

Appendix C

Table A.

Preparation video text and justification

Script text	Speaker	Development reference(s)
<i>When you visit a doctor, you are in a safe environment with a professional and it's a great time to ask any questions you might have, share information about yourself, discuss your options (or choices) for testing and treatment and make a decision together. This is called shared decision making.</i>	Patient	<ul style="list-style-type: none"> - Choosing Wisely Australia video 'The Word on the Street (extended)'. [1] - Shared decision-making definitions in Hoffmann et al (2014)[2] and Charles et al.[3] - Joseph-Williams et al., recommendation that materials should inform patients about shared decision making – what it is, what to expect, and why it is appropriate.[4]
<i>Yes, making decisions with your doctor may seem scary but remember - were experts too! We know what is most important to us, and our values, preferences and experiences.</i>	Patient	<ul style="list-style-type: none"> - Joseph-Williams et al., recommendation that materials should explain that there are two experts in the clinical encounter and should also build patients' belief in their ability to take part.[4]
<i>Shortly, we'll talk about why shared decision making is important and how it can help you make the right decisions about your health.</i>	Healthcare professional	<ul style="list-style-type: none"> - Patient Education Materials Assessment tool requirement to clearly and completely state the material's purpose to the listener.[5] - Listenability Style Guide recommendation to provide advanced sign-posting.[6]
<i>The Australian Charter for Healthcare rights says that everyone has the right to be included in decisions and choices about their care. What that means is that we should be informed about services, treatment options and costs in a clear and open way.</i>	Patient	<ul style="list-style-type: none"> - Australian Charter of Healthcare Rights, developed by the Australian Commission on Safety and Quality in Healthcare.[7]
<i>Asking your doctor questions is one way to make this happen and can help you to make decisions that you are happy with.</i>	Patient	<ul style="list-style-type: none"> - Choosing Wisely – 'Unofficial' film clip.[8]

Appendix C

<i>There are benefits and harms, or ‘pros’ and ‘cons’, to every treatment. Asking questions and sharing decisions with your doctor can be helpful to understand the options offered to you and their benefits and harms.</i>	Healthcare professional	<ul style="list-style-type: none"> - Choosing Wisely – ‘Unofficial’ film clip.[8] - Informed Medical Decisions Foundation shared decision making animated short.[9] - Joseph Williams et al., recommendation that materials should challenge attitudes that there are right and wrong decisions.[4]
<i>For some things these harms may even outweigh their benefits. For example, body scans and imaging (like doing X-rays or MRIs) for small things may actually be more harmful than useful, and sometimes it’s better to ‘wait and watch’.</i>	Healthcare professional	<ul style="list-style-type: none"> - Choosing Wisely video ‘The Word on the Street (extended)’.[1]
<i>Sometimes there are no right or wrong choices as two treatments may have similar benefits and harms. In those instances, sharing your preferences and beliefs may help you and the doctor to choose the best treatment for you.</i>	Healthcare professional	<ul style="list-style-type: none"> - Joseph-Williams et al., recommendation to address patient assumptions that there is always a right and wrong decision.
<i>You may be nervous, or even scared, but it is ok to ask questions. It’s good to work with your doctor to understand your options and in fact research shows that asking questions makes it easier to make decisions that are right for you.</i>	Patient	<ul style="list-style-type: none"> - Listenability Style Guide recommendation to use repetition as a tool for audiovisual materials targeted to people with low health literacy.[6] - Joseph-Williams et al., recommendation that materials should build patients’ belief in their ability to take part.[8]
<i>Just think, if you had to move to a new house or buy a new car, there are a lot of options, with different pros and cons, and your own personal preferences would be very important to consider. So, what about making decisions about your health?</i>	Patient	<ul style="list-style-type: none"> - Informed Medical Decisions Foundation shared decision making animated short.[9] - Bupa Health UK – ‘What is shared decision making?’ video [10] - Listenability Style Guide recommendation to incorporate questions and use of analogies.[6]

Appendix C

<i>Asking questions and talking to your doctor can also help you to better understand what is happening. You know how sometimes you leave a doctor's appointment and you don't really understand what has been said? It's not a great feeling is it? You should be comfortable with what is being prescribed and why.</i>	Patient	<ul style="list-style-type: none"> - Choosing Wisely Australia Tumbleweed– Find the right questions to ask your doctor” video.[11] - Listenability Style Guide recommendation to incorporate questions.[6]
<i>We want to work with you to make the best decisions and know more about your health. We want you to ask questions.</i>	Healthcare professional	<ul style="list-style-type: none"> - Joseph Williams et al., recommendations that materials should redefine perceptions of a good patient and reassure patients that participation will not result in retribution and should also confirm that clinicians want patient participation.[4] - Listenability Style Guide recommendation to use repetition as a tool for audiovisual materials targeted to people with low health literacy.[6] - PEMAT recommendation to provide the viewer with a clear action to take whilst also addressing them directly to maximise the actionability of message.[5]
<i>We're happy to answer your questions, so together we can work out what is right for you.</i>	Healthcare professional	<ul style="list-style-type: none"> - Joseph Williams et al., recommendation that materials should confirm that clinicians want patient participation.[4] - Listenability Style Guide recommendation to use repetition as a tool for audiovisual materials targeted to people with low health literacy.[6]
<i>So remember – ask your questions. We're listening. Let's share decisions together.</i>	Healthcare professional	<ul style="list-style-type: none"> - Choosing Wisely video resource – Stethoscope - We're listening.[12]

Appendix C

References

- 1 Choosing Wisely Australia. The Word on the Street (extended). 2017
[http://www.choosingwisely.org.au/resources/videos/the-word-on-the-street-interviews-about-interacti/wisely-australia-the-word-on-the-street-\(extended](http://www.choosingwisely.org.au/resources/videos/the-word-on-the-street-interviews-about-interacti/wisely-australia-the-word-on-the-street-(extended) (accessed 19 Jul 2019).
- 2 Hoffmann TC, Légaré F, Simmons MB, McNamara K, McCaffery K, Trevena LJ, et al. Shared decision making: what do clinicians need to know and why should they bother? *Med J Aus* 2014;201(1):35-9.
- 3 Charles C, Gafni A, Whelan T. Shared decision-making in the medical encounter: what does it mean? (or it takes at least two to tango). *Soc Sci Med* 1997;44(5):681-92.
- 4 Joseph-Williams N, Edwards A, Elwyn G. Power imbalance prevents shared decision making. *BMJ* 2014;348:g3178.
- 5 Shoemaker S, Wolf M, Brach C. Development of the Patient Education Materials Assessment Tool (PEMAT): A new measure of understandability and actionability for print and audiovisual patient information. *Patient Educ Couns* 2014;96(3).
<https://doi.org/10.1016/j.pec.2014.05.027>
- 6 Rubin DL. Listenability Style Guide. In: Worthington DL, Bodie GD, eds. The Sourcebook of Listening Research: Methodology and Measures. Hoboken, NJ: John Wiley & Sons, Inc. 2017:361-371.
- 7 Australian Commission on Safety and Quality in Healthcare. Australian Charter of Healthcare Rights (second edition) 2019
<https://www.safetyandquality.gov.au/publications-and-resources/resource-library/australian-charter-healthcare-rights-second-edition-a4-accessible> (accessed 12 Sept 2019).

Appendix C

- 8 Choosing Wisely Australia. Choosing Wisely - 'unofficial' film clip. 2014
<http://www.choosingwisely.org.au/resources/videos/other-choosing-wisely-videos/unofficial> (accessed 19 Jul 2019).
- 9 Informed Medical Decision Making Foundation. Shared decision making animated short. 2011 <https://www.youtube.com/watch?v=XPm5iEDEI8Y> (accessed 19 Jul 2019).
- 10 Bupa Health UK. What is shared decision making? 2017
<https://www.youtube.com/watch?v=eAaTnGkbpPc> (accessed 19 Jul 2019).
- 11 Choosing Wisely Australia. 'Tumbleweed' - Find the right questions to ask your doctor. 2017 https://www.youtube.com/watch?v=G_1M_evOYF8 (accessed 19 Jul 2019).
- 12 Choosing Wisely Australia. Stethoscope - We're listening. 2017
<http://www.choosingwisely.org.au/resources/videos/other-choosing-wisely-videos/stethoscope> (accessed 19 Jul 2019).