



Working Together to Support Adherence in Mental Health



Shared Decision Making

Helping Create
a Strong Relationship
Between Mental
Health Providers
and Patients

A Resource for Providers

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Shared Decision Making

Shared decision making offers a systematic process and tools to help people who use mental health services and their providers¹:

- Obtain, understand, and exchange complex care research and information
- Consider and discuss care options together
- Make a care decision

By combining transparent information and decision-making tools with a respectful, two-way conversation between patients and providers, shared decision making helps balance information about mental health conditions and treatment options with an individual's preferences, goals, and cultural values and beliefs.¹



Recommended by the Institute of Medicine, **shared decision making is an emerging best practice in health care** and is consistent with empowerment, self-determination, and recovery.¹

4 Steps of the Shared Decision Making Process¹

1. Establish a partnership

Individualized care decisions are made when patients have the right information and input from others. Providers can offer the information and support needed throughout the process.

2. Exchange information

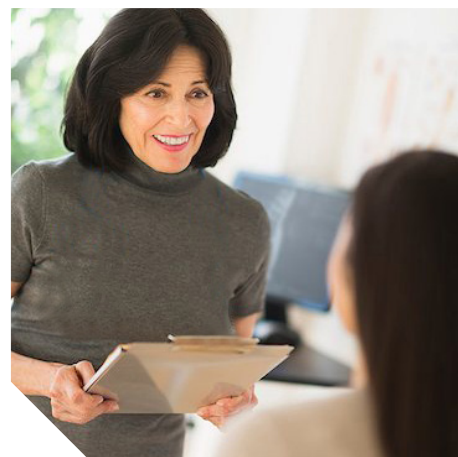
Patients should be encouraged to discuss their experiences, history, preferences, values, and cultural beliefs. Providers should be receptive to that information and describe treatment and service options in detail. Shared decision-making tools (eg, decision aids and resources) can support this step in the process.

3. Weigh the options

Together, patients and providers evaluate the pros and cons of each option based on preferences, values, and cultural beliefs. Watchful waiting may be a viable choice.

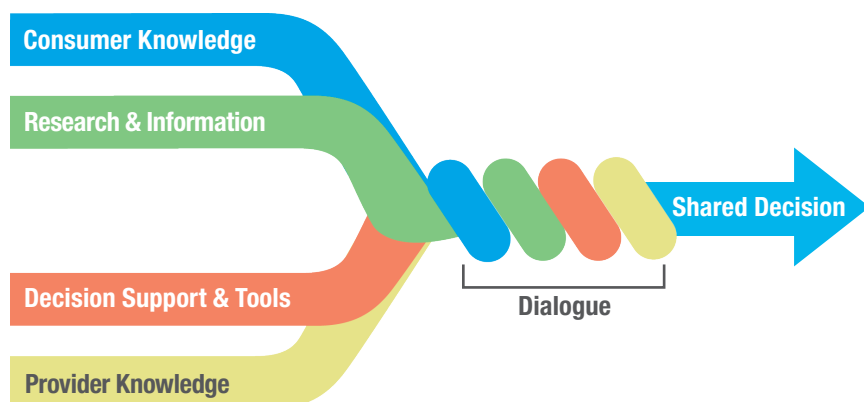
4. Make a decision

The process of decision making is shared, but the final decision rests with the person using the services. However, both patients and providers can review and revise the decision, if needed.



Shared decision making may help¹:

- Make communication more productive and efficient
- Empower both patients and providers
- Promote person-centered care
- Enhance wellness



Incorporating Shared Decision Making

Introducing shared decision making requires preparation and education of everyone involved: clinicians, patients, and other treatment team members. Both health care providers and patients need to understand how the process works, how it can help them, and how to participate in it. It may mean adjusting to new roles and new expectations.²

Aligned with the triple aim, shared decision making supports the patient-centered health care marketplace.³

- For patients, it means being heard by taking a more active role in treatment decision that fit and reflect their personal values, preferences, and goals.¹
- For health care providers, shared decision making represents a value-based approach that may help increase patient satisfaction and care, and reduce costs and unneeded care, all while bolstering evidence-based medicine.^{3,4}

Shared decision making is a process that begins with mutual education.⁵

Potential benefits of shared decision making

Better communication, more effective treatment, greater treatment adherence, and less missed appointments are some of the goals that shared decision making aims to achieve.²

Successful patient engagement is important in mental health recovery and embraces the concepts of patient-centered care and therapeutic alliance.⁶ As a patient engagement strategy, shared decision making can help enhance the patient-provider therapeutic alliance.⁷⁻⁹

- Studies indicate using shared decision making in mental health care can help improve patient^{3,10}:
 - Satisfaction
 - Engagement in managing care
- Studies outside of the mental health arena have also illustrated that shared decision making may help:
 - Reduce costs^{3,11,12}
 - Increase patient knowledge¹³
 - Foster accurate risk perceptions¹³
 - Lessen internal conflict about decisions¹³
 - Increase the likelihood that patients receive care aligned with their personal values¹³



**There is momentum to
advance shared decision
making through national
quality initiatives**

- MACRA¹⁴
- ACA¹⁵
- CAHPS® Surveys¹⁶
- Individual state advocacy¹⁷



Engagement strategies can help support patient care.

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