

## MassPRA listening session feedback on Shared Decision-making

CCBC Taunton 11-16-16

### Feedback about Practitioners

- Numerous Staff widely use a personalized version of Illness Management and Recovery (IMR):
  - Includes a module on "How to talk to your prescriber". There was agreement that the use of this by staff has been helpful in promoting increased activation by clients.
  - Suggestion: adapt existing tools to build in a session, or prompts for engaging people in discussion about their beliefs about taking meds, as well as any ambivalence and reasons for it.
- Training for staff is needed in Shared decision-making: benefits, barriers and risks.
  - Concerns about complexity, and how to best balance responsibility to people to inform with risk associated with concerns about precipitous withdrawal of medications
- Involve persons served in these types of conversations, so that they can become educated; would like them to have more information about medications and decisions
- Questions raised about whether we presently provide enough information to people so that they *can* provide informed consent. Recommendation that we spend more time on the "information" side of the informed consent equation.

### Feedback about Programs

- Suggestion that agencies pay attention to the risk/benefit balance to the person in sharing this information.
- Discussion about the immediate risk (cold turkey off meds and increased potential for harm) vs the potential for long term harm of doing nothing but administer medications. Extremes marked by "information can be dangerous" on one end with "long term impact of meds can be harmful" on the other. Recommend MassPRA develop recommendations that provide a balanced alternative to these extremes.
- Provide orientation at intake about the role of MAP, the importance of personal activation, and the support staff can offer for self-advocacy with prescribers. Offer information about the benefits of complimentary approaches and offer supports and assistance to help with self-management approaches as desired.
  - Recommended MassPRA develop simple orientation tools about the benefits of diet, exercise, rest, and mindfulness-based self-management approaches.
- Outcomes: track and measure data on self-management strategies that allows people to see over time how their efforts impact their symptoms/distress

### Feedback about Service Systems

- Resources: CBFS Providers could provide orientation and educational materials to our client's prescribers in the following areas:
  - MassPRA's interest in promoting shared decision-making for medications
  - CBFS staff role in MAP, and our responsibility to contribute to informed consent
  - Community and functional emphasis of CBFS Services - providing scaffolding and support for housing, employment, health and wellness activation, etc
- Look for resources or grants, that could help fund pilot initiatives in support of tapering protocols, shared decision-making, promotion of strategies that can help reduce dependence upon medications: diet, exercise, sleep