptions.

- Use a consistent ‘denominator’ – ideally 100. Say ‘5 in every 100’ rather than 1 in 20.
- Share balanced outcomes (benefits and complications)
- Avoid gain/positive or loss/negative framing.
- Explain ‘absolute’ not ‘relative’ risks.
- Use relevant decision aids like pictograms, if available.

Choosing language carefully when having shared decision making conversations helps support clear, unambiguous communication that people and their families can understand.

The box below has some helpful tips.

Helpful language in shared decision making		
Poor word choice	Possible misinterpretation	DO SAY
What are your preferences?	<i>Perhaps I can ask for anything.</i>	Can we think about what matters most to you, and what we can do about that?
What are your goals?	<i>Are there targets for me to meet?</i>	What are things that it is important for you to be able to do?
The test results are negative.	<i>Oh dear, the results are not good.</i>	There are no signs of any cancer in the tests we carried out.
The ‘ceiling’ of treatment is ...	<i>I may not be entitled to treatment that could help.</i>	This is what we can do. Some treatments do not work or help when a person has these problems with their health.
Do you want (person’s name) to have this treatment?	<i>We need to make this decision for them.</i>	What would (person’s name) say if we could ask them about this situation? Have they talked about what they would like to happen?