Incorporating Patient Preferences in Patient-Centered Clinical Decision Support

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BACKGROUND

What Are Patient Preferences?

- Patient preferences refer to the "*relative desirability or acceptability to patients of specified alternatives or choices among structures, processes, outcomes, or experiences of interactions with the healthcare delivery system.*"[1]
- Using patient preferences data can enhance patient satisfaction, improve outcomes, promote autonomy, and support adherence to clinical recommendations.[2,3]

What Is Patient-Centered Clinical Decision Support?

- Patient-centered clinical decision support (PC CDS) includes tools that significantly incorporate patient-centered factors related to knowledge, data, delivery, and use.[4]
- PC CDS can help integrate patient preferences into clinical decisions.

OBJECTIVES

- Understand approaches for collecting and using patient preferences in PC CDS.
- Identify challenges with collecting patient preferences.
- Share key considerations to reduce data collection burden.

STUDY DESIGN

- A literature review of 63 peer-reviewed publications (2013-2023).
- Nine key informant interviews with clinician researchers, informaticists, and a patient advocate.
- Developed patient journey maps and swimlane diagrams illustrating opportunities to collect and document patient preferences across three care scenarios.

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PRINCIPAL FINDINGS: WHEN AND HOW PATIENT PREFERENCE DATA ARE COLLECTED

Patient Preferences Fall into Three Categories

- *Administrative preferences* include personal characteristics and preferred methods of communication.
- *Health maintenance and preventive care preferences* include patients' preferences related to routine healthcare (e.g., diagnostic screenings).
- *Treatment preferences* include patients' preferences on their course of treatment.

Patient Preference Data Collection Varies

- There is no standard timepoint for collecting preference data.
- Patient preference data can be collected before, during, or after a visit.

Patient Preference Data Can Be Collected Through Multiple Methods

- Automated data collection within patient lifeflows (e.g., via the patient portal, apps, email, text).
- Face-to-face discussions during the patient visit.

CONSIDERATIONS FOR COLLECTING & USING PATIENT PREFERENCE DATA

Considerations for Reducing Patient Burden

- Gather preferences that are important to patients' care.
- Encourage patients to provide this information.
- Enable designated caregivers to provide preference information on behalf of patients.
- Use multiple methods to collect patient preference data.

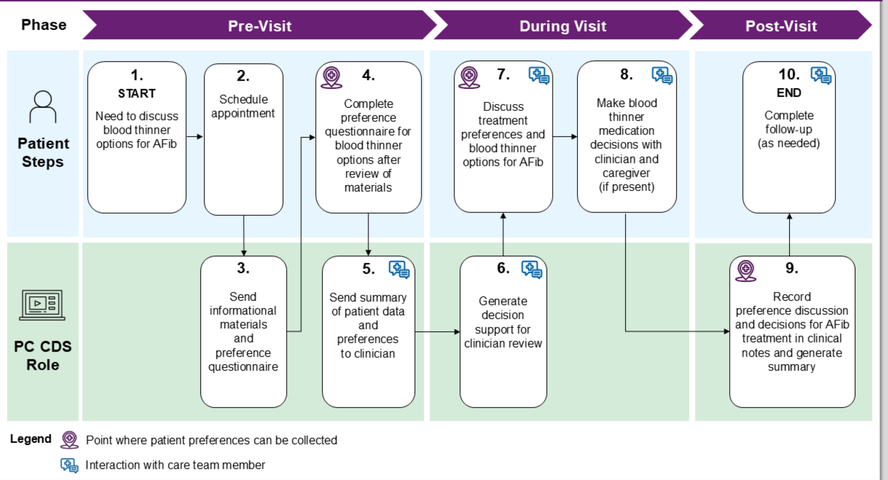
Considerations for Reducing Clinician Burden

- Use a care team approach to collect patient preferences.
- Ensure patient preference data are easily accessible to clinicians by collaborating with electronic health record developers.

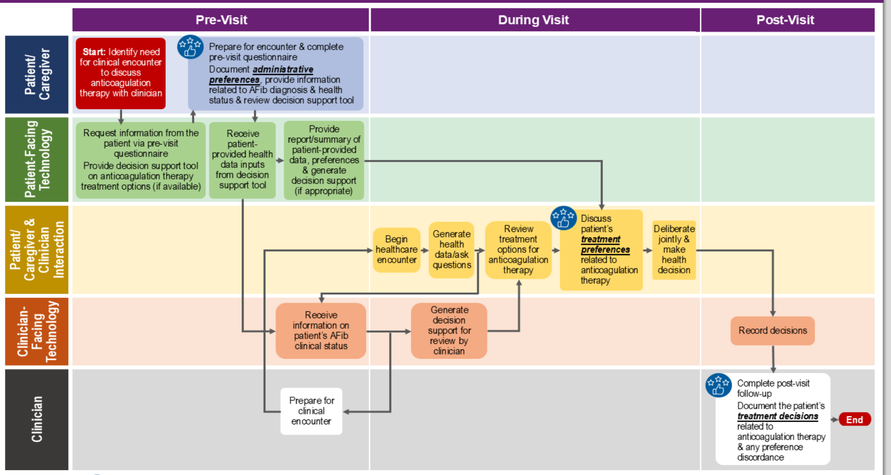
Opportunities to Enhance Data Collection

- Patient journey mapping and lifeflow/workflow diagrams help implementers identify more efficient and effective approaches to collect and document patient preferences.
- Illustrative diagrams represent the three types of patient preferences (see Collecting Treatment Preferences examples).

PATIENT JOURNEY MAP: COLLECTING TREATMENT PREFERENCES



SWIMLANE DIAGRAM: COLLECTING TREATMENT PREFERENCES



IMPLICATIONS FOR POLICY & PRACTICE

Short-Term

- Promote the value of integrating patient preferences in PC CDS tools.
- Strengthen clinician training on identifying and accommodating patient preferences.
- Use flexible, mixed methods of data collection.
- Establish best practices for patients to view, access, and modify their own patient preference data.

Long-Term

- Identify clinical workflows and patient lifeflows that can support documenting changing patient preferences.
- Implement methods and tools for collecting patient preferences for use in routine care.
- Leverage artificial intelligence to automate the collection and aggregation of patient preference data.

CONCLUSION

- Collecting and integrating patient preference data into PC CDS tools is essential for delivering personalized, goal-aligned care and strengthening collaborative patient-provider decision making.

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