

## Sustaining Resources

Various forms of support ensure that our services, when available, are free of charge to patients.

**Donations** We welcome individual or corporate gifts. Please contact Katherine Tick at (415) 353-9899 or [ktick@support.ucsf.edu](mailto:ktick@support.ucsf.edu). You can also donate online at <https://makeagift.ucsf.edu/>. Select “Gift”, then under “Patient Care” select “Women’s Health” and “Decision Services.” All donations are tax-deductible.

**Grants** We solicit grants from agencies and foundations.

**Consulting** We provide consulting and technical assistance to individuals and organizations focused on improving their decision-making practices.

**Feedback** We survey patients at various timepoints to assess our program. Please respond candidly to our surveys. We are also sustained by your unsolicited suggestions for improvement and recognition for good work. Please forward feedback to [jeff.belkora@ucsfmedctr.org](mailto:jeff.belkora@ucsfmedctr.org).

**Volunteers** If you appreciated our services, please consider volunteering for our organization. For example, we are always looking for patients to share their stories with medical students, journalists, funders, and other interested parties. Contact [jeff.belkora@ucsfmedctr.org](mailto:jeff.belkora@ucsfmedctr.org) to join our roster of volunteers.

**Special Thanks** The Foundation for Informed Medical Decision Making ([www.fimdm.org](http://www.fimdm.org)) and the UCSF Breast Care Center faculty and staff ([www.ucsfbreastcarecenter.org](http://www.ucsfbreastcarecenter.org)) contribute substantial resources in support of Decision Services. Dr. Laura Esserman, Director of the Breast Care Center, is a long-time champion of Decision Services innovations.

## Decision Services Year in Review (2007)

Patient Care Programs	
Videos and booklets sent to patients	426
Consultation Plans, Recordings, Summaries	237
Average increase in patient knowledge*	33%
Average increase in patient self-efficacy*	9%
Average decrease in decisional conflict*	20%
Research	
Active studies of decision making	8
Teaching	
Presentations to doctors and students	10
Total attendance	> 461
Average rating on teaching evaluations	4.5 / 5
Community Service	
Community presentations	2
Total attendance	> 46
Average rating on teaching evaluations	4.5 / 5
<a href="http://www.guidesmith.org">www.guidesmith.org</a> unique visitors	8,151
Page views on <a href="http://www.guidesmith.org">www.guidesmith.org</a>	21,367

\*p<0.001.

See [www.guidesmith.org/evidence](http://www.guidesmith.org/evidence) for information about studies of Decision Services or similar programs. See [www.guidesmith.org/testimonials](http://www.guidesmith.org/testimonials) for comments from people who have experienced the programs.



## BREAST CARE CENTER DECISION SERVICES

*Promoting Patient Participation  
in Medical Decisions*



“You have the right to know your treatment options and to participate in decisions about your care.”

*US Advisory Commission on Consumer  
Protection and Quality in Health Care*

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# UCSF Breast Care Center — Decision Services

## Supporting Patients

The entire Breast Care Center (BCC) team is committed to helping all patients participate in their treatment decisions. The role of our Decision Services unit is to add to the BCC's ongoing patient care programs with additional initiatives funded by donations and grants. These initiatives, when available, are free of charge to patients, thanks to the generosity of our funders.

## Breast Cancer Videos and Booklets

BCC providers educate patients during clinic visits, and can direct them to credible sources of information such as the Cancer Resource Center and Fishbon Library. In addition, we've partnered with the Foundation for Informed Medical Decision Making ([www.fimdm.org](http://www.fimdm.org)) to distribute their award-winning videos and booklets for our patients to review before or after meeting with providers.



Shelley Volz

Patients may request videos and booklets by calling (415) 353-8400, or emailing [DecisionServices@ucsfmedctr.org](mailto:DecisionServices@ucsfmedctr.org), or when scheduling or attending a clinic appointment. Program topics include ductal carcinoma in situ (DCIS), surgery, reconstruction, adjuvant therapy, and living with metastatic cancer. These programs review the general risks and benefits of treatment choices. They provide a good introduction to important topics; however, complication rates, cosmetic results, and other outcomes are variable. Patients should make a list of questions that arise while reviewing the programs, and direct these questions to BCC nurses and physicians.



Front: Melissa Mueller, Jocelyn Tseng, Rajiv Sharma. Back: Hannibal Person, Amy Heinzerling, Abi Orisamolu, Julia Pederson, Michelle Oboite, Alexandra Teng

## Consultation Planning, Recording, and Summarizing (CPRS)

Patients about to consult with providers are often advised to “make a list of questions, bring a friend to take notes, and audio-record the meeting with your doctor.” These activities are associated with improved patient knowledge and other outcomes.

Our CPRS program is designed to help patients with these tasks. When available, our staff members help the patient brainstorm and write down a list of questions for the medical appointment. Next, we accompany the patient to audio-record the appointment. Finally, we take notes and create a written summary of the provider's responses to the patient's questions.

Our capacity for this popular program fills up on a first-come, first-served basis. Patients should inquire whether this service is available at the time they make their appointment to see a surgeon or oncologist. Patients may also inquire about availability at (415) 353-8400 or [DecisionServices@ucsfmedctr.org](mailto:DecisionServices@ucsfmedctr.org).

This program is staffed by premedical interns trained to provide question-listing, note-taking, and recording services. If the program is not available, patients can consult our question prompt sheet at [www.guidesmith.org/questions-for-your-doctor](http://www.guidesmith.org/questions-for-your-doctor), and borrow a tape recorder from the Cancer Resource Center.

**Decision Aids** Patients may face very different prognoses depending on their age, general health, specific diagnosis, genetic profile, and other factors. We are developing software to help patients weigh the specific risks and benefits of treatments.

**Research** We evaluate decision support interventions to determine what works best. We also translate decision research into practice at UCSF and in other settings, including rural or otherwise medically underserved communities.



Lauren Franklin

**Teaching** We offer programs such as *Guiding Patients to Good Decisions* and *Promoting Patient Participation in Medical Care* for medical students and health-care providers, payors, and policy-makers, as well as employers.

**Community Service** We offer educational programs for patients, survivors, caregivers and the general public on *Dealing with a Health Crisis in Your Family* and *Making Good Decisions in High Stakes Situations*. We also host a website, [www.guidesmith.org](http://www.guidesmith.org), to share public materials.

**Leadership** The Director of Decision Services is Jeff Belkora, PhD, a UCSF faculty member in Surgery and Health Policy.

Please contact Jeff by telephone at (650) 533-6965 or by email at [jeff.belkora@ucsfmedctr.org](mailto:jeff.belkora@ucsfmedctr.org).



Jeff Belkora