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## REPORT FOR THE EXTERNAL REVIEW OF THE COLLEGE OF HEALTH DISCIPLINES

DECEMBER 2004

PREPARED BY:



**Division of Health Care Communication**  
*informed and shared decision making*

[www.health-disciplines.ubc.ca/DHCC](http://www.health-disciplines.ubc.ca/DHCC)

**Overview:** The Division of Health Care Communication is a foundational Division in the College of Health Disciplines. It developed from the Informed Shared Decision Making (ISDM) project established in the Office of the Coordinator of Health Sciences in 1996.

**Mission Statement:** We aim to improve client involvement in healthcare decision-making through collaborative research and program development.

**Goals:** We work to acquire insight into the health professional-client encounter and develop interventions that lead to greater patient involvement in decisions about their health care.

**Objectives:**

- Research is targeted at understanding the drivers and barriers that influence client-professional communications and their implications for health outcomes
- Research is conducted with patients/clients and health professionals in the community and academe
- Research findings are realized in practice by effecting curriculum change and community interventions that promote effective communication skills

**Division members:**

Co-Directors (volunteer part/time)	Drs William Godolphin & Angela Towle
Research Coordinator (full/time)	Cathy Kline
Research Assistant (part/time)	Gina Dawn
Project Assistants (work study students)	Samantha Van Staalduinen; Carolyn Saunders; Aisia Salo; Melissa Neimeyer

**Collaborators & Co-investigators:**

Department of Family Practice: Drs Garry Grams, Linda Davidson, Trevor Corneil, Michelle Brousson, Carolyn Hall, Georgia Hunt, Sharon Salloum,  
Faculty of Medicine: James Andrew;  
School of Rehabilitation Sciences: Professor Lesley Bainbridge;  
Faculty of Pharmaceutical Sciences: Dr Rosemin Kassam  
Lionsview Seniors' Planning Society  
Vancouver School Board  
North Shore Stroke Recovery Centre  
North Shore Cardiac Recovery Group  
Kitsilano Fairview Mental Health Team  
Ohio State University: Dr Don Cegala, Professor of Communication and Family Medicine

**PAST & CURRENT INITIATIVES**

**Cross-Cultural Communication for Health Professional Students**

- Cross-cultural communication for health professional students. Funded by two grants from the UBC Teaching and Learning Enhancement Fund.
- Doctor-patient communications in the Aboriginal community: Development of educational programs. Funded by three grants from the Ministry of Health Special Populations Fund.

### **Informed Shared Decision Making for Health Professionals**

- Studies on informed and shared decision making (ISDM) by family practitioners [four projects]. Funded by grants from the Max Bell Foundation, BC Medical Services Foundation, and Bayer Institute for Healthcare Communication.
- Informed shared decision making for health professionals: a model for interdisciplinary collaboration to enhance student learning and health care. Funded by grants from the UBC Teaching and Learning Enhancement Fund.

### **Working On the Client's Side**

- Enabling patients to overcome barriers in health care communication. Funded by the two grants from the Vancouver Foundation and three awards from the UBC Faculty of Medicine Summer Student Research Program
- Talk to your Doc (Teen-Talk): Enhancing the Adolescent-Physician relationship. Ongoing program funded by grants from the Hamber Foundation, Vancouver School Board, BC Lung Association

### **New Initiatives Planned for 2005**

- International Conference: 'Where's the Patient's Voice in Health Professional Education?' 3, 4 & 5 November 2005.
- Interprofessional course: 'Shared Decision Making for Health Professionals: Research; Practice and Health Outcomes.'

### **Research Grants (2001-present):**

Max Bell Foundation	\$55,000
Lions Gate Healthcare Research Foundation	\$6,000
Bayer Institute for Health Care Communication	\$29,500
BC Medical Services Foundation	\$52,610
Vancouver Foundation	\$38,000
Teaching & Learning Enhancement Fund	\$135,000
The Hamber Foundation	\$4,000
Ministry of Health Special Populations Allocation	\$62,100
<b>Total</b>	<b>\$382,210.00</b>

### **Donations & Other Sources of Funding: (2001-present)**

BC Lung Association	\$3,000
UBC Faculty of Medicine Summer Research Program	\$13,500
UBC Workstudy Program	\$24,000
<b>Total</b>	<b>\$40,500.00</b>

### **PRESENTATIONS & PUBLICATIONS**

#### **Presentations (2001-Present)**

- Towle A, Godolphin W. Development of an educational intervention for informed shared decision making in pharmacy, occupational therapy & physiotherapy. Shared Decision-Making in Health Care summer School, Oxford UK 11-13 July 2001.
- Godolphin W, Towle A. What do patients do with evidence-based information? Shared Decision Making in Health Care Summer School, Oxford UK 11-13 July 2001

- Towle A, Godolphin W: “Talk to Your Doc” – an outreach by medical students to high school students. Paper presented at the International Conference on Communication in Healthcare, Warwick University, UK 18-20 September 2002.
- Godolphin W, Towle A, Dyer S, Cegala D, Lionsview Seniors’ Planning Society: Enabling seniors to overcome barriers in health care communication. A poster presented at the International Conference on Communication in Healthcare, Warwick University, UK 18-20 September 2002.
- Godolphin, W, Towle A, Grams G. Optimal Prescribing Course – “Collaborative decision making – managing conflict within an optimal prescribing model.” Course for first year residents. 16 May 2002 St Paul’s Hospital., Vancouver. (invited)
- Godolphin, W. Planning workshop on BC Doctor/Patient Communication Project, College of Physicians and Surgeons of BC, 27 Nov 2002, Vancouver. (invited)
- Dube C, Towle A, Godolphin W: Shared Decision Making Workshop. 60<sup>th</sup> Annual Meeting of the Association of Teachers of Preventive Medicine. Washington DC 22 Mar 2002. (invited)
- Grams GD, Towle A, Godolphin W: The Informed Shared Decision Making process: An exploratory descriptive study. 12<sup>th</sup> Annual Bayer Institute Faculty Symposium, Asilomar, Pacific Grove CA 22-25 Sept 2002 (invited)
- Godolphin W, Towle A. Barriers to evidence-based and shared decision making in the doctor-patient relationship. Centre for Clinical Epidemiology & Evaluation Rounds, Vancouver General Hospital 21 October 2002. (invited)
- Godolphin W. Barriers to shared decision making. Symposium: From Information to Shared-Decision Making in Medicine. Qniziemes Entretiens du Centre Jacques Cartier. Lyons, France. 9-10 December 2002 (invited).
- Towle A, Godolphin W, Calvert S. “Talk to your Doc” – an outreach by medical students to high school students. Poster presentation at Annual Meeting of the Canadian Association for Medical Education, Quebec, April 2003.
- Godolphin W, Towle A & Kline C. Barriers to evidence-based and shared decision making in the doctor patient relationship. Medical Education Grand Rounds, Vancouver General Hospital 15 October 2004. (invited)

### **Publications (2001-Present)**

- Towle A, Godolphin W. Education and training of health care professionals. In Edwards A, Elwyn G (eds): Evidence-based Patient Choice. Oxford, Oxford University Press 2001. Chapter 15, pp 245-269
- Godolphin W, Towle A, McKendry R. Evaluation of the quality of patient information to support informed shared decision-making. *Health Expectations*. 2001; 4::235-242
- Godolphin W, Towle A, McKendry R. Challenges in family practice related to informed and shared decision-making: a survey of preceptors of medical students. *CMAJ* 2001; 165: 434-5
- Towle A, Hoffman J: An advanced communication skills course for fourth-year, post-clerkship students. *Academic Medicine*. 2002; 77: 1165-6.
- Towle A, Godolphin W, Manklow J, Wiesinger H. Patient perceptions that limit a community-based intervention to promote participation. *Patient Education & Counseling* 2003; 50: 231-3
- Godolphin W. The role of risk communication in shared decision making. *British Medical Journal* 2003; 327: 692-3

- Towle A, Godolphin W, Van Staalduinen S, Overgaard V (in press). The “Talk to your Doc” project: Improving the adolescent-physician relationship. Education Canada.

## **ASSESSMENT OF STRENGTHS & CHALLENGES:**

### **Strengths**

- DHCC’s position in the College of Health Disciplines helps us to network and collaborate with others in the College and the community
- We employ and mentor many students (e.g., 23 summer research and workstudy students in the past 5 years) who make important contributions to our research and program endeavours
- We recognize that communication is an interactive process and thus our work is on both sides of the equation - the professional and the patient/client.
- Our initiatives foster linkages between research, education and practice
- We have well developed expertise in translating our qualitative research into teaching modules and workshops including economic and efficient production of trigger and illustrative videos.
- We have a national and international recognition for expertise in shared decision making (e.g., invited editorial in BMJ and external examiner for PhD defence at U of Ottawa)

### **Challenges**

- Limited work space for staff and students
- Lack of stable funding base
- Co-Directors volunteer their time to the Division’s many projects and have responsibilities and commitments in other departments
- The development of relationships and working with community groups requires a large investment of time and resources; research timelines are difficult to manage.
- Our work could benefit considerably by having graduate students – funding, time for supervision and appropriate academic ‘home’ are barriers yet to be overcome.

### **Relative Ranking**

- We do not know of any academic groups that focus on *both the client and professional side* of the encounter and collaborate as true partners with patients and community groups to develop approaches that help them become more *involved in decisions about their health care*. There are other academic groups in the shared-decision making arena, some with more substantial funding and publications records, but none with our mission and challenges (above).