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BOOK OF ABSTRACT

Oral communications
Patients' views on factors influencing implementation of patient decision aid in an academic primary care clinic

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Background and aims
Most studies on barriers and facilitators to implementation of PDAs often do not consider patients' perspectives, which is crucial as SDM is a collaborative activity. This study aimed to explore factors influencing the implementation of an insulin patient decision aid (IPDA) in an academic primary care clinic in Malaysia from the patients' perspectives.

Methodology
A qualitative approach was utilized for this study. A total of 16 patients were interviewed in nine IDIs and three FGDs. The interviews were conducted with the aid of a semi-structured interview guide. They were audio-recorded, transcribed verbatim and analyzed using thematic approach. Data collection was carried out from February to June 2016.

Results
Six themes emerged and they were doctors' communication approach, doctors' attitude, doctors' time constraints, conducive environment, opportunity to prepare and discuss with doctors, and paying for PDA as a barrier or facilitator. The first three themes underscored the importance of the influences of doctors when implementing the IPDA. Patients felt that doctors needed to stress on the benefits of using the IPDA in order to motivate patients to use it and they felt more receptive if a doctor recommends it. In addition, doctors should take time in explaining the content of the IPDA in a clear, direct, non-threatening manner using layman's terms. Negative doctor attitudes such as being unfriendly and not being patient-centered could deter patients from using the IPDA. In contrast, doctors are more likely to use the IPDA if they are dedicated, friendly, sympathetic and those who genuinely cared for patients. Due to time constraints and high patient load, the participants felt that doctors in the clinic would use the IPDA only partially or not at all. Next, the participants highlighted conditions conducive to implement the IPDA such as using it at home as it was comfortable and private, and patients could read during their free time. This is in contrast to the busy and noisy clinic setting where patients might feel anxious. The participants also raised the importance of having the time to prepare and discuss with doctors about the IPDA. Receiving the IPDA while waiting before the consultation would allow them to ask doctors any queries they have as well. Lastly, many participants felt that patients would not be willing to pay for the IPDA unless they needed it or if the doctors asked them to buy. Some opined that patients should be charged to access the IPDA so that they would value the IPDA and use it.

Conclusion
This study revealed that patients wanted healthcare professionals to play an important role when implementing the PDA. Delivering the PDA in a patient-centred manner and preparing the patient in advance may be key to a successful implementation of a PDA.