

Shared Decision Making *in Mental Health*



Shared Decision Making

Your Right
Your Choice
Your Recovery

A Video for People who
use Mental Health Services



Video Guide



Sample Discussion Questions

1. What has worked well in communicating with your mental health service providers?
2. Have you been in a situation when you did not feel that a provider listened to you respectfully? What happened? How did you handle the situation?
3. How do you think that “tools” could help people have better conversations with providers about decisions that are important to them? What kind of tools have you found helpful?
4. What do you do when you have an important decision to make in your life? How do you find out about your choices and their pluses and minuses?
5. The video talks about mental health consumers and service providers both being experts. What do you think about this idea? How does this compare with your experience?
6. In what ways do your family values influence your decision making? How about community and cultural values?
7. In what ways might shared decision making improve providers’ understanding of where you are coming from?
8. Have you ever made a really good shared decision with a service provider? What did you like about that experience? Why do you think it worked well for you? What are some of the challenges? How could these be overcome?
9. What do you think some of the benefits of shared decision making might be for consumers? For their friends and families? For providers?
10. What are some things people can do to be effectively “heard” by providers?

About This Video

In this 8-minute video, people who use mental health services and those who provide them explain why shared decision making is important. They say what it means to them and offer practical examples of how it works to help individuals reach their recovery goals. The video can help people who use mental health services understand shared decision making. It talks about some tools that can help them take a more active role in important decisions about their own mental health treatment and services. The video includes the story of a woman and her doctor using an effective shared decision making approach to make choices about her breast cancer treatment.

A second video titled, *Shared Decision Making: An Emerging Best Practice in Mental Health Services*, has been created for mental health service providers. Both videos may be downloaded for free at <http://samhsa.gov/consumersurvivor> and DVDs are available at no cost from <http://store.samhsa.gov>.



What is Shared Decision Making?

For many decisions there is no single “right” answer. Often there are options, each with pluses and minuses. Shared decision making means having collaborative and satisfying discussions with others about important decisions, including decisions about mental health treatment and services. It pairs full information and decision making tools with respectful two-way conversation between a person using services and his or her service provider.

Each brings their expertise to the table.

- People using services share knowledge about their own lives to explain what they need to achieve their goals.
- Service providers offer their knowledge of treatment and service options to support these goals.

The outcome is treatment and service decisions that fit and reflect the values and preferences of the person using the services.

Take-Home Messages

Shared decision making:

- Has been used in general health care and is now being adapted for mental health services.
- Uses tools such as paper-pencil materials, videos, and interactive computer programs to give information and to help people say what is important to them.
- Acts as an amplifier, helping individuals make their views, experiences, and preferences more clearly heard.
- Encourages people who use services to value their own expertise and experience.
- Helps both those who provide services and who use them to collaboratively explore different options to help an individual arrive at a decision.

In addition, consumers can use shared decision making tools on their own to:

- Prepare for appointments with providers by reviewing information, reflecting on key concerns, identifying preferences, and generating questions.
- Learn new information about options or discover additional options.
- Observe, document, and report how things are going after a decision is made.



Using This Video

This video is for people who use mental health services. It can be used to inform, as well as to spark discussion and action within consumer-operated services, peer support groups, and traditional programs and services. It also can be used for new staff orientation, in-service training, and presentations. Copies can be made available in peer center resource areas, agency waiting rooms, decision support centers and other settings.

Organizations Represented in the Video

A number of organizations participated in the making of this video.

They are:

- Turtle Creek Valley Mental Health/Mental Retardation, Inc., Braddock, Pennsylvania
- Dartmouth-Hitchcock Shared Decision Making Center, Hanover, New Hampshire
- On Our Own of Maryland, Inc., Baltimore, Maryland
- Region 10 Community Services Board, Charlottesville, Virginia
- Community Care Behavioral Health Organization, Pittsburgh, Pennsylvania

This brochure is part of a set of materials designed to promote and support shared decision making in mental health. These materials include printed descriptive and informational materials, step-by-step decision making workbooks, videos and user guides, worksheets and tools, tip sheets, podcasts and archived webinars, and an interactive decision aid on using antipsychotic medications as part of a recovery plan.

This publication may be downloaded or ordered at <http://store.samhsa.gov>. Or, please call SAMHSA at 1-877-SAMHSA-7 (1-877-726-4727) (English and Español).

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