Ottawa Decision Support Framework

• **Assess decision and decisional conflict:**
  - Decision – Tell me about the decision you are facing?
  - Stage - How far along are you with making a choice?
  - Certainty - Do you feel sure about the best choice for you?
  - Knowledge - Do you know which options are available to you? Do you know both the benefits and risks of each option?
  - Values - Are you clear about which benefits and risks matter most to you?
  - Support - What role do you prefer in making your choice? Do you have enough support and advice to make a choice? Are you choosing without pressure from others? Who else is involved?

• **Tailor decision support to needs**
  - Uninformed – reinforce accurate knowledge, clarify misconceptions, provide facts, realign expectations
  - Unclear values – clarify what matters most to the client and facilitate the client sharing their values with others involved in the decision making
  - Unsupported – Build skills/confidence in: decision making, management, communicating needs, accessing support/resources, handling pressure, implementing change

• **Evaluate**
  - Decision quality – informed, realistic, choice matches values/priorities
  - Actions – progresses in stage of decision making/change

Source: RNAO Client Centred Care Best Practice Guideline 2006