



Patient's perspective on the factors influencing shared decision-making process – integrative literature review

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Introductions

- Shared decision-making is a communication strategy in the health specialists and patients dialogue with decisions being taken jointly. It involves the provision of evidence-based information about options, outcomes and uncertainties, together with decision support counselling.
- Patients' involvement in decision process helps to understand the meaning of information, and increase patient safety. Activated patients develop their own understanding of and are engaged in their role within health care processes. Patients can make informed decisions and follow those as a partners in health care system. It helps patients to understand health related risks and take responsibility for their health including patients safety aspects.
- Healthcare professionals often think they are sharing decisions more than their patients do.

Objectives

- The aim of integrative literature review is to describe the patient's perspective on the factors influencing their experiences with shared decision-making process.

Methods

- Systematic search from PubMed/Medline, Google Scholar, EBSCO Clinical Collection: MEDLINE, Health Source: Nursing/Academic Edition, Health Source - Consumer Edition, E-Journals
- The search made from 1st to 22nd of November 2021
- Inclusion criteria: articles in English, freely available publications, empirical qualitative or mixed methods research design
- Exclusion criteria: publications older than 10 years, researches with theoretical or empirical quantitative design
- 12 study included
- Thematic inductive content analysis were used

Subcategories	Main categories
<ul style="list-style-type: none"> • Modest nature and humility • Self-expression skills • Self-expression wish • Indecision • Cognitive ability 	Patients' characteristics and ability
<ul style="list-style-type: none"> • Bad feelings because of illness or treatment • Confusion because of diagnosis or treatment 	Patients' health status
<ul style="list-style-type: none"> • Activating communication style • Passive communication style • Fast information transmit style • Information overload • Warm and encouraging words usage • Interest in patients' feelings and existential issues • Repulsive and denying attitude 	Healthcare specialists' communication style and attitude
<ul style="list-style-type: none"> • Topics limitation because of structured counselling • Time limitations for discussions 	Health counselling structure and time
<ul style="list-style-type: none"> • First impression of health care specialist • Trust as motivator to participate in shared decision making process • Lack of trust demotivate to participate in shared decision making process 	Trust in health care specialists

Table 1. Factors influencing the patients' experiences with shared decision-making

Results

- Factors influencing the patients' experiences with shared decision-making divided into the five category and twenty subcategory and are described in table 1.

Discussion

- One opportunity to increase patient safety is involve the patients into the health related decisions making process. Because of that should all health care specialist know factors which help to increase patients' participation in shared decision making process.
- According to the results it is important to take into account patients' personality and patient centeredness in communication process. Also have to assess the patients' health status and ability to be as a partner in shared decision-making process.
- Patients' participation in shared decision-making is influenced by patients, health care professionals and healthcare organization. Patient involvement as a patient safety aspect should be priority in healthcare system and should be handled in health care specialist educational programs as a basic strategy to increase patient safety.
- Exists a number of tools and techniques to support patients to be involved in shared decision making. For better healthcare specialists' communication skills should be more trainings about communication methods and tools.
- Limited counselling time is most problematic issue for the patients in shared decision-making process and even if there is no good solution for that healthcare specialists' better communication competences would help to use of counselling time more effective.
- Patients who are active participants in managing their health and health care have better outcomes than patients who are passive recipients of care.

Contact

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