

Communication and patient involvement in healthcare decisions

Aim

To try and get a sense of a group of service users experiences of communication in healthcare settings so we can feed this into training and information and guidance

Contents

- My role
- What is a healthcare decision?
- The law and decision making
- A quick look at parts of the MCA.
- Themes in healthcare decision making
- Communication as a foundation for Decision Making

My Role

- MCA Practitioner
- MCA = Mental Capacity Act
- MCA is all about making decisions
- Identifies an individuals right to make their own decision
- Provides guidance on what to do if they can't
- I look at how we apply this across St George's sites and how we can improve it
- Communication between services users and healthcare professionals is usually key

What's a Healthcare Decision

1. There is a health issue or medical condition.
2. Consultation or research takes place to find out more.
3. It becomes apparent there is more than one approach to dealing with the situation.
4. A choice is required to proceed.

Examples (To be discussed).

THE LAW AND DECISION MAKING (MCA)

1. START BY THINKING THE PERSON CAN DECIDE

2: Support people to Make their own decisions

3. Don't stand in the way of informed decisions we disagree with

What If a Person Can't make their own decision

- How do we decide if someone can or can't decide?
- Who makes the decision if it's a healthcare decision?
- What should they take into account?
- What else should they do (Discussion & Proportion)?
- What the Process is called: Best Interests

Some Themes in Healthcare Decision Making

1. Reduced knowledge of how the law works
2. Inadequate Support Provided
3. Resistance to unwise / unsafe decisions
4. Power Imbalance.
5. Considering clinical risks and benefits but not the person's wider life, wishes and beliefs.

Communication

- Key Foundation of any Decision Making Process
- Healthcare Professionals Have Experience and Knowledge of Conditions
- You have Experience and Knowledge of You
- Both are essential Ingredients to consider when arriving at a healthcare decision
- What do you think = Good Communication?