Overview

Program Overview

This Facilitator Guide is meant to provide a couple of models in which you may work through the content when presenting this case study to an audience. It includes a “participate together” model, as well as tips for a virtual classroom model. Both methodologies involve discussion around the materials after the group has walked through the case study activity.

Below are a proposed agenda, materials, and more specific guidelines for each piece of the agenda. There are also alternatives listed for materials and activities as appropriate. These are not finite but intended as suggestions for how you can adapt the presentation and activities for your group and environment.

Schedule and Materials

Proposed Agenda

Length of session: 1 hour

- Instructions and Set-Up: 5 minutes
- Case Study walk-through: 30 minutes
- Group Discussion: 20 minutes
- Next Steps: 5 minutes

Materials

- Audio/video equipment for participants to see, hear, and read the case study.
- Access to the interactive case study.
- Printed version of case study (optional).

Presentation and Activities

Instructions: 5 minutes; Case-study read-through: 30 minutes

Depending on the size of the group and the setup of the room, you may decide to conduct the case study review in a number of different ways. You’ll need to adapt your plan and take a few minutes at the beginning to level-set with your learners. A couple different ways you might consider including the questions as a group:
Option 1: Have all participants observe as you navigate through the case study and shout out their answers (or raise their hands to vote) when you get to a question. Don’t discuss, go with the majority, and see what happens as the case study progresses. Don’t try to influence what the participants are choosing.

Option 2: Divide participants into teams before starting the case study. Have the teams decide on their vote for answers to the questions. You might give all teams 2 minutes at each question to discuss and come up with their answer. Then, a representative from each team states their answer. At this point, you could navigate the case study based on a majority vote, or you might allow the teams to engage in debate if they have different answers. This method will take longer, but you could limit it by only allowing a representative from each team to debate, and only allowing each representative 2 minutes to state their case.

Group Discussion: 20 minutes

After the case study has ended, have the group discuss each question and confirm the correct answer. If the group is large, you might have sub-groups and appoint a leader of each to guide the discussion. Be sure to provide them an outline of how to guide the discussion if this is the model you are going to use.

Have the group summarize the case study in their own words including the scenario, the questions/problems, and the answers. This helps to solidify the memory of the case study and reinforce the choices that the group made. You want everyone to participate in this, so it may help to do a round robin style where one person starts the story, and the next person must continue the story in chronological order. Each person only gets one sentence, and then the next person must pick up where they left off. Don’t use this time to apply the scenario to your situation or debate actions in slightly different scenarios.

Below are suggested discussion questions and conversation starters. Feel free to utilize these questions or create your own. There is no minimum or maximum number of questions you must cover. Feel free to let the conversation evolve naturally!

- What surprised you about this case study? Was the use of shared decision-making consistent with your experiences or observations in clinical care?
- How has your experience helping patients participate in shared decision-making differed from what was presented?
- Which questions did you answer incorrectly? What was your rationale? (If you did not answer any questions incorrectly, what might have made this more challenging for you?)
- What are the benefits of utilizing shared decision-making with patients during treatment planning? How would you describe these benefits to a patient?
- How might the case study have progressed if Ralph’s wife was unable to join in the treatment planning discussion via video chat to participate in the shared decision-making?
- Describe your experiences discussing treatment planning decisions with patients. If you have not had these conversations, what are your biggest apprehensions about doing so? How can you overcome these anxieties to help care for the patient?

Summary: 5 minutes

Summarize any outstanding questions from the group and take a few minutes to think about your next steps.

- Make a list of unanswered questions (e.g., related to variances in the scenario, or maybe particular questions regarding how something is handled in your institution).
• Determine who will find the answer to each of the questions.
• Determine how you will inform the group of the answers you find (e.g., follow-up meeting, email)
• Make an agreement to hold each other accountable (this may be a group decision, or you may want to have people pair-up).
• Have the group/pair determine what it means to hold each other accountable. This may include:
  o Reaching out when you encounter a situation like the one presented in the case-study so you can discuss.
  o Agreeing to coach (and be open to coaching) if someone is seen not implementing what was learned.

Virtual Session Considerations

If you choose to present this case study remotely, you’ll have a few extra considerations.

Requirements

• Access to a laptop or desktop computer
• Internet connection
• License/account for Zoom or similar virtual meeting platform

Preparing for Your Meeting

• Test your internet connection prior to the meeting to ensure you have a stable connection. If you are presenting remotely, you will need to host the meeting on a computer to utilize the correct functionality within Zoom.
• If you are utilizing this case study for a chapter meeting or activity and your chapter needs a Zoom license, please contact Shannon Holzer, sholzer@ons.org.
• Consider a co-facilitator in case you are disconnected during the meeting. The co-facilitator can manage the meeting in your absence until you are able to reconnect. You must assign this responsibility to an individual through the Zoom software. Read more about this here.
• Below are links to Zoom help resources:
  o Sharing Your Screen
  o Sharing Computer Audio
  o Testing Computer or Device Audio
  o Recording Zoom Meeting
Group Discussion

- In Model 1: Participate as a Group:
  - To have everyone see/participate simultaneously, you will want to have the participants join with both video and audio and share your screen with the group. In most chatting applications (e.g., Zoom, GoToMeeting), there is a way to share your screen. Be sure to test this in advance so you are not figuring it out as the session gets started.
  - The model gives a couple of options for reviewing the case study.
    - In Option 1, it will be harder as a virtual session to have people share their answers. You may want to have people submit their answers/vote in the chat or polling functionality.
    - In Option 2, if you want to divide the group into teams, you can usually do breakout groups in an application. However, if you go that route, you’ll need to appoint a group lead who will share their screen (and audio) with the group and walk through the case study. This model may take a pre-session meeting with the group leads to make sure they understand both the technology and the activity.

- Discussion Portion of Both Models:
  - For holding a whole group discussion, it is hard to just jump into a conversation, particularly if you can’t see everyone on the call. Because of the lost visual cues and lags in connections, a session will need to be a little more structured than it would need to be in-person.
    - Consider having people “raise their hands” (usually there is a button) to be able to speak.
    - Consider conducting the conversation in a round-robin style where everyone speaks. This could be a predetermined order (maybe you put a list of the order in the chat); it could be simply that you will call on people in whatever order you determine; or it could be that after a person speaks, they call on the next person to speak.