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20. **Expert Panel Feedback: An Important Step in the Development of Patient Decision Aids**

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**BACKGROUND**
In the development of a patient decision aid (PDA), a systematic approach is important to ensure the PDA contains information that is balanced, adequate and understandable to help patients make an informed decision. The International Patient Decision Aids Standard committee recommends gathering expert panel feedback as one of the steps.

**OBJECTIVE**
To describe the process of expert panel selection and their feedback in the development of a PDA.

**METHODS**
A group of stakeholders involved in diabetes management were invited to be part of the expert panel. They were asked to provide feedback on a PDA that aimed to assist patients with type 2 diabetes to decide for or against insulin initiation. The experts reviewed the PDA and completed a self-administered questionnaire, which included feedback on the content, format, acceptability and feasibility of the PDA. Subsequently, a meeting was held to discuss and refine the PDA.

**RESULTS**
The expert panel consisted of 10 members, comprising family medicine specialists (n=1), general practitioners (n=1), diabetes educators (n=2), endocrinologist (n=2), policy makers (n=2) and patients (n=2). The panel agreed unanimously that the PDA would serve as a tool to assist patients in making decisions about starting insulin as there was no decision support tool in Malaysia. However, there was disagreement on the information given in the PDA. Some members felt that the PDA did not emphasise on choosing insulin injection as a better option; others felt that there should be more balanced information on each option. The panel found the risk communication table (a pictorial representation of the pros and cons of each option) rather confusing and suggested replacing it with simple text. Most members felt that the information in the PDA was adequate but more pictures and diagrams would help patients to understand the content better. Subsequently, the research team refined the PDA according to the feedback from the expert panel before pilot testing.

**CONCLUSION**
In the development of a PDA, the involvement of a multidisciplinary expert panel was crucial for the improvement of the PDA before its implementation.