Shared Decision Making

Advanced analytics, expert coaching, and award-winning decision aids that drive measurable cost savings.

- Reduce Costs and Utilization
- Improve Patient and Doctor Satisfaction
- Increase Patient Involvement in Their Care
GUIDANCE AND EDUCATION THAT DRIVE VALUE FOR OUR CLIENTS AND THEIR PATIENTS

Health Dialog pioneered shared decision making over two decades ago and we remain the leader today. Our program enables each individual to work with their doctor to make key decisions about care and treatment options, taking into account the latest clinical evidence and the individual’s values and preferences.

Components of the program include:

- **Powerful analytics** that identify individuals who are likely to face a preference-sensitive condition decision
- **Personalized engagement** by Health Coaches trained in shared decision making principles
- **Award-winning decision aids** that explain test, treatment, and care choices
- **Online portal access** to decision aids and relevant educational materials

EXPERIENCE AND SUPPORT THAT MAKES A DIFFERENCE

Health Coaches are at the core of our success. Our registered nurses, dietitians, respiratory therapists, and other healthcare professionals take the time to truly get to know each individual, including their needs, values, challenges, and motivational triggers.

Our team uses this knowledge, their years of clinical experience, their training in shared decision making best practices, and our library of evidence-based content, to:

- Provide balanced, unbiased information on benefits and risks of treatment options
- Assist individuals in evaluating options based on goals and concerns
- Identify and help resolve knowledge gaps
- Better prepare each individual to have a focused discussion with their healthcare provider
The first study analyzed the results achieved by Group Health from the use of Health Dialog’s shared decision making tools:

- 38% Decline in knee replacement surgeries after 6 months
- 26% Decline in hip replacement surgeries
- 12-21% Reduction in costs

The second study demonstrated results from the use of our shared decision making techniques and tools as part of our enhanced Chronic Care Management program:

- 12.5% Fewer hospital admissions
- 9.9% Fewer preference-sensitive surgeries
- 20.9% Fewer preference-sensitive heart surgeries

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4-6-7 “Enhanced Support for Shared Decision Making Reduced Costs of Care for Patients With Preference-Sensitive Conditions,” *Health Affairs*, 2013
AWARD-WINNING EDUCATIONAL CONTENT THAT HIGHLIGHTS REAL-WORLD PATIENT EXPERIENCES

Our library of shared decision making videos, print, and online materials includes over 35 topics focused on helping individuals with treatment and testing decisions, and condition management.

Our content has won numerous industry awards and is regularly reviewed and revised for clinical accuracy by Harvard Medical School doctors.

Topics include:

- Colon Cancer Screening: Deciding What’s Right For You
- Living with Coronary Heart Disease
- Spinal Stenosis: Choosing the Right Treatment for You
- Living with Diabetes
- Weight Loss Surgery: Is It Right for You?
- Sleeping Better: Help for Long-Term Insomnia
- Breast Reconstruction: Is It Right for You?
- Help for Anxiety: Treatments That Work
- Knee Osteoarthritis
- Is a PSA Test Right for You?
- Herniated Disc: Choosing the Right Treatment
- Living Better with Chronic Pain

Health Dialog is a total population healthcare services provider that offers risk-bearing entities (health plans, employers, and providers) an integrated suite of services driven by powerful analytics. These services include member engagement programs, multi-channel health coaching, and shared decision making tools.

We are part of the Rite Aid family, a $26B retail health organization. Through client partnerships and customized engagements, our dedicated team of healthcare professionals helps clients improve quality of care and reduce healthcare costs while empowering individuals to make informed health and wellness decisions.

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