ACTION STEPS FOR EMPLOYERS:


2. Promote use of the Choosing Wisely “5 Questions to Ask your Doctor…”

3. Understand and communicate about the spread of coronavirus.

COVID-19
THE IMPORTANCE OF SHARED DECISION-MAKING

Easing Stress on Patients, Providers and the Healthcare System

Helping employees make informed decisions about their choices and responsibilities is a growing trend that is especially important in light of COVID-19. Having a tool to guide shared decision-making conversations enables employees to think through their questions and concerns in advance of an office or e-visit so conversations with healthcare providers are efficient and effective.

1. Promote shared decision-making and patient-centered care.

Shared decision-making is a model of patient-centered care that enables people to play a role in the medical decisions that affect their health. It operates under two premises.

First, patients armed with evidence-based care knowledge feel empowered to participate in care decisions. Second, clinicians use patient preferences to guide recommendations.

Why Is Shared Decision-Making More Important Than Ever During COVID-19?

- Good information helps people make informed care decisions and manage their anxiety.
- The impact of COVID-19 varies greatly based on patient age, risk factors, and personal environment.

Prudent use of care and resources is essential with a system under extreme stress.

- There is no known immunization or treatment available.
- Possible treatments featured in the media are based on poor-quality studies.
- Everyone must take action to limit virus spread.

2. Encourage use of the Choosing Wisely “5 Questions to Ask your Doctor…”

Encouraging employees to use the “5 questions” developed by the Choosing Wisely campaign to equip patients to have meaningful conversations about evidence-based standards of care and share decision-making responsibilities.
“There’s never been a better time for clear effective communication between employees and workplace leaders. COVID-19 is unique and requires everyone to work together as a team.”
— Scott Conard, MD DABFM, FAAFP, Founder of Converging Health

Choosing Wisely focuses on care that is:
- Supported by evidence
- Not duplicative of other tests or procedures
- Most effective and least risky
- Truly necessary
- Informed by patient needs and preferences

Printable wallet cards featuring the “5 Questions” are available at choosingwisely.org, along with a large library of provider- and patient-friendly materials on dozens of healthcare topics.


The practical aspects of how organizations can take action are complex. The graphic below shows how the virus is spread. A detailed explanation is available by clicking on the first link under “Employer Resources.”

### UNDERSTANDING THE SPREAD OF THE COVID-19

**Sick & Worsens**
- Infectious before symptoms: Day 2 to 11 · Median Day 5
- Breathing Difficult & Hospitalization: Day 8.5
- Recovery or Death

**Fever/Symptoms**
- Day 5.4

**Sick & Recovers**
- Same as above: Day 2–11
- Recovery Day 8.4 and beyond
- Mild Symptoms
- No longer infectious

“Tools like the ‘5 Questions’ equip employees to take part in their care. When coupled with promoting access to virtual care options, stress on employers, employees and the healthcare system is lessened.”
— Michael Thompson, National Alliance President & CEO

### RESOURCES FOR EMPLOYERS:
- National Alliance COVID-19 resource page
- Choosingwisely.org
- Covidactnow.org
- Local public health departments

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