

To help patients come to a decision if they haven't...

- 1) Recognize uncertainty in decisions/plans
- 2) Then, address modifiable causes of uncertainty

According to O'Connor and Colleagues (www.decisionaid.ohri.ca/docs/Training/Decisional_Conflict), **signs of uncertainty are:**

that the patient...

- Verbalizes uncertainty
- Verbalizes concern about undesired outcomes
- Waivers between choices
- Delays the decision
- Questions personal values
- Is pre-occupied with the decision
- Shows signs of stress

To address modifiable causes of uncertainty:

- Help guide patients through the process of decision making
 - Provide knowledge or access to knowledge
 - Reorient to realistic expectations
 - Help clarify values for alternative courses of actions
- Help make a plan to address social pressure