

## **Factors Influencing Health Professionals Providing Support for Patients Preparing to Make Health Decisions:**

### **A survey tool**

#### **Purpose:**

To determine the facilitators and barriers influencing health professionals providing support for patients making more complex, preference-sensitive health decisions in preparation for discussion with their personal physician. The results should be able to guide strategies to enhance the provision of decision support for patients.

#### **Tool Description:**

The barriers survey includes 33 statements for measuring health professionals' attitudes toward patients' participation in decision making, their perceived role in supporting patient decision making, and factors influencing the provision of decision support. The survey tool was designed based on the Ottawa Model of Research Use,<sup>1,2</sup> survey of attitudes toward shared decision making,<sup>3</sup> a literature review of factors influencing implementation of evidence-based innovations,<sup>3-6</sup> and findings from focus groups and interviews conducted within one organization.<sup>7</sup> Face validity was established by a review of the instrument by researchers and practitioners with expertise in patient decision making, organizational change, and implementation of evidence-based innovations into practice.

The survey tool was originally developed to determine facilitators and barriers influencing nurses providing decision support to callers at a province-wide telephone service in Canada.<sup>7</sup> It was subsequently used by nurses, psychologists, and other health professionals at a cancer telephone service in Queensland, Australia.<sup>8</sup>

#### **Potential impact of findings:**

The findings can be used to design interventions to enhance the decision support provided.

**For more information,** please contact the Ottawa Health Decision Centre at [ohdec@ohri.ca](mailto:ohdec@ohri.ca).

Participant Initials: \_\_\_\_\_

**Factors Influencing Health Care Professionals Providing Support for Patients/Callers  
Preparing to Make Health Decisions: A survey**

The purpose of this survey is to find out what factors make it easier or harder for health care professionals (HCP) to support patients/callers making more complex, preference-sensitive (p-s) health decisions in preparation for discussion with their personal physician. P-S decisions are ones in which there is no “best choice” for everyone; the best choice depends on the individual’s values related to the benefits, harms, and uncertainty (e.g. hysterectomy, hormone replacement therapy, prostate cancer screening). The survey will take about 25 minutes to complete.

1. Please tell us how much to you agree or disagree with the following statements.

Statements	Strongly Disagree	Disagree	Mildly Disagree	Neutral	Mildly Agree	Agree	Strongly Agree
Most callers/patients prefer:							
1.1 to make health decisions on their own	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
1.2 to make health decisions after seriously considering their physician’s opinion	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
1.3 to share the responsibility for making health decisions with their physician	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
1.4 their physician make the health decisions, after seriously considering their opinion	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
1.5 their physician to make their health decisions for them	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(Strull, Lo, Charles, 1984)							
1.6 HCPs supporting callers/patients facing more complex p-s health decisions will increase callers/patients involvement in making these decisions	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
1.7 A patient-physician discussion about more complex p-s health decisions is improved when a patient comes prepared	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
1.8 HCPs supporting callers/patients making more complex p-s health decisions will stimulate them to ask more questions than they would otherwise have asked.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Most callers/patients are aware that they can get support to prepare for making more complex p-s health decisions by:							
1.9 contacting the ...	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
1.10 visiting the ... online resources	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
1.11 Most callers/patients should be referred to the ... and/or ... online resources in preparation for making more complex health decisions	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
1.12 Most HCPs are able to support callers/patients facing more complex p-s health decisions most of the time (> 66% of the time).	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Sample Tool: Barriers & Facilitators to Implementing Decision Support for Values-Sensitive Decisions

2. What are three barriers that make it more difficult for callers/patients in BC to obtain support in preparing for making more complex p-s health decisions (please list them from first priority to third highest priority)?

1<sup>st</sup> priority \_\_\_\_\_

2<sup>nd</sup> highest priority \_\_\_\_\_

3<sup>rd</sup> highest priority \_\_\_\_\_

3. How likely are you to tell someone about the ... as a resource to support callers/patients in preparing to make more complex p-s health decisions?

<input type="checkbox"/> Very unlikely	<input type="checkbox"/> Unlikely	<input type="checkbox"/> Somewhat Unlikely	<input type="checkbox"/> Somewhat Likely	<input type="checkbox"/> Likely	<input type="checkbox"/> Very likely
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4. Please tell us much to you agree or disagree with the following statements:

<b><i>Factors influencing HCPs providing decision support to callers/patients facing more complex p-s health decisions</i></b>		<b>Strongly disagree</b>	<b>Disagree</b>	<b>Mildly Disagree</b>	<b>Neutral</b>	<b>Mildly agree</b>	<b>Agree</b>	<b>Strongly Agree</b>
4.1	Most HCPs need to enhance their knowledge about supporting callers/patients making more complex p-s health decisions.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4.2	Most HCPs' are confident in their ability to support callers/patients making more complex p-s health decisions	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4.3	HCPs have access to good* resources to support callers/patients making more complex p-s health decisions (* understandable, evidence-based, accurate, up-to-date, balanced information on benefits and harms, non-biased)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4.4	For callers/patients making more complex p-s health decisions, most HCPs are confident in guiding callers/patients in the steps for making a decision	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4.5	There are too few calls about more complex p-s health decisions for most HCPs to develop their decision support skills	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4.6	Most HCPs find it difficult to recognize callers/patients having difficulty making more complex p-s health decisions.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4.7	Most HCPs are familiar with the Healthwise KnowledgeBase decision points	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4.8	Most HCPs are sensitive to the influence that their personal preferences can have on callers'/patients' decisions	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4.9	Most HCPs receive enough training in orientation to feel prepared for supporting callers/patients facing more	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Sample Tool: Barriers & Facilitators to Implementing Decision Support for Values-Sensitive Decisions

<b><i>Factors influencing HCPs providing decision support to callers/patients facing more complex p-s health decisions</i></b>	<b>Strongly disagree</b>	<b>Disagree</b>	<b>Mildly Disagree</b>	<b>Neutral</b>	<b>Mildly agree</b>	<b>Agree</b>	<b>Strongly Agree</b>
complex p-s health decisions							
4.10 Most HCPs would identify a need to participate in continuing education about supporting callers/patients to prepare for making more complex p-s health decisions	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4.11 Most HCPs feel constant pressure to minimize call length	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4.12 Most HCPs feel confident in their ability to manage differences between what the HCP or physician thinks is a “good” decision and what the caller/patient prefers	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4.13 Most HCPs need to enhance their ability to support callers/patients in handling conflicting views about the decision from significant others.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4.14 Most HCPs would prefer to have a clear step by step approach to use for supporting callers/patients facing more complex p-s health decisions	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4.15 Most HCPs think the call length performance indicator should be more tailored to the type of calls	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4.16 The flashing call waiting light interferes with HCPs’ interaction with the caller.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4.17 There is clear direction within the program that HCPs need to provide decision support for callers/patients facing more complex p-s health decisions.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4.18 Sending written information to callers/patients would enhance the decision support provided by HCPs.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4.19 Most HCPs validate callers’/patients’ views/values associated with more complex p-s health decisions.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4.20 Most HCPs feel their clinical judgment is too constrained by protocols.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4.21 Other:	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4.22 Other:	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

5. If you were to pick only 3 barriers, what would be the priorities to be addressed before being able to enhance the decision support currently provided by HCPs at the \_\_\_\_\_ [name of organization] to callers/patients facing more complex p-s decisions (please list them from first priority to third highest priority)?

1<sup>st</sup> priority \_\_\_\_\_

2<sup>nd</sup> highest priority \_\_\_\_\_

3<sup>rd</sup> highest priority \_\_\_\_\_

6. What are two to three factors that make it easier for HCPs to provide support to callers/patients who are preparing to make a more complex p-s health decision (please list them in order of importance, starting with the most important)?

Most important \_\_\_\_\_

2<sup>nd</sup> highest \_\_\_\_\_

3<sup>rd</sup> highest \_\_\_\_\_

7. Do you have any further comments, questions or suggestions?

Sample Tool: Barriers & Facilitators to Implementing Decision Support for Values-Sensitive Decisions

*Please tell us a little about yourself...*

I. Are you a staff member of the ...?

☐ Yes

If yes, what is your position within the program:

☐ Staff HCP

☐ Supervisor

☐ Program coordinators / Educator

☐ Other: \_\_\_\_\_

☐ No

If no, what is your connection to the program:

☐ Physician

☐ Ministry of Health Official

☐ Other: \_\_\_\_\_

II. How long have you been working within or associated with the ...?

☐ 3 or fewer months

☐ 7 to 12 months

☐ 18 months to 2 years

☐ 4 to 6 months

☐ 12 to 18 months

☐ more than 2 years

III. Are you currently working: ☐ Full-time ☐ Regular part-time (\_\_\_ FTE) ☐ Causal

IV. Your age range?

☐ Under 29

☐ 40 to 49

☐ 60 and older

☐ 30 to 39

☐ 50 to 59

V. Your gender ☐ Female ☐ Male

VI. Your highest grade or level of education completed:

☐ Some high school

☐ College diploma

☐ High school diploma

☐ Undergraduate university degree

☐ Trade certificate / diploma

☐ Graduate university degree

☐ Other \_\_\_\_\_

VII. How long have you been working within your profession?

☐ Less than 2 years

☐ 11 to 15 years

☐ 26 to 30 years

☐ 2 to 5 years

☐ 16 to 20 years

☐ more than 30 years

☐ 6 to 10 years

☐ 20 to 25 years

Thank you for completing the survey. Please return the survey by ...

Reference List

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