



The Three Talk Model

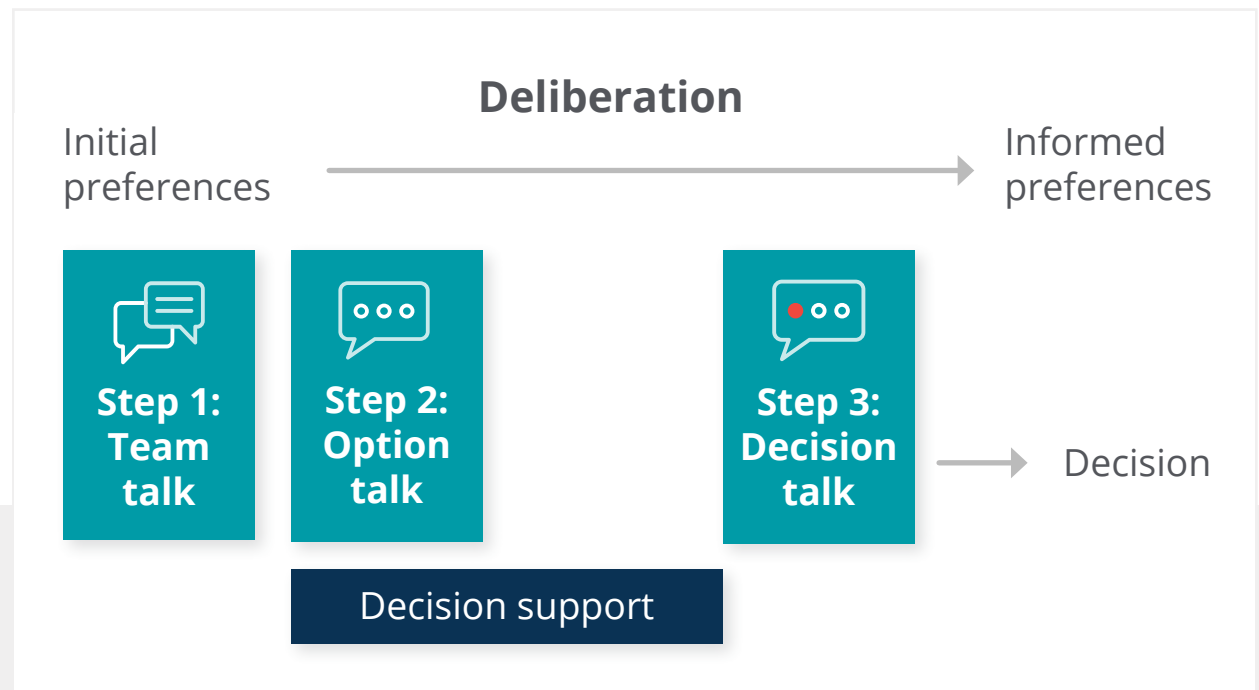
Collaborative Deliberation as a Basis for Shared Decision Making



Introduction

The **Three-Talk Model** is a theoretical approach that describes collaborative deliberation. It outlines three broad steps that form the core elements of shared decision making.

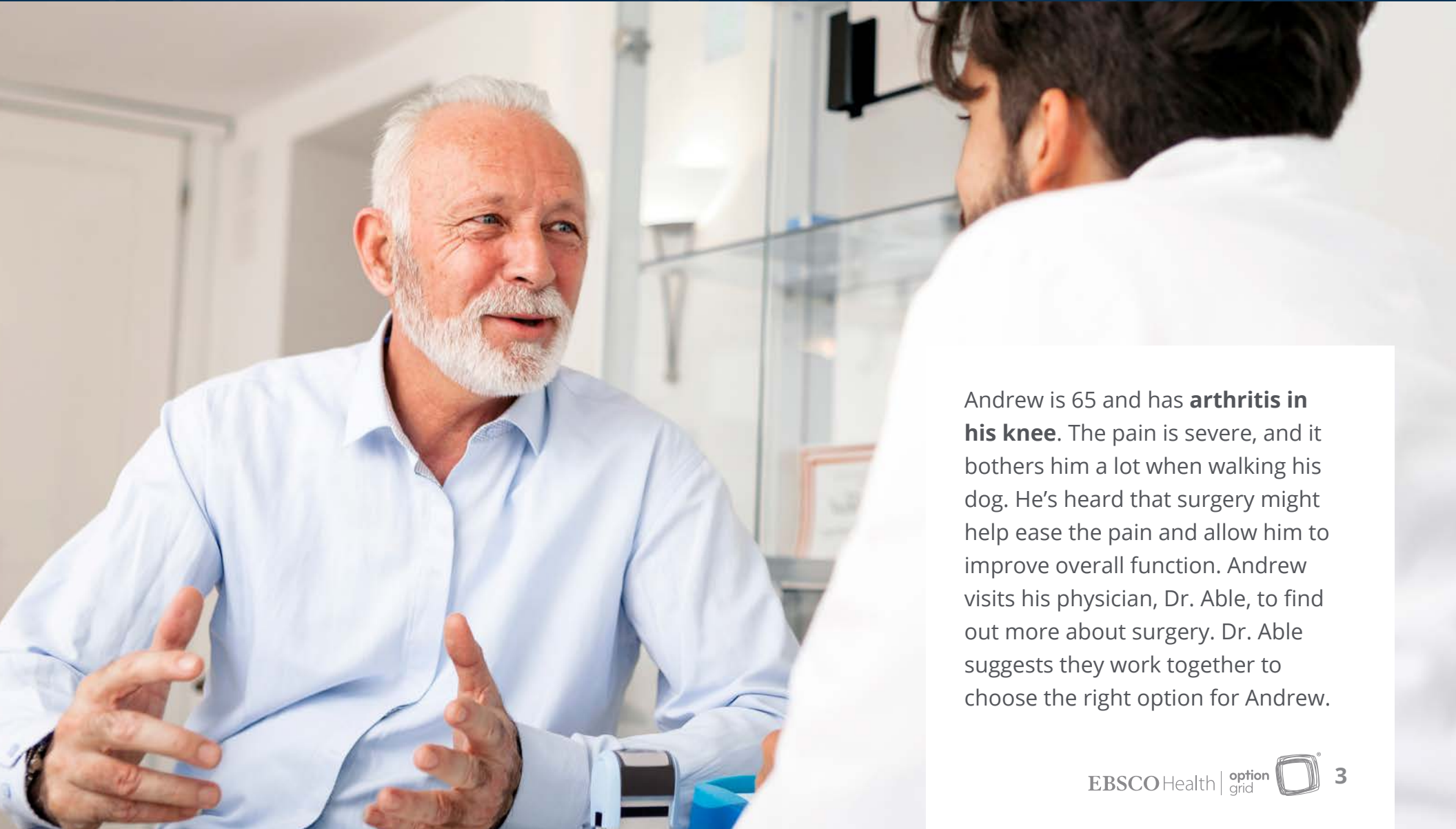
Published in the *British Medical Journal* in 2017¹, it has been widely cited and used as a basis for teaching shared-decision making techniques.



¹ Elwyn G., Durand, M. A., Song, J., Aarts, J., Barr, P. J., Berger, Z. et al. (2017, November 6). A three-talk model for shared decision making: multistage consultation process. *BMJ* (359). doi: <https://doi.org/10.1136/bmj.j4891>

Step 1: Team Talk

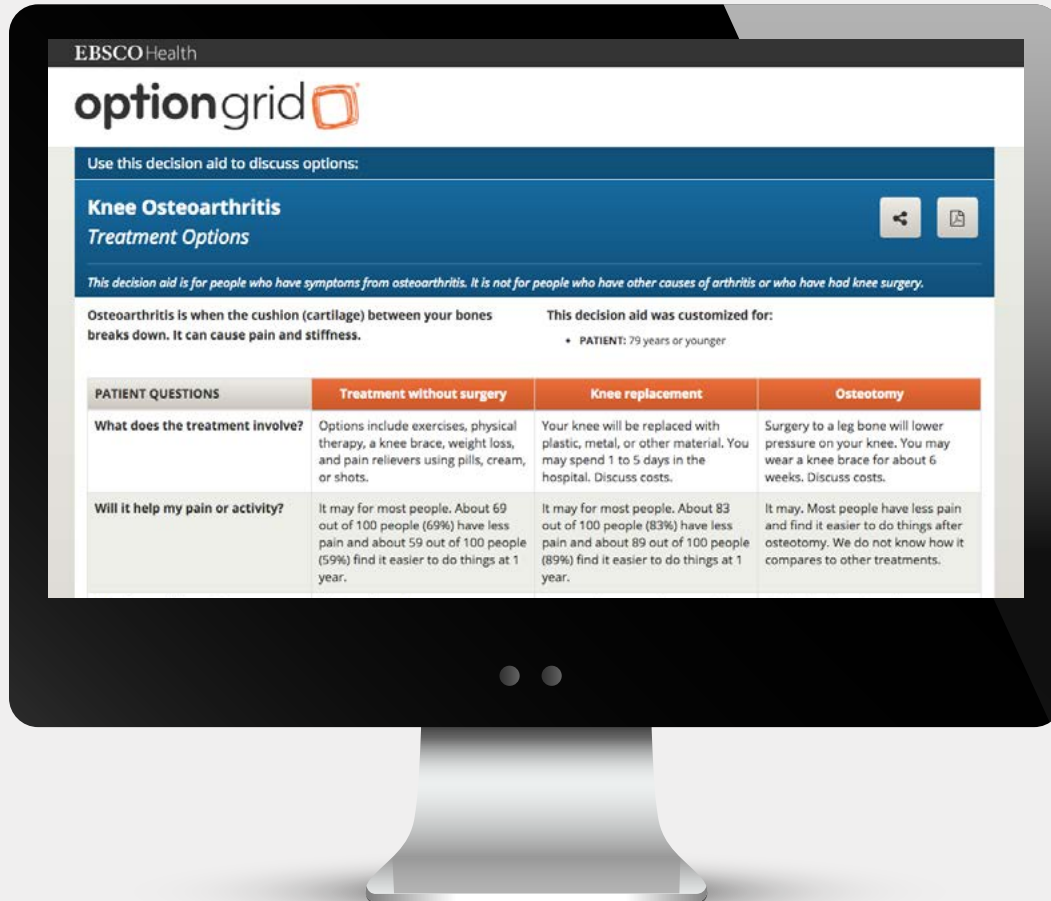
Work together, describe choices, offer support, and ask about goals.



Andrew is 65 and has **arthritis in his knee**. The pain is severe, and it bothers him a lot when walking his dog. He's heard that surgery might help ease the pain and allow him to improve overall function. Andrew visits his physician, Dr. Able, to find out more about surgery. Dr. Able suggests they work together to choose the right option for Andrew.

Step 2: Option Talk

Discuss alternatives using risk communication principles.



Andrew and Dr. Able choose three of five treatment options and based on Andrew's age, create a **customized Option Grid™**. Dr. Able says "Let's compare your options."

- Treatment without surgery
- Knee replacement
- Osteotomy

Dr. Able and Andrew spend time reviewing the pros and cons of each treatment option. Andrew learns it takes a few months to recover from knee surgery, much longer than he originally thought.



Step 3: Decision Talk

Get to informed preferences,
make preference-based decisions.



Dr. Able asks Andrew “What matters most to you?” Andrew explains he wants to walk his dog every morning and limit time off from work. He decides against surgery because the recovery time would keep him out of work for too long. Instead, Andrew chooses to take pain medication combined with exercise, which will allow him to resume daily activities pain free.

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Option Grid decision aids are brief, easy-to-understand tools that help patients and clinicians make preference-sensitive healthcare decisions by comparing options.

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