

Process

Shared Decision-Making

There are several models available to incorporate shared decision-making (SDM) into practice.

The Agency for Healthcare Research and Quality (AHRQ) has identified a five-step process called SHARE that includes exploring and comparing the benefits, harms, and risks of each option through meaningful dialogue about what matters most to the patient.

[AHRQ](#) offers training programs and toolkits to help healthcare professionals work with patients to make the best possible healthcare decisions.

The SHARE Approach

Seek your patient's participation.

Scenario: "Now that we have identified the problem, it's time to think about what to do next. There is good information about different options that we can talk about. Some treatments have different results and every person's choice matters, so your input in your care is important."

Help your patient explore and compare treatment options.

Many healthcare decisions have more than one treatment option including the option of no care.

- Check the patient's knowledge. Even well-informed patients may only be partially aware of the options.
- List and describe the options. Talk about each option clearly, avoiding medical jargon, sharing pros and cons of the options. Offer decision aid tools whenever possible.
- Summarize and use teach-back to assess understanding.

Assess your patient's values and preferences.

- Ask open-ended questions and actively listen to your patient. Example: "What, from your point of view, matters most to you?"
- Show empathy and interest in how the problem is affecting your patient's life.
- Acknowledge the values and preferences that matter to them.

Reach a decision with your patient.

Ask if your patient is ready to make a decision or if they have additional questions or need more information.

- Confirm the patient's decision, asking them to describe the option they have chosen.

Evaluate your patient's decision.

Make plans to follow up on the choice made and how the patient is doing.