



Central East (HHS Region 3)

MHTTC

Mental Health Technology Transfer Center Network
Funded by Substance Abuse and Mental Health Services Administration

Using Shared Decision Making with Individuals who are Difficult to Engage

March 19, 2020

Iruma Bello, Ph.D.

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with

Laurie Curtis, M.A., C.P.R.P.

MHTTC Network

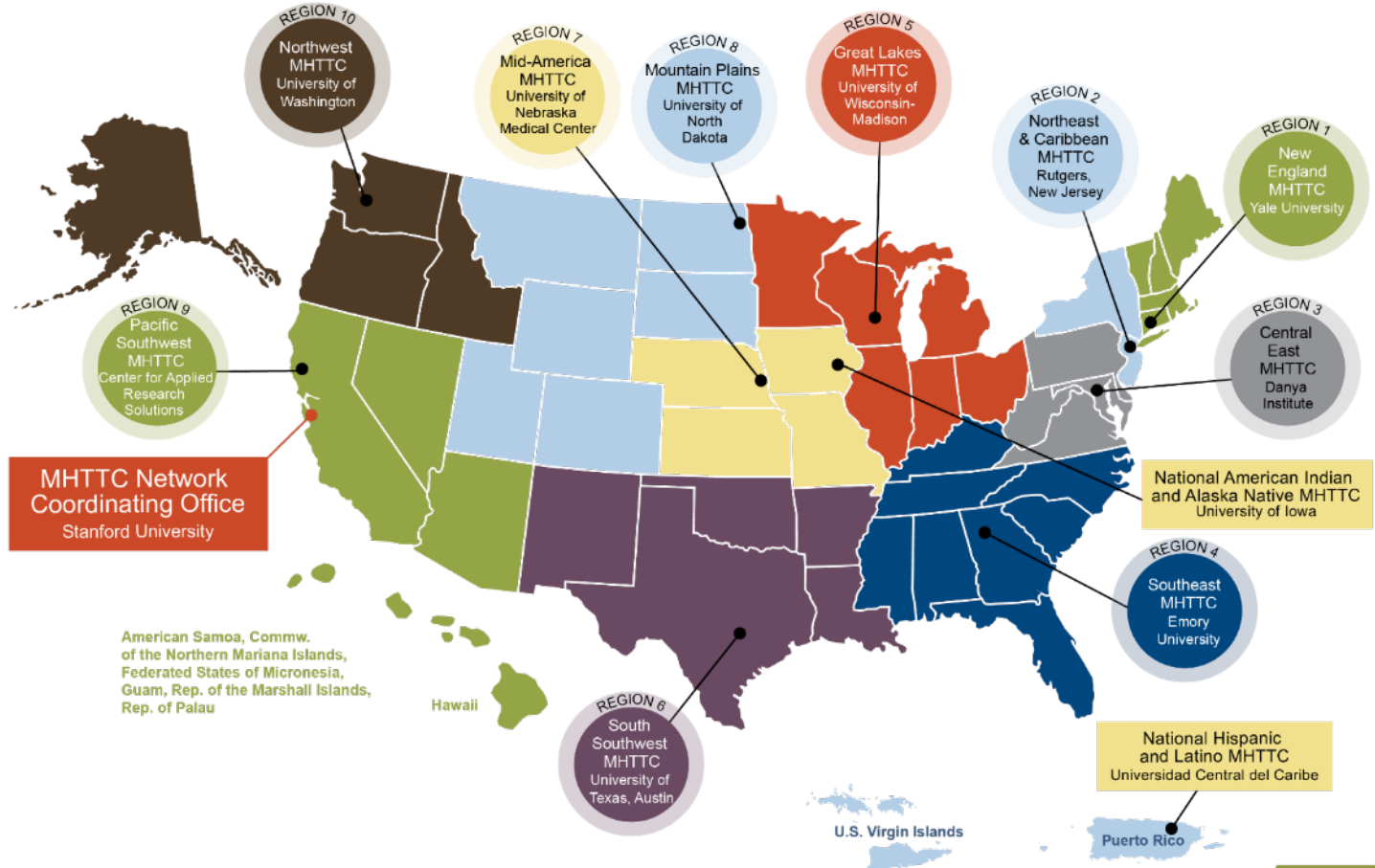


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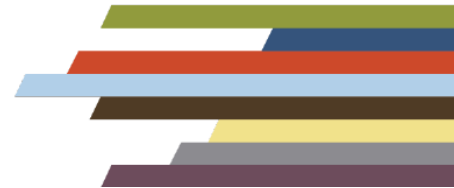
Central East (HHS Region 3)

MHTTC

Central East MHTTC Goals

Funded by SAMHSA to:

- **Accelerate** the adoption and implementation of mental health related evidence-based practices
- **Heighten** the awareness, knowledge, and skills of the behavioral health workforce
- **Foster** alliances among culturally diverse practitioners, researchers, policy makers, family members, and consumers
- **Ensure** the availability and delivery of publicly available, free of charge, training and technical assistance



Central East Region

HHS REGION 3

Delaware

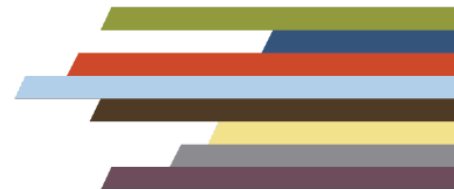
District of Columbia

Maryland

Pennsylvania

Virginia

West Virginia



The series . . .

MHTTC Webinar Series:

Person-centered Tools for Effective Engagement

February 26

1:00 to 2:00 PM

March 19

1:00 to 2:00 PM

April 15

11:00 AM to 12:00 Noon

May 13

1:00 to 2:00 PM

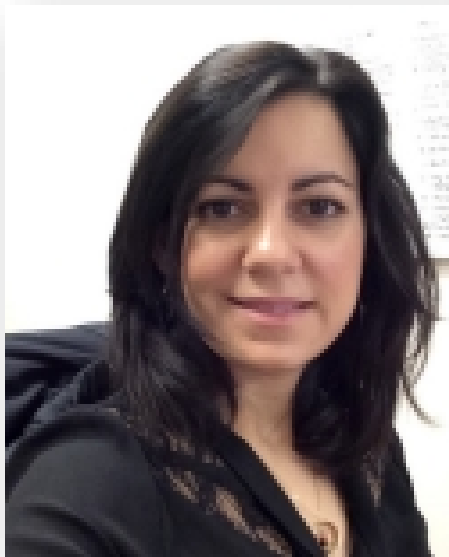
All times stated in Eastern Standard Time





**Success is
predicated on
engagement**

**Shared
decision
making is a
tool for
effective
engagement**



Iruma Bello, PhD

Co-Associate Director and Clinical Training
Director of OnTrackNY

Assistant Professor of Psychology in Psychiatry

New York State Psychiatric Institute

Columbia University Vagelos College of
Physicians and Surgeons



Using Shared Decision Making in OnTrackNY

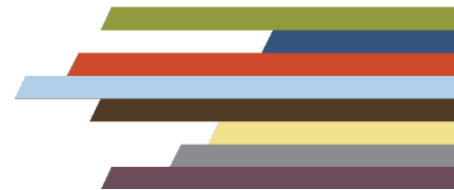
Iruma Bello, Ph.D.

New York State Psychiatric Institute

Columbia University Vagelos College of
Physicians and Surgeons

Learning Objectives

- Understand OnTrackNY intervention
- Identify key elements of SDM
- Discuss steps for doing SDM within OnTrackNY using an example
- Examine data depicting SDM usage in program

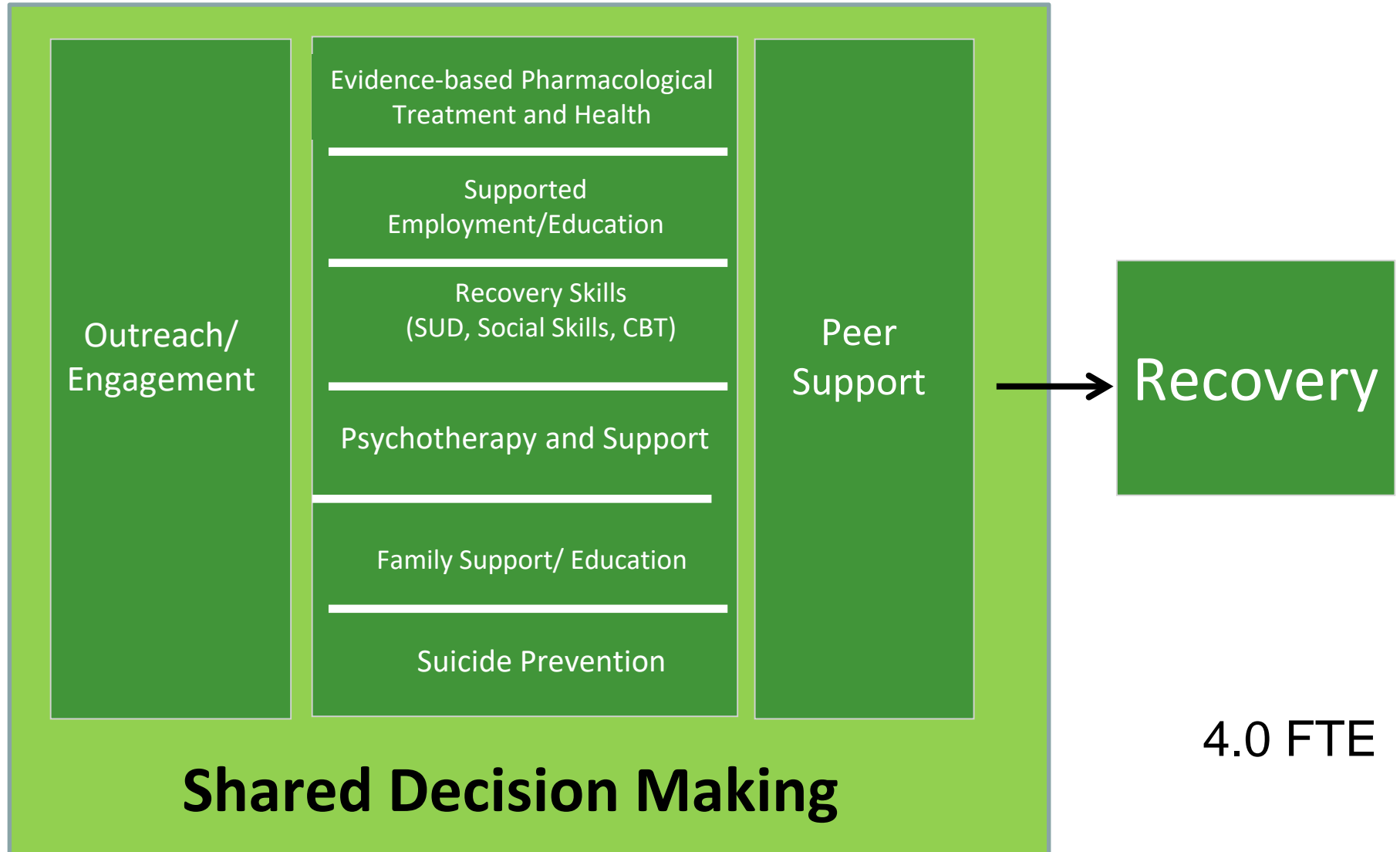




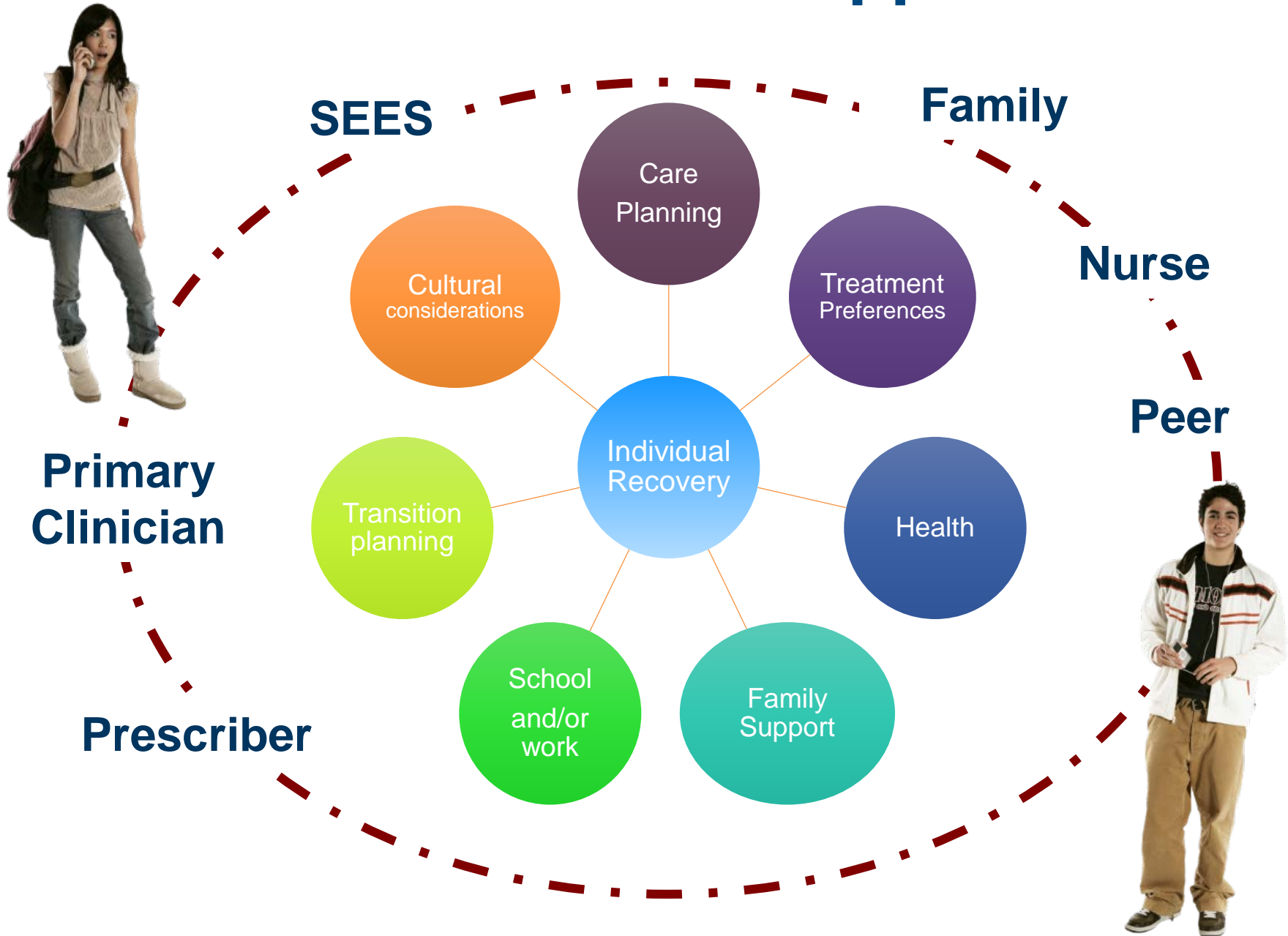
My health. My choices. My future.

OnTrackNY is an innovative treatment program for adolescents and young adults who recently have had unusual thoughts and behaviors or who have started hearing or seeing things that others don't. OnTrackNY helps people achieve their goals for school, work, and relationships.

OnTrackNY Team Intervention



A Collaborative Approach



Shared Decision-making Model



Setting Expectations

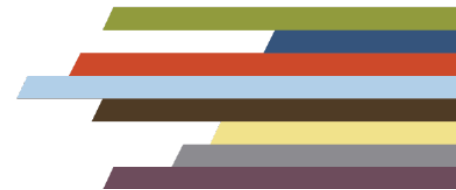
Providers should set the expectation with clients and families that they will be involved in SDM:

- Communicate they are part of the team.
- Hope for recovery.
- Expectations that individuals will speak up because they are experts on their needs and preferences.



Mike's Story

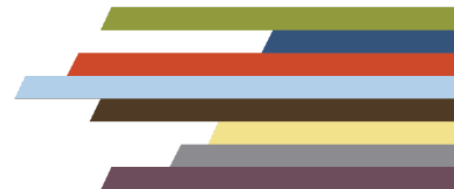
- Strained relationship with girlfriend.
- Constantly 'arguing with girlfriend'.
- Became more isolated.
- Visited the GP, who referred him to the early intervention team.
- GP: 'I think you have psychosis'.
- Mike: 'There is nothing wrong with me'.



SDM and Mike

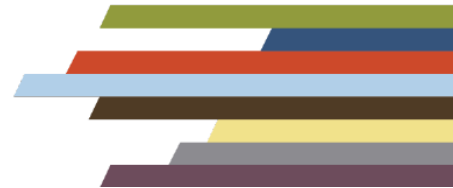
Mike is prescribed an antipsychotic, 4mg/day which he does not want to take.

Instead of, “You’re very ill and you need help. You’ll need to take an antipsychotic medication...”



SDM and Mike

How might you use SDM
with Mike?



Choice Talk

How well do you understand why Mike doesn't want to take medications?

Step 1: Information and Choice Talk

How can I help?

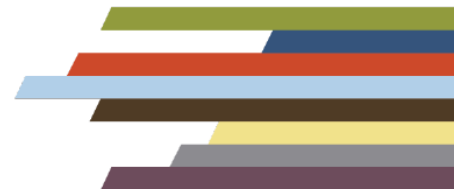
What's bothering you?

There are several possibilities to deal with this...



SDM and Mike

- “Pills won’t help me with my problems”.
- “I know I’ll get side effects, and when I do, I won’t be able to do anything about it”.
- “I don’t like to be told what to do”.
- “I don’t want to feel wiped out sexually, and my girlfriend will think I’m not interested in her anymore”.



Option Talk

Step 2: Option Talk

- Exchange and share information about different options
- Listen to Mike's perspective
- Provide factual information, like side effects

Table 1: Comparison of side effects of antipsychotic medications

Comparison of Side Effects of Antipsychotic Medications						
Antipsychotic Medication	Side Effect					
	Weight Gain	Metabolic Risk	Extra-pyramidal Side Effects and Tardive Dyskinesia	Hypersprolactinemia	Anticholinergic Effects	Sedation
First-generation Antipsychotic (FGA) Medications						
<u>High Potency</u>						
Haloperidol (oral)	+	+	+++	+++	+	+
Haloperidol (LAI)	+	+	+++	+++	+	+
Fluphenazine (oral)	+	+	+++	+++	+	++
Fluphenazine (LAI)	+	+	+++	+++	+	++
Perazine	-/+	+	+++	+++	+	++
Thioridone	++	++	+++	++	+	++
Trifluoperazine	++	++	+++	++	+	+
- = minimal risk + = low risk ++ = moderate risk +++ = high risk						



Center for Practice InnovationsSM
of Columbia Psychiatry
New York State Psychiatric Institute
Building best practices with you.

OnTrack^{NY}

My health. My choices. My future.

SDM and Mike

- Use decision aids.
- Discuss alternative to medications.
- Psychotherapy, individual or group.
- Focus on work or school.
- Social skills, problem-solving skills, conflict resolution.
- Problem-solve and discuss pros and cons.



Decision Talk

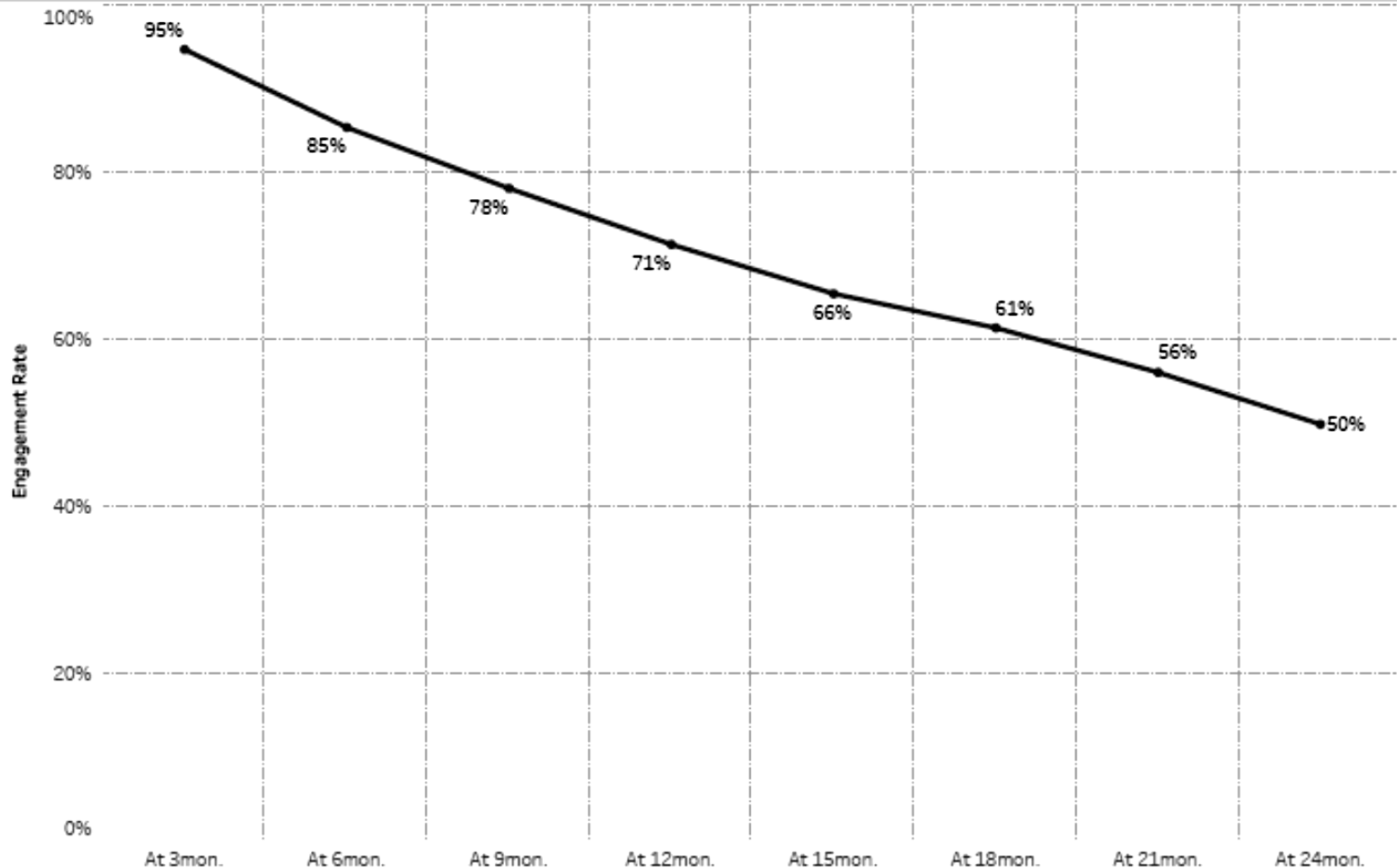
Step 3: Decision Talk and Implementation

- “Ok, I’ll give this a go”.
- “Let’s check back in 3 weeks and see how you feel”.
- Use a symptoms monitor sheet or designated observer sheet.
- “If this doesn’t work, we’ll try option 2 next.”



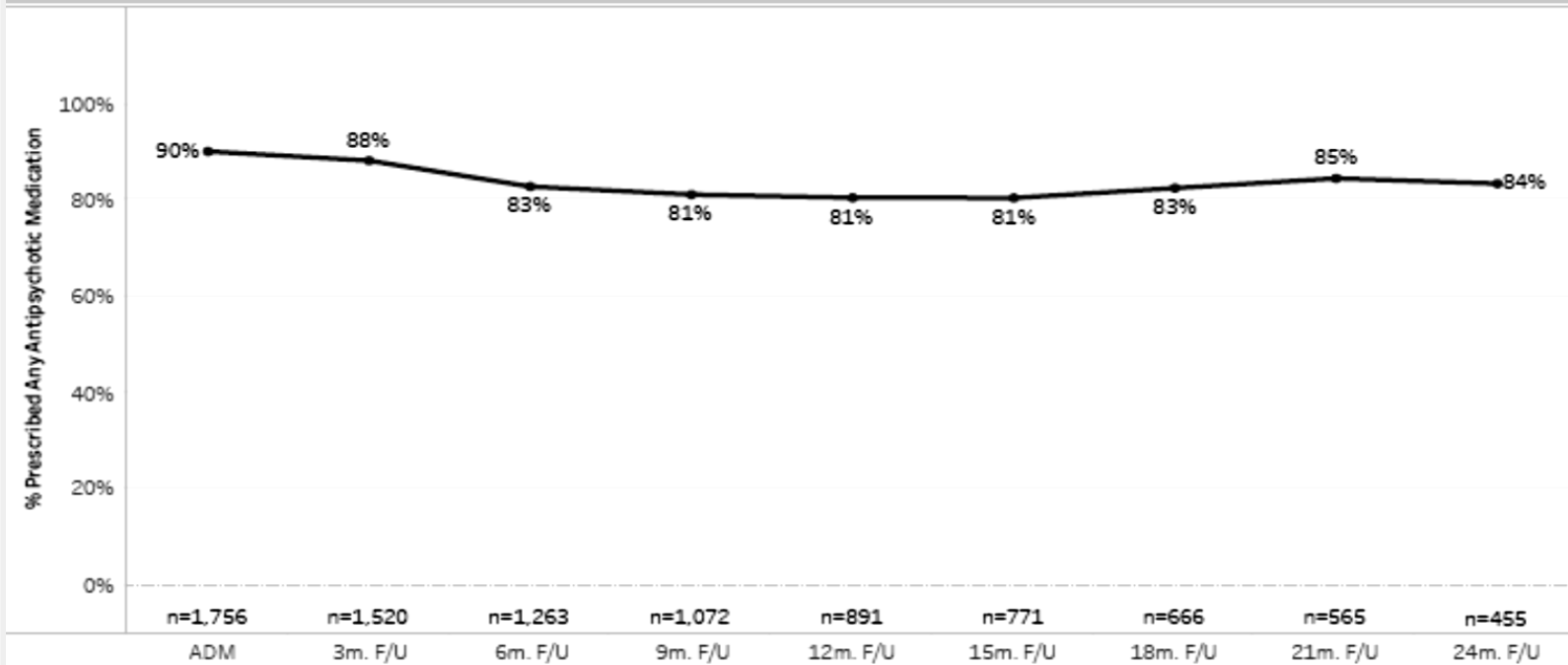
Engagement Rate *(as of 1/29/20)*

Engagement Rate



Antipsychotic Medication Use

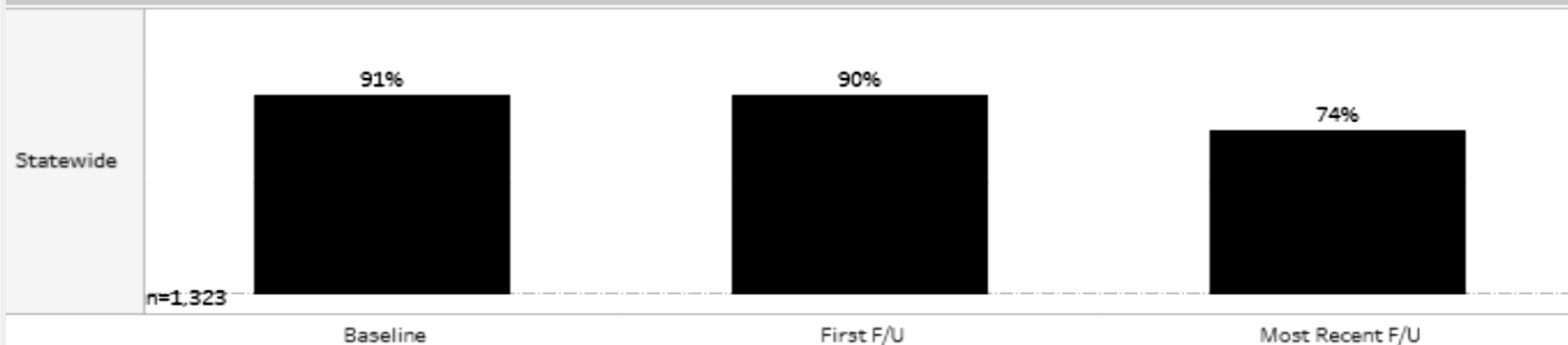
% Prescribed Any Antipsychotic Medication



If Select cohort="All Clients", "All Discharged" or "Currently Active", F/Us with small n (<25% of n at ADM) are not shown.

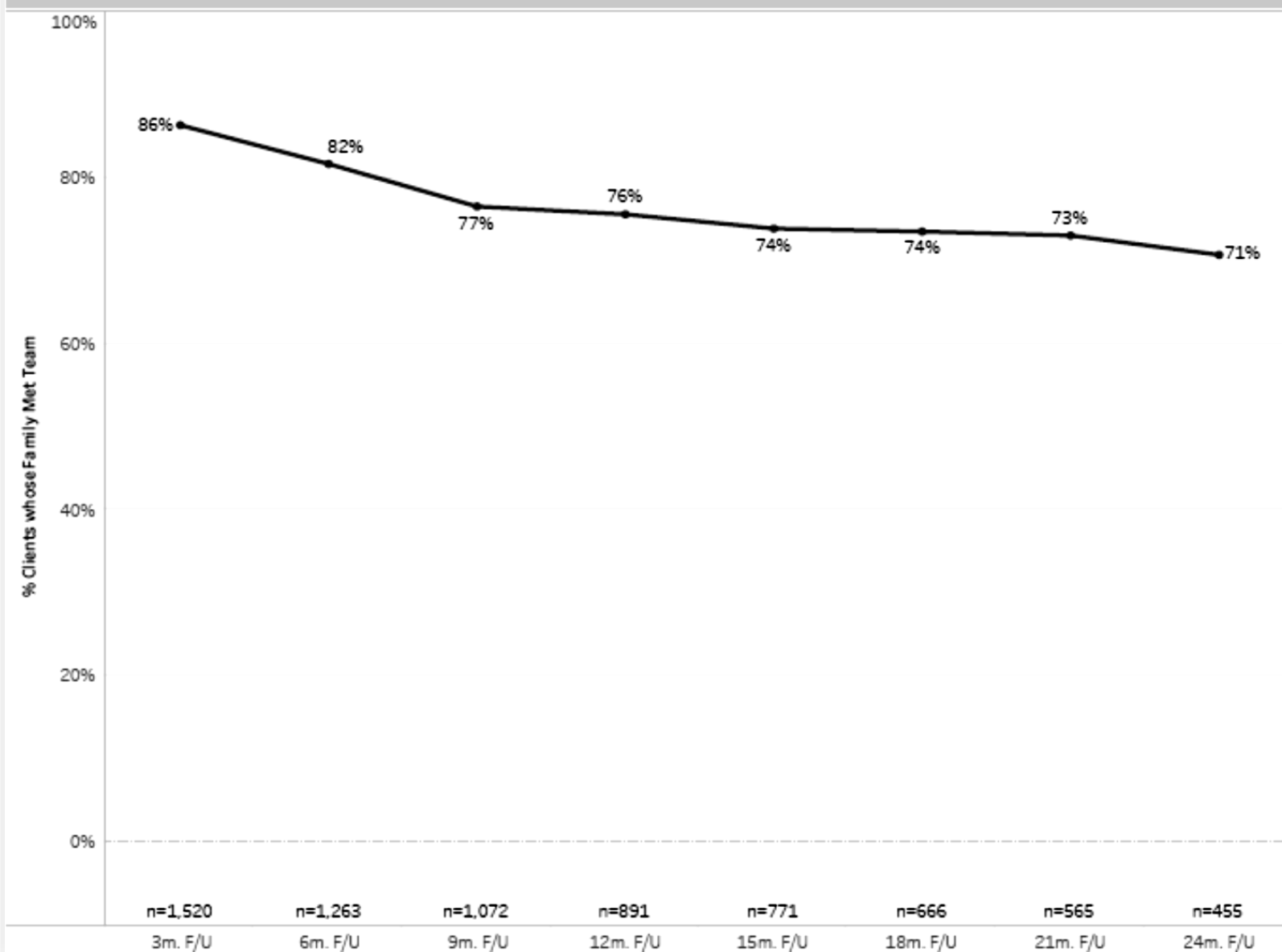
Statewide

% Prescribed Any Antipsychotic Medication [For clients with at least two F/Us]



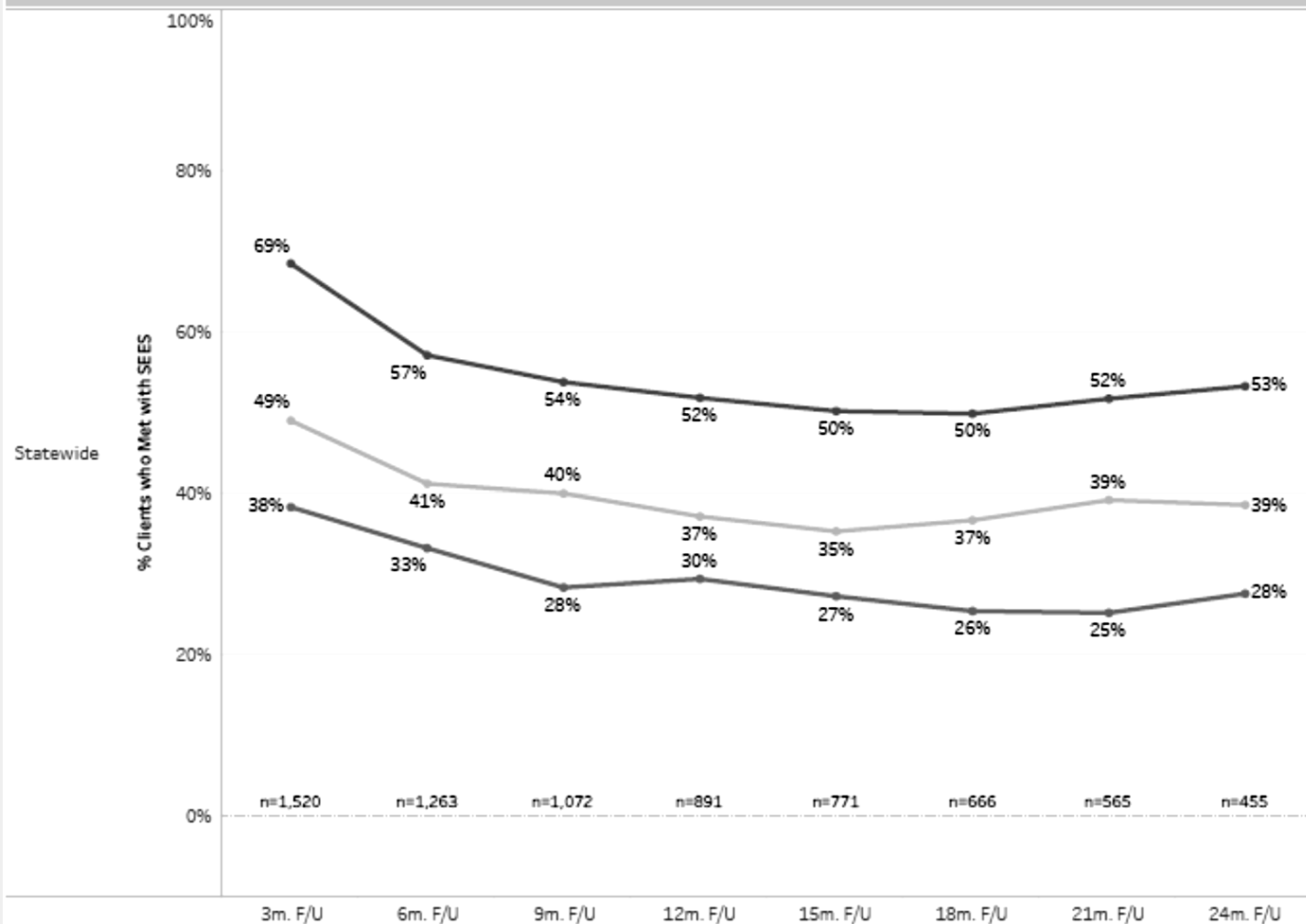
Family Involvement

% of Clients whose Family Met with at least One Team Member



SEES Services

% Clients who Met with SEES and the Purpose of the Meeting

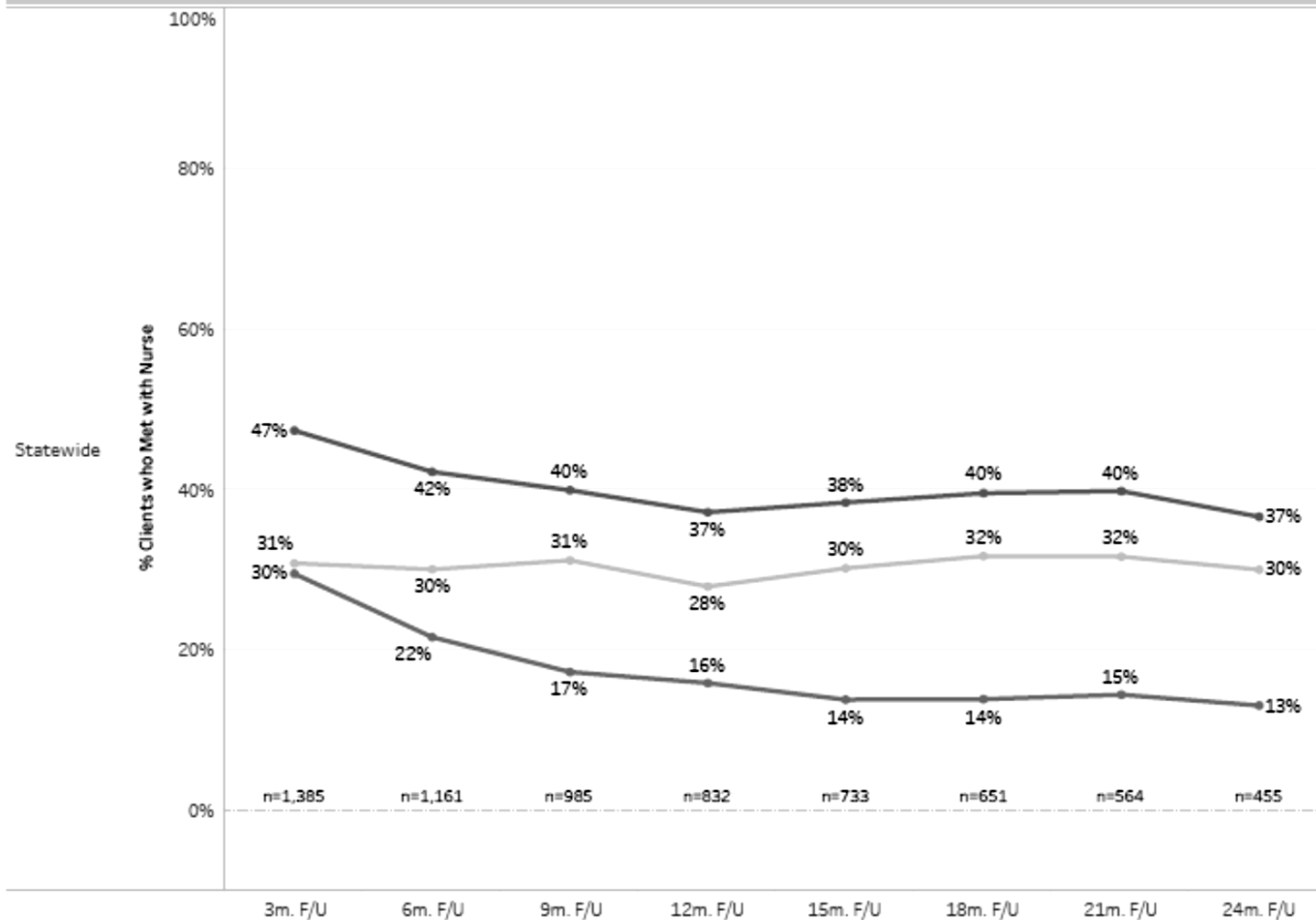


If Select cohort="All Clients", "All Discharged" or "Currently Active", F/Us with small n (<25% of n at ADM) are not shown.

- Met with SEES (Supported Education and Employment Specialist)
- Met with SEES for Education
- Met with SEES for Employment

Meeting with Nurse

% Clients who Met with Nurse and the Purpose of the Meeting



Includes individuals who had a follow-up using new forms (08/2015 or later)

If Select cohort="All Clients", "All Discharged" or "Currently Active", F/Us with small n (<25% of n at ADM) are not shown.

- Met with Nurse
- Met with Nurse for Core Session
- Met with Nurse for Other

Amanda Saake, LMSW, CPRP, NYCPS-P

**Special Assistant to the Commissioner
Director of Office of Consumer Affairs
Office of Mental Health
State of New York**

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A woman with long brown hair is sitting on a sandy beach, looking down at her hands. She is wearing a light blue long-sleeved shirt and blue jeans. The background shows the ocean with gentle waves and a forested hillside under a clear sky. A small blue rectangle is visible in the top left corner.

My Story

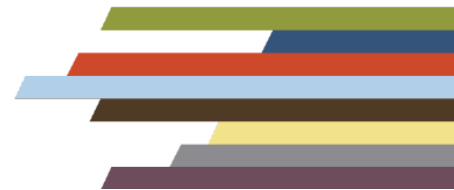
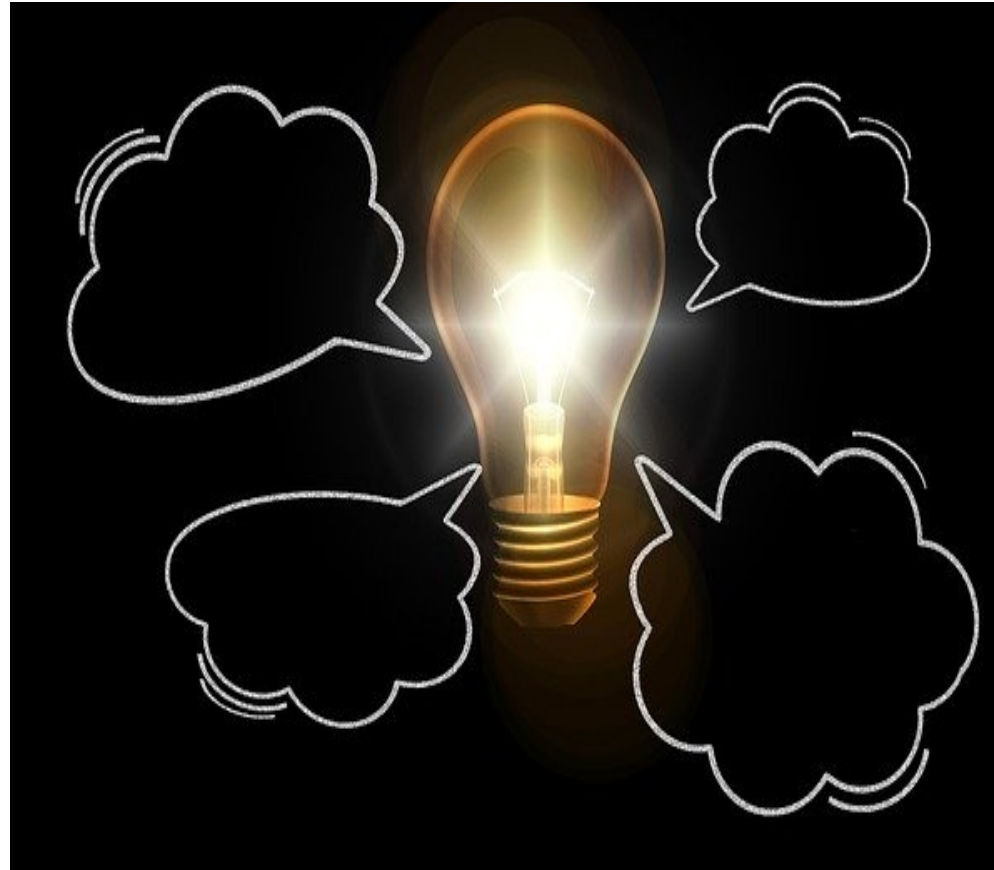
“You have a serious disease that compromises your functioning.

It can be hard living with it and it's ok to have help...you may not go to college right away...you might need to live with your parents so they can take care of you, that's normal...and you're going to have to accept the fact that you need to take medication for the rest of your life.

You need to get some insight into your illness.”



What helped



...I did it!



Columbia School of Social Work
Commencement Ceremony
May 17, 2006

I don't treat high-risk patients.

I stopped talking about my history with suicidal thoughts and behaviors.

I don't prescribe benzos.

I stopped talking about the issues I experienced with benzodiazepines.

The meds you're on work for you, why stop?

I stopped asking prescribers about alternatives.

You're not as high-functioning as you think.

I stopped talking about personal issues in treatment sessions.



Resources

- [SAMHSA Shared Decision-making Tools: Antipsychotic Medications. Medication Assisted Treatment for Opioid Use Disorder](#)
- [SAMHSA Shared Decision-making](#)
- [SAMHSA. Shared Decision-making in Mental Health Care Practice, Research, and Future Directions](#)
- [AHRQ: The SHARE Approach—Achieving Patient-Centered Care with Shared Decision-making](#)
- [AHRQ: Shared Decision-Making Toolkits](#)
- [Pat Deegan's Common Ground](#)
- [Mental Health America. You're on the Team](#)
- [Schauer, C., Everett, A., del Vecchio, P., & Anderson, L. \(2007\). Promoting the value and practice of shared decision-making in mental health care. Psychiatric Rehabilitation Journal, 31\(1\), 54–61.](#)
- [Columbia University, Center for Psychiatric Innovations. Shared Decision Making](#)

Citations

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- [Columbia University, Center for Psychiatric Innovations. Shared Decision Making](#)
- Dixon, Lisa & Holoshitz, Yael & Nossel, Ilana. (2016). Treatment engagement of individuals experiencing mental illness: Review and update. *World Psychiatry*. 15. 13-20. 10.1002/wps.20306.
- Elwyn, G., Durand M.A., Song, J., Aarts, J., Barr, P.J., Berger, Z. et al. (2017). A three-talk model for shared decision making: multistage consultation process. *BMJ*; 359 :j4891
- [Health Affairs, Health Policy Brief, 14 Feb 2013](#)
- [Learning the lessons from SDM](#)
- [Schneider, R.F., Changing Your Corporate Culture To Hear The Concerns Of Patients. Clinical Leader, 2 Jan 2020](#)
- Shay, L. A., & Lafata, J. E. (2015). Where is the evidence? A systematic review of shared decision making and patient outcomes. *Medical decision making : an international journal of the Society for Medical Decision Making*, 35(1), 114–131. doi:10.1177/0272989X14551638

Contact Us...



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Coming next:

Approaches for Person-led Crisis Response Planning

April 15, 2020
11:00 – 12:00 Eastern Time

Laurie Curtis, MA, CPRP
Philip H. Rainer, LICSW

Evaluation



[Evaluation Link](#)

Once you complete the evaluation, you will be directed to the resource page and certificate request form.

Appreciation



Central East (HHS Region 3)

MHTTC

Contact Us



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Mental Health Technology Transfer Center Network

Funded by Substance Abuse and Mental Health Services Administration

a program managed by



[Central East MHTTC website](#)

[Oscar Morgan](#), Project Director

[Danya Institute website](#)

[Email](#)

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