client centred care

Ottawa Decision Support Framework

Assess decision and decisional conflict:
I. Decision: Tell me about the decision you are facing.
II. Stage: How far along are you with making a choice?
III. Certainty: Do you feel sure about the best choice for you?
IV. Knowledge: Do you know which options are available to you? Do you know both the benefits and risks of each option?
V. Values: Are you clear about which benefits and risks matter most to you?
VI. Support: What role do you prefer in making your choice? Do you have enough support and advice to make a choice? Are you choosing without pressure from others? Who else is involved?

Tailor decision support to needs:
I. Uninformed: reinforce accurate knowledge; clarify misconceptions; provide facts; re-align expectations.
II. Unclear values: clarify what matters most to the client and facilitate the client sharing their values with others involved in decision making.
III. Unsupported: Build skills/confidence in: decision making, management, communicating needs, accessing support/resources, handling pressure, implementing change.

Evaluate:
I. Decision quality: informed, realistic expectation, choice matches values/priorities.
II. Actions: progresses in stage of decision making/change.

This framework has been evaluated in multiple studies.
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References


