



Introduction to Workshop

Goal/Aim

The goal of this module is to introduce the Agency for Healthcare Research and Quality's (AHRQ) activities to support shared decision making and the use of patient-centered outcomes research resources to health care providers. This module briefly describes the SHARE Approach Workshop, how the training was developed and is structured, and the tools and resources used during the training and available on the AHRQ Shared Decision Making Toolkit Web page.

Overall training goals of the 6-hour SHARE Approach workshop training are to enable trainees to better understand:

- Shared decision making and the evidence-based resources available to do it
- What it takes to implement shared decision making in practice

Learning Objectives

At the conclusion of this activity, the participant will be able to:

- List the training goals of the Share Approach workshop.
- Describe the ongoing support, such as the learning network and Web conferences, AHRQ offers to trainees following the SHARE Approach workshop training.

Timing

This introduction will take 30 minutes to present.

Learning Methodology Checklist

- Large group work
- PowerPoint slide presentation

Materials Checklist

- LCD projector and laptop
- Name tags for participants

- A sign-in sheet for attendees
- Thumb drive or DVD/CD-ROM for each participant (see details on the following page)
- Sample of the larger size provider poster
- Sample of the larger size patient poster
- A Participant Guide for the **Introduction Module** (three-slide-per-page handout), for each participant

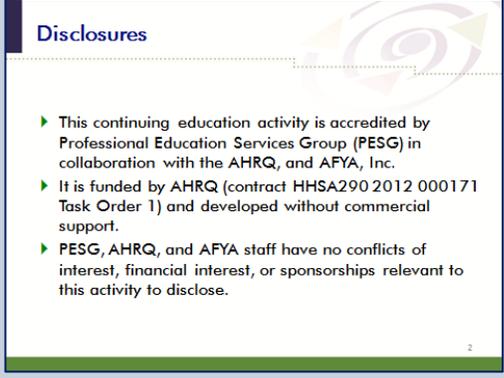
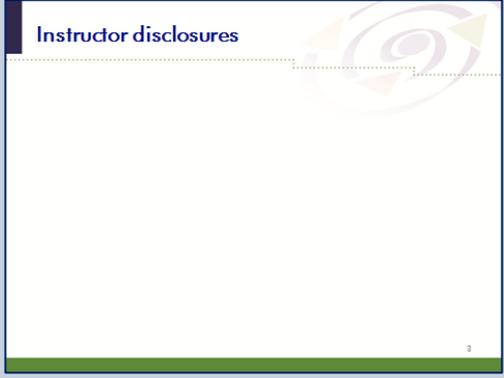
Instructor Preparation

2 weeks before training

- Photocopy the Introduction Module materials and assemble them into Participant Guide notebooks for each participant. Include:
 - Introduction Module** slide set (3 slides per page)
 - 8.5-inch-by-11-inch provider poster
 - 8.5-inch-by-11-inch patient poster
- Create a thumb drive or DVD/CD-ROM for each participant that includes the nine tools, the SHARE Approach slides used in training, the SHARE Approach Video, the provider poster, the patient poster, and the screen saver.

Day of the training

- Have the screen saver showing on the computer when participants enter the classroom.
- Have the **Introduction Module** PowerPoint file open and minimized on the computer.
- Place the registration table and sign-in sheet near the entrance door.

<p>INTRODUCTION</p>	<p>DO: Put the SHARE Approach screensaver on for participants to see when they come in. Open PowerPoint, called Introduction.</p>
<p>Slide 1</p> 	<p>SAY: Good morning and welcome to the SHARE Approach – Essential Steps of Shared Decision Making workshop course, sponsored by the Agency for Healthcare Research and Quality, otherwise known as AHRQ.</p> <p>My name is (insert trainer’s name), and I’d like to introduce you to (insert 2nd trainer’s name if applicable). We will be your instructors today, and we are looking forward to sharing the day with you.</p>
<p>Slide 2</p> 	<p>SAY: This continuing education activity has been accredited by Professional Education Services Group (PESG) in collaboration with the Agency for Healthcare Research and Quality (AHRQ) and AFYA, Inc. The activity was funded by AHRQ and developed without commercial support. Staff members at PESG, AHRQ, and AFYA have no conflicts of interest, relevant financial relationships, or sponsorships relevant to this activity to disclose.</p>
<p>Slide 3</p> 	<p>Note: Instructors, you will want to introduce yourself and to reveal if you have any financial interests to disclose. You may also want to briefly describe your participation in the AHRQ SHARE Approach train-the-trainer workshop.</p>

Slide 4

Welcome – “Each one, Meet one”

▶ Select a partner you don't know to introduce to our group.

- Question 1: What's your name?
- Question 2: Where are you from?
- Question 3: Have you started using shared decision making?

You'll have 2 minutes each to get to know your neighbor.

SAY: To begin to get to know each other, let's do a brief “Each one, Meet one” activity. Select a partner you have never met before. We'll take 4 minutes to have a conversation with each other, giving you 2 minutes each to conduct mini-interviews of one another. Ask your neighbor these three questions:

1. What is your name?
2. Where do you work?
3. Have you started using shared decision making?

I'll let you know when it is time to switch. Afterward, you will introduce your partner to the rest of our group.

NOTE: If there are too many people in the workshop, the trainer may opt to skip this step with regards to available time.

DO: Let participants know when it is time to switch roles from interviewer to interviewee at the 2-minute mark.

SAY: Let's take about 20 to 30 seconds each to introduce our neighbors to the group.

SAY: Thank you very much for those introductions. We will be getting to know each other better through the course of the daylong workshop.

Slide 5

AHRQ's activities to support shared decision making

AHRQ sponsors the development of:

- ▶ A collection of clinician and consumer resources based on patient-centered outcomes research (PCOR) for use in shared decision making



You will learn more about these resources in Modules 1 and 2.

SAY: As a bit of background, AHRQ produces a collection of clinician and consumer resources based on patient-centered outcomes research, or PCOR.

These PCOR resources can help facilitate the shared decision-making process. You will learn more about these in the workshop today.

Slide 6

AHRQ's activities to support shared decision making

AHRQ also sponsored the development of:

- ▶ This accredited train-the-trainer workshop and tools for health care professionals to help you incorporate PCOR resources in shared decision making – the SHARE Approach

SAY: AHRQ also supports shared decision making by sponsoring this workshop and the associated tools to help you incorporate patient-centered outcomes research resources through the SHARE Approach.

Slide 7

Learning methodologies

- ▶ Lively lecture
- ▶ Large group discussion
- ▶ Small group activities (i.e. starting an action plan)
- ▶ Role plays
- ▶ Case studies
- ▶ Video observation and discussion
- ▶ "Hands on" time to familiarize yourself with:
 - Your Trainer's Guide, the Participant guide, the nine workshop tools, the screen saver, posters, and the media kit
 - The AHRQ decision aids and research summaries
 - The SHARE Approach model for training on shared decision making

SAY: Throughout the day, we'll be participating in small and large group activities and discussions. You'll get an opportunity to participate in activities—such as starting an action plan, role playing, analyzing case studies, observing videos, and becoming familiar with the workshop tools—that you will be using at your home site.

You'll also be able to view other AHRQ resources that you can incorporate in the shared decision-making process in your own clinical practice.

Slide 8

What is the SHARE Approach?

- ▶ The SHARE Approach is a five-step process for shared decision making that includes exploring and comparing the benefits, harms, and risks of each health care option through meaningful dialogue about what matters most to the patient.



You will be learning more about this in Module 1.

SAY: In Module 1, we will offer in-depth information about the five-step SHARE Approach process to shared decision making. The SHARE Approach includes comparing benefits, harms, and risks of each health care option through meaningful dialogue that considers what matters most to your patient.

You will learn more about the SHARE Approach in Module 1.

Slide 9

SHARE Approach tools and curriculum development

- ▶ Six months of formative research, including:
 - Health professional needs assessment (i.e., Web survey reaching 2,300+ stakeholders, 7 focus groups with health professionals, 6 expert interviews)
 - Literature review, and audit of PCOR resources and tools
- ▶ Technical expert panel (TEP) comprised of 14 experts
 - Four virtual meetings of the TEP over course of one year
 - TEP subcommittee members who reviewed and commented on curriculum tools

SAY: Much input from health care professionals went into developing the SHARE Approach model and workshop tools.

Extensive formative research was conducted, including Web surveys reaching more than 2,300 health professionals, 6 months of formative research, including focus groups and expert interviews to understand the needs of clinicians for using patient-centered outcomes research information in shared decision making.

A technical expert panel offered insight and reviewed the nine tools.

Slide 10

Training goals

- ▶ To better understand shared decision making and the evidence-based resources available to do it
- ▶ To better understand what it takes to implement shared decision making in practice

SAY: The overall training goals of the SHARE Approach training are to learn and better understand:

- Shared decision making and the evidence-based resources available to do it
- What it takes to implement shared decision making in practice

Slide 11

The SHARE Approach training

- ▶ Consists of this introduction and four modules (~6.5 hours of training)

- Module 1: Shared Decision Making
- Module 2: AHRQ PCOR Resources
- Module 3: Communication
- Module 4: Putting SDM Into Practice



SAY: The SHARE Approach training is broken up into four training modules.

Module 1 is training on the SHARE Approach to shared decision making.

Module 2 is information about AHRQ's patient-centered outcomes research and resources.

Module 3 is information on effective communications with your patient.

Module 4 is about putting shared decision making into practice.

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The SHARE Approach Participant Guide

- ▶ **Participant Guide** (Module handout with three slides per page and room to take notes during the training)

Available at www.ahrq.gov/shareddecisionmaking.



SAY: For this training you will receive a Participant Guide. This guide includes copies of the slides that will be presented. There are three slides per page with room for you to take notes. Some of the modules also include worksheets for the various activities we will be doing in each training module session.

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SHARE Approach tools

- ▶ **Shared Decision Making and Communication Tools**

- **Tools 1-7:** Reference guides and fact sheets that are referenced in Modules 1, 2, and 3
- **Tools 8 & 9:** Shared Decision Making Administrators Brief and Implementation User Guide referenced in Module 4



Available at www.ahrq.gov/shareddecisionmaking.

SAY: Each module in this training is associated with one or more SHARE Approach Tools. You'll be getting the tools as we introduce them throughout the training.

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SHARE Approach tools

- ▶ **Shared Decision Making and Communication Tools**
 - **SHARE Approach Poster** (For Health Professionals)
 - **Know Your Options Poster** (For Patients)
 - **SHARE Approach Video**
 - **SHARE Approach Screensaver**



Available at www.ahrq.gov/shareddecisionmaking.

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SAY: AHRQ has also produced a number of other tools to help remind you about what you learn in this training.

These include posters for health professionals and patients, a SHARE Approach video, and the screen saver you saw when you came into the workshop today.

We'll go over all the tools today when we work through the modules.

Also note that all of these materials are available online at the AHRQ shared decision making toolkit Web site listed on this slide.

Slide 15

Continuing education credit

- ▶ You can receive 6 hours of continuing education credit for participating in the SHARE Approach workshop training. Just complete an enduring online activity in addition to attending this workshop.
 - The enduring online activity can be found at <http://ahrq.cds.pesgce.com>
- ▶ Disciplines getting credit include:
 - Physicians, physician assistants, nurses, nurse practitioners, pharmacists, certified health educators, and others
- ▶ Everyone completing this training will receive a Certificate of Attendance.

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SAY: You can receive 6 hours of continuing education credit for participating in the SHARE Approach workshop training. After you complete all four modules, you just need to complete an enduring online activity which is available at the following Web site:

<http://ahrq.cds.pesgce.com>.

Credit is available for physicians, physician assistants, nurses, nurse practitioners, pharmacists, certified health educators, and others.

Everyone completing the training will also receive a certificate of attendance.

Slide 16

Ongoing support from AHRQ

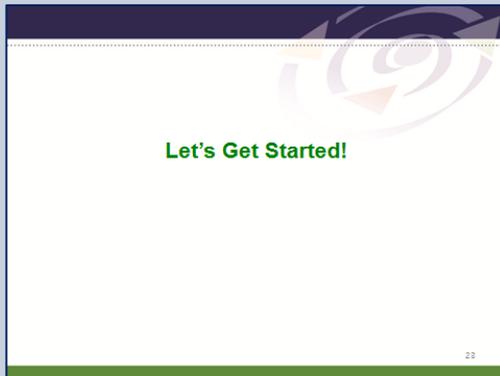
AHRQ provides ongoing support activities for participants of the workshop.

- ▶ **SHARE Approach Learning Network:** AHRQ supports a forum for trained participants to share their experiences.
- ▶ **SHARE Approach Web conferences:** AHRQ conducts three accredited Web conferences a year to support trained workshop participants in implementing shared decision making.

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SAY: Once the workshop training is over, you can expect ongoing support from AHRQ in the form of a SHARE Approach learning network and three Web conferences a year. So, the learning can continue after completing this program!

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SAY: Again, we are very pleased to have you here today, and we hope you gain many practical applications to apply to your work. Let's get started with Module 1 now!