

# Shared Decision Making and Patient Empowerment in the Digital Age: A Conversation Between a Clinician and Patient Advocate (2-Part Series)

## Shared Decision Making and the Use of Digital Tools

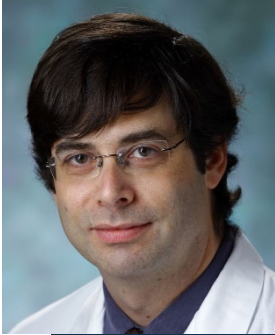
**Adam Kaplin, MD, PhD**

Chief Scientific Officer  
MyMD Pharmaceuticals  
Baltimore, MD

**Kathy Day, MPA, BA, AA**

President  
Pro Caregiver Consultants  
Folsom, CA

# Our Featured Speakers



**Adam Kaplin, MD, PhD**  
**Chief Scientific Officer**  
**MyMD Pharmaceuticals**

Dr. Kaplin completed his undergraduate training at Yale University and his MD and PhD training at the Johns Hopkins School of Medicine. He was the Chief Psychiatric Consultant to the Johns Hopkins Multiple Sclerosis and Transverse Myelitis Centers. Dr. Kaplin's research is focused on understanding the biological basis of depression and dementia and discovering new ways to diagnose, prognosticate, and treat these diseases. Recently, he has transitioned to working in the pharmaceutical industry as the Chief Scientific Officer of MyMD Pharmaceuticals, which is developing first-in-class therapeutics for a range of autoimmune diseases and immune-mediated neuropsychiatric illnesses. He is now Adjunct Faculty at Johns Hopkins School of Medicine.



**Kathy Day, MPA, BA, AA**  
**President**  
**Pro Caregiver Consultants**

Kathy Day, MPA, earned her BA in Legal Studies and her Masters in Public Administration from Brandman University. She is the founder and President of Pro Caregiver Consultants, a non-profit organization dedicated to providing hope and resources to families whose loved ones have serious psychiatric brain illnesses. She is a family member who has been very active in her loved one's care. Kathy has been active in legislative reform at the local, state, and federal levels and runs support groups on social media. She is the Patient and Caregiver Section Advisor for PsychU and frequently participates in webinars and group meetings to educate attendees on the value of family member inclusion in the treatment plan.

## PsychU Webinar Rules Of Engagement

Otsuka Pharmaceutical Development & Commercialization, Inc. (OPDC) and Lundbeck, LLC. have entered into collaboration with *OPEN MINDS*, to explore new ways of bringing/increasing awareness around serious mental illness.

OPDC/Lundbeck's interaction with *OPEN MINDS* is through PsychU, an online, non-branded portal dedicated to providing information and resources on important disease state and care delivery topics related to mental illness. One of the methods employed for the sharing of information will be the hosting of webinars. Webinars conducted by OPDC/Lundbeck are based on the following parameters:

When conducting medical dialogue, whether by presentation or debate, OPDC/Lundbeck and/or its paid consultants aim to provide the viewer with information that is accurate, not misleading, scientifically rigorous, and does not promote OPDC/Lundbeck products.

No continuing medical education (CME) credits are available for any PsychU program.

OPDC/Lundbeck and/or their paid consultants do not expect to be able to answer every question or comment during a PsychU webinar; however, they will do their best to address important topics and themes that arise.

OPDC/Lundbeck and/or their paid consultants are not able to provide clinical advice or answer questions relating to specific patient's condition.

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This program is paid for by  
Otsuka Pharmaceutical Development &  
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Speakers are paid consultants for Otsuka  
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# Objectives



Give an overview of shared decision making and the latest research on it



Review strategies and technologies for implementing shared decision making



Discuss how clinicians and patient advocates can work together to facilitate shared decision making

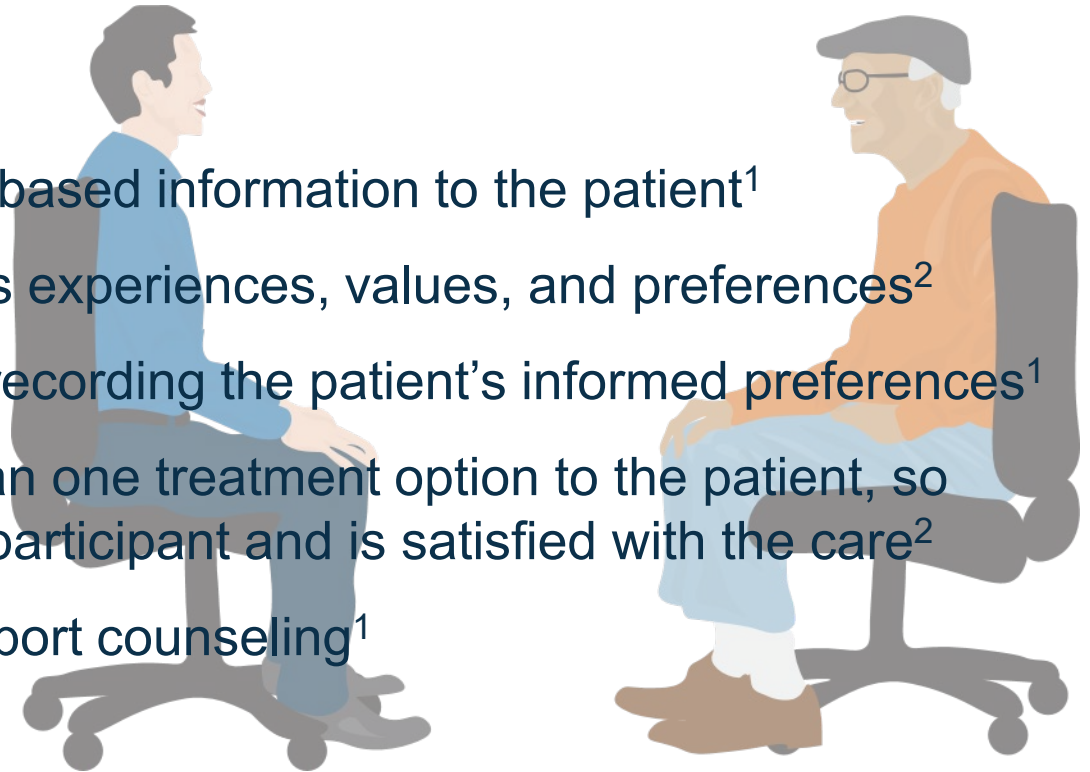
# Overview of Shared Decision Making

# Shared Decision Making Is Working Together

Shared decision making is when clinicians and patients work together to choose treatments<sup>1</sup>

This involves:

- Providing evidence-based information to the patient<sup>1</sup>
- Eliciting the patient's experiences, values, and preferences<sup>2</sup>
- Using a system for recording the patient's informed preferences<sup>1</sup>
- Presenting more than one treatment option to the patient, so patient is an active participant and is satisfied with the care<sup>2</sup>
- Giving decision support counseling<sup>1</sup>



1. Slade M. *World Psychiatry*. 2017; 16(2):146–153.

2. Zisman-Ilani Y et al. *JAMA Psychiatry*. 2021; doi:10.1001/jamapsychiatry.2021.2247.

# Shared Decision Making Acknowledges Two Experts, Giving Them Both Roles

## Clinician...

- has professional expertise<sup>1</sup>
- gives evidence-based information<sup>2</sup>
- presents multiple options to allow patient to have an active rather than passive role<sup>1</sup>
- informs about risks involved with each option<sup>1</sup>
- trusts patient's worldview and values patient experiences, building therapeutic alliance and improving patient care<sup>3,4</sup>

## Patient...

- has lived-experience expertise<sup>1</sup>
- shares values and preferences to promote mutual understanding<sup>1,3</sup>
- clarifies and aligns decisions with goals<sup>1</sup>

1. Zisman-Ilani Y et al. *JAMA Psychiatry*. 2021; doi:10.1001/jamapsychiatry.2021.2247.  
2. Slade M. *World Psychiatry*. 2017; 16(2):146–153.

3. da Costa H et al. *J Nerv Ment Dis*. 2020; 208(4):329–339.  
4. Guidry-Grimes L. *AMA J Ethics*. 2020; 22(5):E446–451.



# Research Supports the Benefits of Shared Decision Making

- Shared decision making is the gold standard<sup>1</sup>
  - Endorsed by the National Academy of Medicine
- Studies on shared decision making in mental health have found that it:
  - Improves quality of life<sup>2</sup>
  - Increases patient autonomy<sup>2</sup>
  - Improves patient satisfaction<sup>3</sup>
  - Can improve symptoms of depression and anxiety (though few studies have investigated this)<sup>3</sup>
  - Reduces substance abuse<sup>2</sup>



1. Zisman-Ilani Y et al. *JAMA Psychiatry*. 2021; doi:10.1001/jamapsychiatry.2021.2247.

2. Slade M. *World Psychiatry*. 2017; 16(2):146–153.

3. Marshall T et al. *BJPsych Open*. 2021; 7(6):e189.

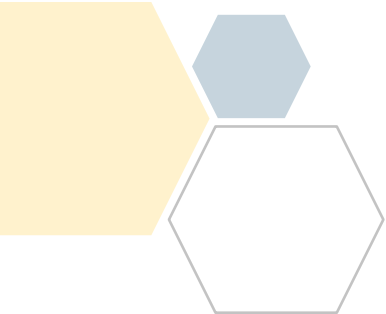
# Families Can Also Participate in Shared Decision Making

- It is recommended for families to be involved in shared decision making
- When families are involved in shared decision making, they can:
  - Improve communication between the patient and clinician
  - Reduce the power imbalance between patient and clinician
  - Enhance understanding of the illness and the treatment regimen
  - Help enact the treatment plan

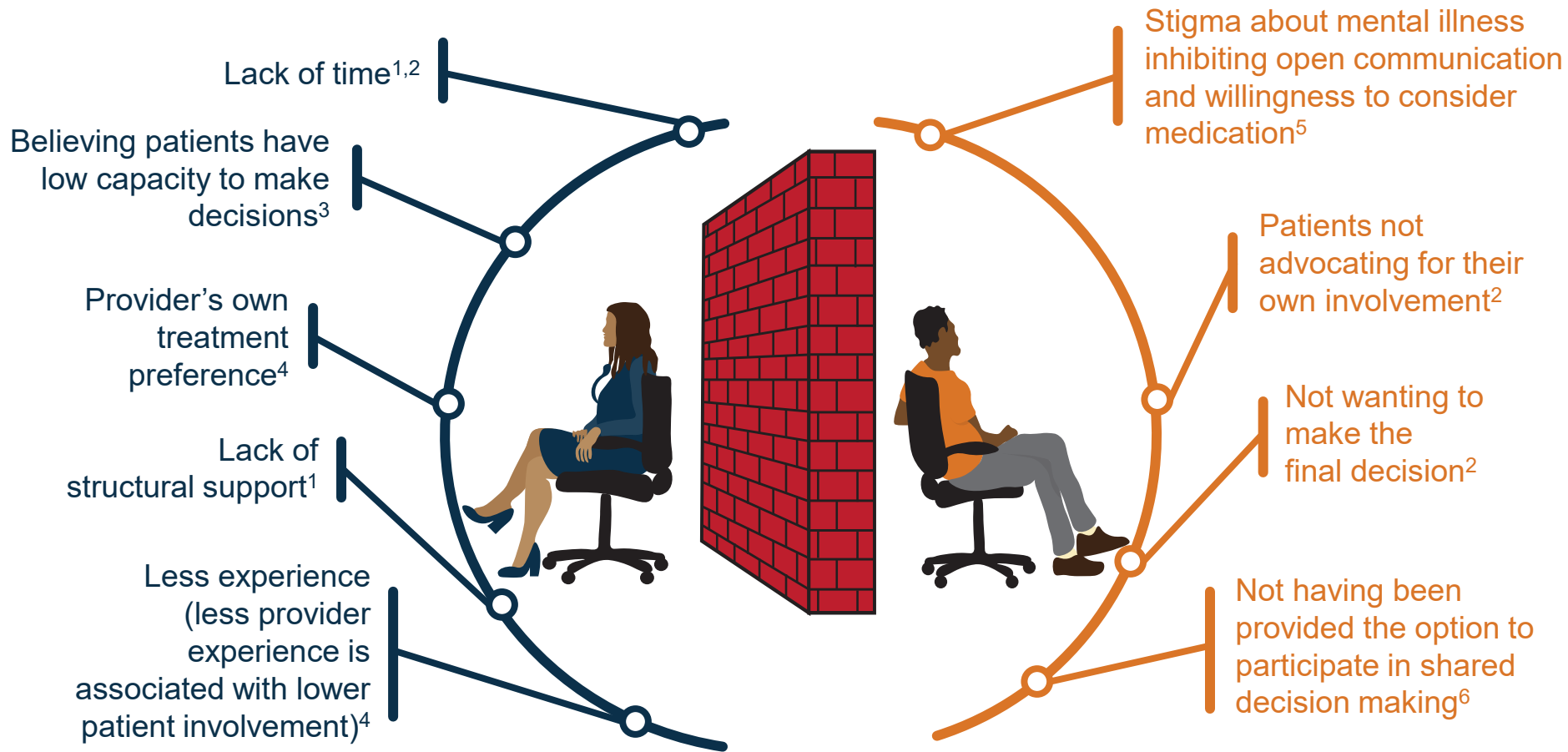


Huang C et al. *J Psychiatr Ment Health Nurs.* 2020; 27(2):103–127.

# Strategies and Technologies for Implementing Shared Decision Making



# There Can Be Barriers for Both Clinicians and Patients to Participating in Shared Decision Making



1. Farrelly S et al. *Health Expect.* 2015; 19(2):448–58.
2. Huang C et al. *J Psychiatr Ment Health Nurs.* 2020; 27(2):103–127.
3. Zisman-Ilani Y et al. *JAMA Psychiatry.* 2021; doi:10.1001/jamapsychiatry.2021.2247.

4. Rodenburg-Vandenbussche S et al. *J Eval Clin Pract.* 2020; 26(2):645–658.
5. Matthews EB et al. *Front Psychiatry.* 2021; 12:681165.
6. Gravel K et al. *Implement Sci.* 2006; 1:16.

# Overcoming Barriers

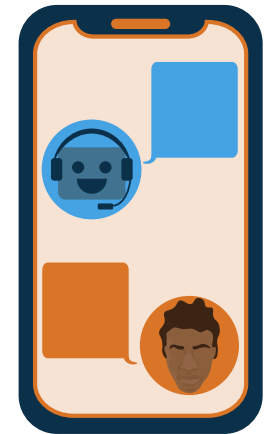
- Check your assumptions<sup>1</sup> (eg, don't assume decision making capacity;<sup>1</sup> assess it)<sup>2</sup>
- Consider a psychiatric advanced directive to proactively clarify patient's wishes for care during acute episodes<sup>1</sup>
- Address patient needs while protecting their values<sup>1</sup>
- Communicate empathetically and respectfully<sup>1</sup>
- Use creative problem solving<sup>1</sup>
- Dispel stigma, rather than perpetuate it<sup>1</sup>
- Consider patient values, feelings, and input (and those of their family and caregivers) regardless of patient decision-making capacity or insight into condition<sup>1</sup>
- Nurture therapeutic relationship with patient<sup>1</sup>



1. Guidry-Grimes L. *AMA J Ethics*. 2020; 22(5):E446–451.  
2. Spencer BWJ et al. *Psychol Med*. 2017; 47(11):1906–1922.

# Digital Tools Can Facilitate Shared Decision Making

- A key component to shared decision making is having tools to facilitate it<sup>1</sup>
- Examples of such tools include:
  - Web-based tools to help patients set goals, see medications, and view test results<sup>2</sup>
  - A mobile app for adolescents to use independently to keep track of decisions while in mental health treatment and plan what they would like to share in therapy<sup>3</sup>
  - An app to help parents of children receiving mental health treatment participate in shared decision making<sup>4</sup>
  - A chatbot with a mood diary feature that can be shared with a mental healthcare provider later<sup>5</sup>



1. Dahlqvist Jönsson P. *J Psychiatr Ment Health Nurs.* 2015; 22(9):688–97.  
2. Falconer E et al. *Neuropsychiatr Dis Treat.* 2018;14:2337–2349.  
3. Chapman L et al. *JMIR Res Protoc.* 2017; 6(10):e206.

4. Liverpool S et al. *JMIR Res Protoc.* 2019; 8(8):e14571.  
5. Cameron G et al. Best Practices for Designing Chatbots in Mental Healthcare—A Case Study on iHelp. DOI: 10.14236/ewic/HCI2018.129.

# Discussion: Facilitating Patient Empowerment



# What value do you see in shared decision making?





Can you each give an example of a success you have experienced with shared decision making?



# Does shared decision making look the same for all patients?



# How do patient privacy and HIPAA play into shared decision making?



# How does someone find a tool for shared decision making?



# Finding Tools for Shared Decision Making

## Organization

## Resource



### Tools for shared decision making

<https://www.samhsa.gov/brss-tacs/recovery-support-tools/shared-decision-making>



### Searchable inventory of decision aids for various conditions

<https://decisionaid.ohri.ca/AZinvent.php>

**NICE**

National Institute for  
Health and Care Excellence

### Patient decision aids

<https://www.nice.org.uk/about/what-we-do/our-programmes/nice-guidance/nice-guidelines/shared-decision-making>

# Questions

# Closing

**Part 2 of this webinar series is taking place on November 30<sup>th</sup>:  
“Patient Engagement Through Technology”  
Please register if you’d like to join!**