ACTION BRIEF

Employer Strategies that Drive Value





COVID-19

THE IMPORTANCE OF SHARED DECISION-MAKING

ACTION STEPS FOR EMPLOYERS:

- Promote shared decisionmaking and patientcentered care, especially in relation to COVID-19 testing and treatment.
- 2. Promote use of the Choosing Wisely "5 Questions to Ask your Doctor..."
- Understand and communicate about the spread of coronavirus.



"Patients have a big role to play in turning an ordinary healthcare experience into patient-centered care."

> — Stan Schwartz, MD, FACP CEO, WellOK Inc., The Northeastern Oklahoma Business Coalition on Health

Easing Stress on Patients, Providers and the Healthcare System

Helping employees make informed decisions about their choices and responsibilities is a growing trend that is especially important in light of COVID-19. Having a tool to guide shared decision-making conversations enables employees to think through their questions and concerns in advance of an office or e-visit so conversations with healthcare providers are efficient and effective.

1. Promote shared decision-making and patient-centered care.

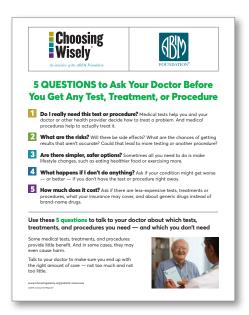
Shared decision-making is a model of patient-centered care that enables people to play a role in the medical decisions that affect their health. It operates under two premises.

First, patients armed with evidence-based care knowledge feel empowered to participate in care decisions.

Second, clinicians use patient preferences to guide recommendations.

Why Is Shared Decision-Making More Important Than Ever During COVID-19?

- ▶ Good information helps people make informed care decisions and manage their anxiety.
- The impact of COVID-19 varies greatly based on patient age, risk factors, and personal environment.



- Prudent use of care and resources is essential with a system under extreme stress.
- There is no known immunization or treatment available.
- Possible treatments featured in the media are based on poor-quality studies.
- Everyone must take action to limit virus spread.

2. Encourage use of the *Choosing*Wisely "5 Questions to Ask your Doctor..."

Encouraging employees to use the "5 questions" developed by the *Choosing Wisely* campaign to equip patients to have meaningful conversations about evidence-based standards of care and share decision-making responsibilities.