



Research Week 2020

Question prompts to enhance patient engagement in care: An systematic review of the literature of AskShareKnow

Jacob Dougherty, B.A., Danielle ZuZero, Jennifer L. Barton

OHSU, Portland VAMC

Keywords

Patient activation, review, shared decision-making

Abstract

Background/objective

The AskShareKnow (ASK) question set includes three basic questions that patients may ask to promote their understanding of their health and increase their care involvement. Despite the simplicity of these questions, ASK has been used in many health contexts with a wide array of results. Our objective was to conduct a systematic literature review (SLR) of the use of ASK.

Methods

An SLR of articles published from January 2011 to January 2020 was conducted using PubMed, Google Scholar, and MEDLINE. Inclusion criteria for review included original research, use of ASK, and reported outcomes related to ASK. Data extracted from each article included study outcomes, ASK deployment, effects and perceptions of ASK, potential harms, and study settings. Two reviewers independently extracted data from included articles. Disagreements were resolved by a third team member.

Results

Fourteen (14) records fulfilled inclusion criteria. Of these, four were qualitative, another four quantitative, and six mixed methods. Two studies reported study protocols. Across designs, studies focused on facilitation of shared decision-making (SDM) due to ASK (n = 6), personal perspectives of the questions (n = 5), and experiences of SDM related to ASK (n = 4). ASK appeared to increase the content of information presented by clinicians (n = 4), prompt patient questions (n = 4), and was recalled by many participants (n = 4). Challenges included difficulties understanding the questions' terminology among persons with limited literacy. ASK was most frequently used/tested in primary care and adult education settings.

Conclusion

This first SLR of the ASK question prompts, developed to facilitate patient engagement in care, indicates that ASK may help patients understand more about their health conditions. Despite this, there is a need for further research to quantify the efficacy of the question prompts and best clinical context in which to use them.