Methods for Co-Designing Patient-Centered Clinical Decision Support with Patients and Caregivers

Frances Jiménez, MPH, Rachel Dungan, MSSP, Minakshi Raj, PhD, Marley Catlett, MPH, Sarah Weinberg, Elizabeth Cope, PhD, MPH, Priyanka Desai, PhD, MSPH, Angela Dobes, MPH, Tonya Hongsermeier, PhD, MSPH, James Swiger, MBE, Edwin Lomotan, MD, Prashila Dullabh, MD, FAMIA

BACKGROUND

- Heightened focus on delivering patient-centered care has led to an increased need to involve patients in healthcare decision making.
- Patient-centered clinical decision support (PC CDS) tools support patients in making decisions about their health by considering patient goals and preferences alongside evidence-informed clinical guidelines to make care recommendations.
- To make sure these digital tools meet the needs of patients and their caregivers, the design and development of PC CDS require partnering with patients and their caregivers.

OBJECTIVES

- Doctors get advice from computerized tools, called clinical decision support (CDS), to improve patient care. Patients and caregivers can use patient-facing versions to help them make health-related decisions and reach their health goals.
- CDS uses medical and patient-provided information to suggest the best treatment, procedures, and care for an individual patient.
- Typically, designers do not engage patients in the CDS design. This can lead to clinical care recommendations that do not meet patients’ needs, values, or preferences.
- Co-design is a key approach for including the patient/caregiver voice throughout the design process of PC CDS; however, its use is limited.

PROJECT DESIGN

- Searched for and reviewed published academic research articles on co-design in PC CDS and broader patient-centered healthcare contexts (n=86).
- Guided interviews with four experts who have led or participated in co-design activities to validate literature findings.

CONTACT INFORMATION

Frances Jiménez, MPH
Senior Research Associate
ORCID at the University of Chicago
CDSIC@norc.org | cdsic.ahrq.gov

CO-DESIGN PHASES

PRE-DESIGN

- Inform: Informing designers’ understanding of settings and people they are designing for (e.g., end-users’ needs, contexts experienced)

DESIGN

- Generative Design: Brainstorming ideas and concepts to be designed and tested

EVALUATIVE DESIGN

- Testing the effectiveness of draft designs or “prototypes”
- Examining how people use and experience the final design in intended settings

CO-DESIGN METHODS

Types of Co-design Engagement Approaches

- Surveys
- Empathy Interviews (to elicit user experience)
- Focus Groups

Consultative Groups
- Steering committees, advisory groups, etc.

PROJECT DESIGN

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CONCLUSIONS

- We identify several ways that patients/caregivers can collaborate in the design of PC CDS.
- When done thoughtfully with patients, co-design can make sure PC CDS meets their needs, preferences, and values.
- In turn, co-design can increase patients’ use of PC CDS tools.

RECOMMENDATIONS

- Patients and caregivers can use the information and tips to better understand and know what to ask researchers and designers for when working together on PC CDS projects.
- Researcher and healthcare professionals who design PC CDS should plan for co-design with patients and caregivers.