

Working with professionals and patients to develop values-based practice in dentistry

(Note that our presentation content was drafted pre-Covid 19 and therefore any plans and next steps referred to in this presentation may be amended)

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Introduction

- Why we're doing this?
- What we've done so far?
- Learning
- Where we're going next?



Project context: evidence from patients

Montgomery Supreme Court Ruling (2015):

- Clinicians engaging in **'dialogue'** with their patient to the point that
- they have sufficient understanding of **the risks and benefits** of the options available to make a choice that
- takes into account their **'own values'**.

Partnership project

Our partners:

- General Osteopathic Council (GoSC)
- Oxford University Collaborating Centre for Values-based Practice in Health and Social Care
- Project Advisory Group

Patient values

The unique preferences, concerns and expectations each patient brings to a clinical encounter...

...which must be
integrated into clinical decisions
if they are to serve the patient.

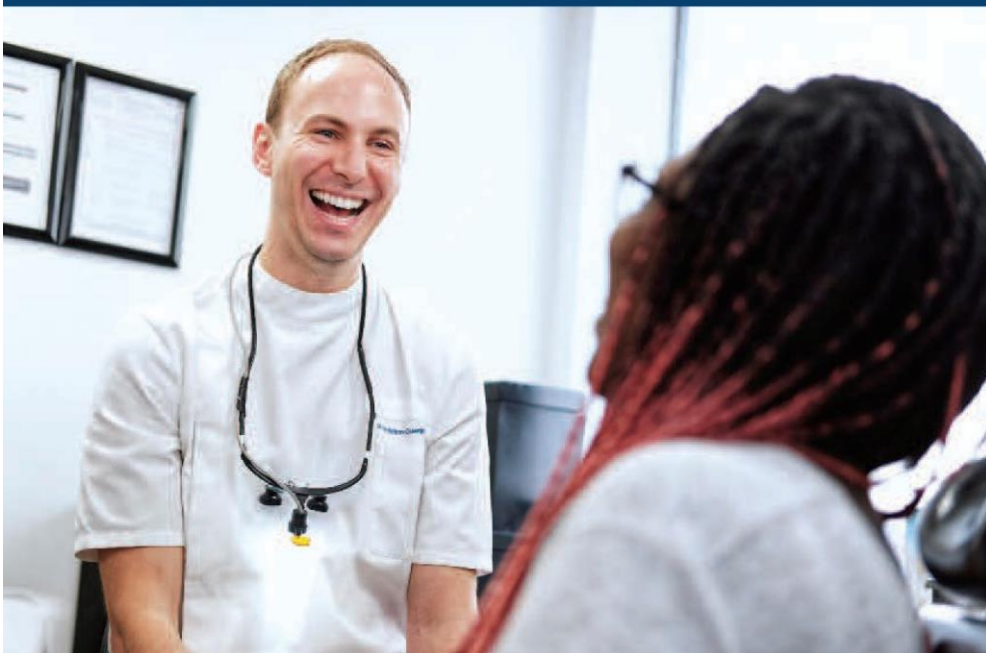
Sackett DL, Strauss SE, Richardson WS, Rosenberg W, Haynes RB. Evidence-Based Medicine--How to Practice and Teach EBM. 2. New York, NY: Churchill Livingstone; 2000.

Three tools

1. 'Values-based practice – informed consent and shared decision making' (guide for dental professionals)
2. 'How to get the most out of a visit to your dental professional' (leaflet for patients)
3. Value-based care animation (for patients)

Values-based practice – informed consent and shared decision making

A guide for dental professionals



What is values-based practice?

Values-based practice is a key element in the shared decision-making process, where dental practitioners and patients work together to put patients at the centre of decisions that are made about their treatment and care.

Values often mean different things to different people and can differ among individuals, cultures and religions, so it is important to consider how needs may change dependent on your patient.

The Oxford University Collaborating Centre for Values Based Practice defines values-based practice as, ‘a process that supports healthcare decision making where complex and conflicting values are in play¹’. Values are described as anything that are positively or negatively weighted to guide to action, for example needs, wishes and preferences.

Any appropriate care or treatment options should be fully explored with the patient in consideration of values, whilst risks and benefits should be highlighted and discussed so that a joint decision can be reached together between the dental practitioner and the patient.

¹ The Collaborating Centre for Values-based practice in Health and Social Care. (2019). Glossary of Key Terms. [online] Available at: <https://valuesbasedpractice.org/more-about-vbp/resources-2/> [Accessed 28 May 2019].

How to deliver values-based practice

The importance of considering patient values is a recognised part of the dental consultation, as the process of decision making in healthcare is now focused on a shared approach, where the practitioner and the patient work together to make a collective decision.

As well as exploring and understanding patient values, as professionals, it is important to also understand and recognise the values that influence your own practice and to consider the extent to which you are aware, or not, of your own values.

Values-based practice is about achieving a shared understanding between the patient and the practitioner of the needs, expectations and hopes of all those involved in the decision-making process. By incorporating this approach in the consultation process, you can respond positively to the increasing range of challenges present in the delivery of contemporary healthcare.

By considering the patient's desired outcomes and putting them central to the decision making process, the patient can take ownership of their treatment and care, which can lead to better outcomes for both the patient and the dental practitioner.

GDC resources on values-based care

Shared decision-making is not a new concept for dental practitioners, yet some patients are unaware that their opinions matter and they do not necessarily feel empowered to take ownership of their oral health. The General Dental Council have produced resources aimed at patients to better prepare them in considering their needs when visiting the dentist and to support dental practitioners in implementing shared decision making and providing values-based care.

▶ Leaflet

This leaflet explains the elements that patients should consider before, during and after a visit to the dental team to ensure they get the most out of their visit and work with the dental practitioner to consider their needs and expectations.



▶ Animation

This animation supports the leaflet and provides a more accessible version of the information on preparing for a visit to the dental team.



The Collaborating Centre for Values-Based Practice in Health and Social Care website also has further information and resources to support you: <https://valuesbasedpractice.org/>

How to get the most out of a visit to your dental professional



This leaflet has been designed to help you plan for your visit to your dental professional. It provides you with information on what you might want to consider during and after your visit. This will help you prepare for your visit.

It is important to think about your needs and what you expect when you visit your dental professional. Everyone's mouth is different, and it is important that you say what you would like to get or need from your visit. Together, you and your dental professional will then be able to work out what is achievable and how best to proceed.

Your oral health is linked to your general health. Your dental professional will want to know about any changes you have experienced in your health, whether you smoke, and how much alcohol you drink. They will also want to know about your medical history, including any medication that you are taking. You may want to make a note of this before your visit.



Things to consider when you visit your dental professional



What do I need from my visit? Is it a check up or do I have specific needs?



Do I have any concerns about the visit or potential treatment?



If I need treatment, what will it involve?



How long will the visit take, and will I have to come back for follow up treatment?



How much will the visit or treatment cost?

It can be helpful to write down questions in advance. This will enable you to prepare for your visit and to work together with your dental professional to understand and address your needs and jointly make decisions about your treatment. You may want to consider the following.

- Do you have any specific reason for visiting your dental professional?
- Is there a specific treatment that you are interested in?
- Are you experiencing any pain?
- Have you had any recent changes to your general or oral health?
- Do you have any questions or concerns about your visit?

Use this section to record your thoughts about these points and to make a note of any questions or queries you may have.

You should also consider the following questions before your visit

- 1 What goals do I have for my general health and wellbeing?
- 2 How is my oral health and have there been any changes recently that are affecting my general health?
- 3 Am I experiencing any pain?
- 4 What matters to me and what are my expectations or needs from the visit?
- 5 Do I have any preferences, concerns or queries about dental treatment?
- 6 What outcomes do I expect from my visit?

During and after my visit



It's OK to ask questions at any point during your consultation, before you agree to treatment or before you leave the dental surgery.



Patient feedback is welcomed by dental professionals and helps them to improve their service.



Make sure that you understand any advice that is given to you. If you are unsure about any advice or information do ask for it to be explained.

It is important to look after your own oral health to help avoid preventable damage. If you want to know more about how to look after your oral health, ask your dental professional for advice. Advice is normally tailored to individual needs but will generally include information on brushing and cleaning between your teeth, sugar intake and how to quit smoking.

www.nhs.uk/live-well/healthy-body/take-care-of-your-teeth-and-gums/patient.info/oral-dental-care

Animation

[Values-based decision making](#)

Patient feedback: animation

- Video scores better on engagement, leaflet more likely to be used
- Key messages: encouraging patients to talk and ask questions, especially regarding costs
- Majority say they are likely to take key actions after seeing the video
- Improvements to length and style

Patient feedback: leaflet

- Scored well for ease of understanding
- Key messages: asking questions, planning ahead and discussing costs
- Majority agreed they would ask questions, especially about costs, after reading leaflet
- Improvements to content and presentation



Dental professional feedback

- Positive responses:
 - informative
 - encouraging communication
 - promoting mutual understanding.
- Negative responses:
 - unnecessary
 - poor use of resources
 - not part of GDC's remit.
- Suggestions for improvement:
 - changes to language
 - patient responsibilities
 - lose the tooth!



Key questions

- Language – patient expectations vs. professional expertise
- The remit of the regulator – upstream and prevention
- Overcoming scepticism:
 - Patient – will this make a difference?
 - Dental professional – why is the GDC doing this?

Next steps

- Phase 2 testing with dental practices:
 - What works to encourage professionals and patients to engage with the tools?
 - How effective are the tools in practice?
 - What is the potential for rolling-out the tools to a wider audience?

Thank you.

Questions?

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