

**Primary Care Decision Support Project**  
**Nursing Needs Assessment**  
**Moderator's Guide**

Step 1 – Introduce Decision Support Project

Background:

Achieving high quality informed medical decisions is critical to both providers and patients in primary care. Current demands of shortened medical encounters in primary care practice create pressure on health care providers and patients to arrive at decisions quickly. To address these time constraints, more must be done outside the patient-provider encounter to inform the patient and enhance communication.

Patients in primary care frequently face tough health care decisions. Sometimes, there is no one best choice between various possible actions and the actual treatment decision may depend on the patient's values and preferences. Examples include decisions about

- screening tests (whether or not to have a PSA test),
- medical treatment (BPH, osteoarthritis),
- chronic disease management (chronic low back pain, CAD).

Patients facing these kinds of decisions may feel what we call *decisional conflict*. One way to help patients in this kind of situation is to provide *decision support*. Decision support consists of identifying decisional conflict and working one-on-one with patients to resolve it, as well as using patient decision aids, (printed materials, audio or videotapes) when good ones are available and appropriate.

Purpose for Study:

There are two goals for this project. The first is to re-configure the primary care office visit to allow providers and patients more time to address the issues that bring the patient to the Clinic. That means less time spent during the provider/patient encounter collecting information from the patient.

We also want to learn more about the medical decision-making needs of practitioners and patients in primary care. In Part 2 of the project we will use the feedback we receive from providers, nurses, administrative staff and patients to develop a health information data system that will collect information from patients and summarize it with relevant medical record data prior to the medical encounter. We believe this system will increase the efficiency of the medical encounter and will identify patients who may benefit from decision support.

Today's focus group will take 60 minutes. Your answers to our questions and our discussion today will help shape the project. Your opinions are confidential and will be reported in aggregate to the research team.

Step 2 – review sample Patient Intake Q'aire Report and Touchpad

Step 3 – Focus Group Discussion

**GIM NA Nurse FG Questions:**

1. Do you think a DHMC decision support system could and should be integrated into GIM practice? If so, we want you to tell us what your opinions about how to design such a system are.
2. Is there a role for GIM nurses in situations where GIM patients are involved in making close-call, preference-sensitive decisions?
3. Do you think there are any barriers that could interfere with introducing such a decision support system into your section?
4. If training in decision support as a clinical skill were offered at DHMC, would you enroll in the training?
5. In your experience, what are some of the difficult, close-call health care decisions providers and patients currently make together?
6. What health care maintenance information or education you would like GIM patients to receive BEFORE their physical exam?
7. Based on what you know about the objectives of this project, what challenges are there to achieving this objective?
8. Would you feel comfortable discussing your concerns with the project team?
9. What do you want our report to make clear to the project team?

Matthew Hudson

Comment: Maybe this questions would be better toward the end of the discussion? Just a thought.