



# Describing a user-centred approach for developing key questions for GP guidelines

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Samantha Chakraborty<sup>1</sup>, Jacinta Clements<sup>1</sup>, Bianca Brijnath<sup>1, 2</sup>,  
Danielle Mazza<sup>1</sup>

<sup>1</sup> Department of General Practice, School of Primary and Allied Health Care, Faculty of Medicine, Nursing and Health Science, Monash University.

<sup>2</sup> National Aging Research Institute.





## BACKGROUND

- Our team is creating a guideline for general practitioners (GPs) on the *diagnosis and management of work-related mental health conditions*.
- **We don't want our guideline to just sit on a shelf!**
- Guideline implementation is enhanced by involving end-users during development.
  - Highlight needs of end-users
  - Consider contextual factors.<sup>1</sup>



## BACKGROUND

# 2016 NHMRC Standards for Guidelines<sup>2</sup>

Standard 1. To be relevant and useful for decision making guidelines will:

1.1 Address a health issue of importance

1.2. Clearly state the purpose of the guideline and the context in which it will be applied

Standard 5. To be focused on health and related outcomes guidelines will:

5.1. Be developed around explicitly defined clinical or public health questions

5.2. Address outcomes that are relevant to the guideline's expected end users

There is no established method for how to apply these standards to develop user-centred key clinical questions.



## BACKGROUND

# What are the questions that GPs want answered?

- Our background research included
  - qualitative studies, quantitative analyses and literature searches <sup>3, 4, 5</sup>

We identified challenges with:

- diagnosis - hampered by the invisibility of symptoms
- conflicting opinions with claims personnel;
- stigma associated with making a claim;
- mental illness that arose as a secondary issue.





## BACKGROUND

# Could we incorporate a qualitative study into the process?

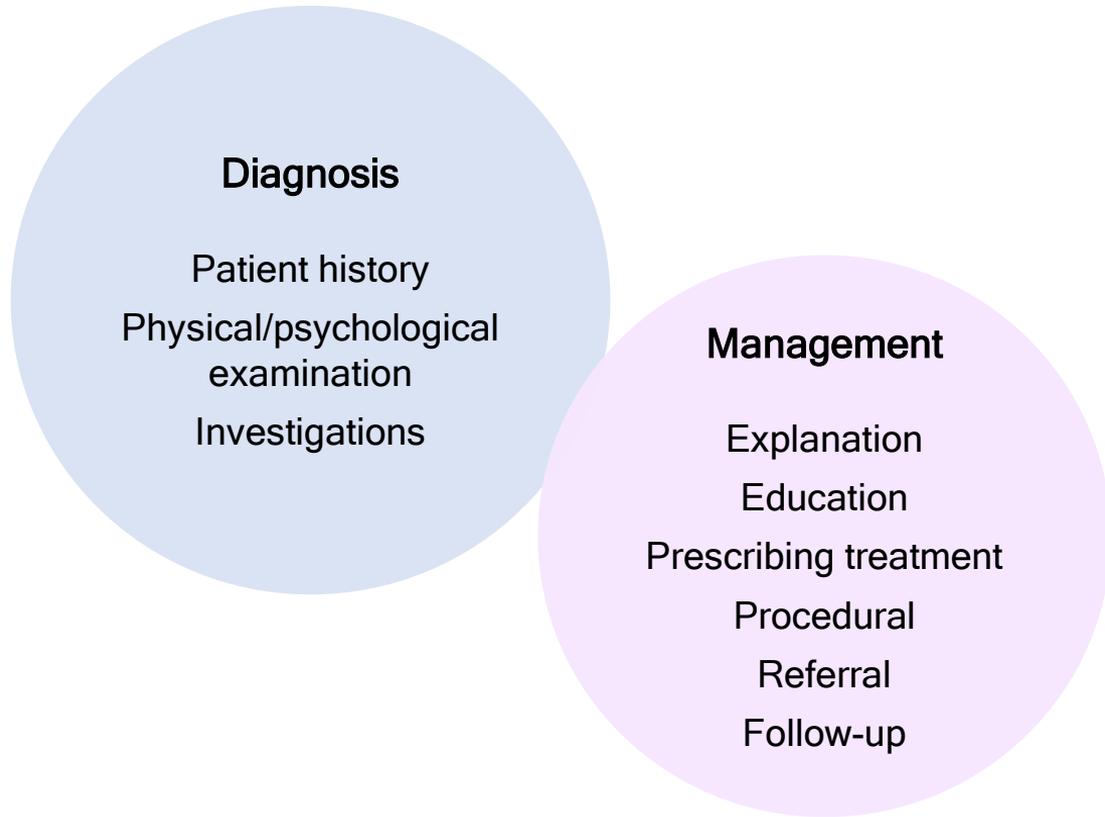
“qualitative descriptive studies entail presenting the facts of the case in everyday language.”<sup>6</sup>

- Sandolowski



## CLINICAL REASONING AS AN ANALYTICAL FRAMEWORK

**“The disciplined, analytical, scientific approach that integrates all the relevant information in the search for the best approach to diagnosis and management”.<sup>7</sup>**





## OBJECTIVES

**To apply a user-centred approach to develop key questions for general practitioner guidelines**



## METHODS



### 1. Identify a baseline best-practice approach

- a. Identify guideline development manuals
- b. Extract instructions for developing key clinical questions
- c. Combine consistent and comprehensive instructions



### 2. Create a user-centered approach

- a. Check for qualitative methods
- b. Add an descriptive qualitative study



### 3. Pilot the user-centered approach

- a. Apply the approach
- b. Reflect on feasibility





- We identified **12 guideline manuals** that described steps for developing key clinical questions.
- Shortlisted two guideline manuals:
  1. ***Developing NICE Guidelines: the manual. 2014.*** National Institute for Health and Care Excellence.
  2. ***WHO Handbook for Guideline Development 2<sup>nd</sup> Edition. 2011.*** World Health Organization.





# Baseline best-practice approach

Steps for developing key clinical questions	Guideline protocol used
1 Define the rationale for the guideline	NICE steps 1-3
2 Generate an initial list of key questions based on clinical challenges expressed by stakeholders	WHO step 1 and NICE steps 1-3
3 Convert initial list of questions into PICO format	WHO step 2
4 Specify all relevant outcomes for each question	WHO step 3
5 Review and revise draft key questions	WHO step 4
6 Rate outcomes, then rank in order of importance	WHO step 6
7 Decide on final list of questions	WHO step 7



# User-centered approach for developing key clinical questions

Steps for developing key clinical questions	Guideline protocol used
1 Define the rationale for the guideline	NICE steps 1-3
2 <b>Use qualitative research methods to identify clinical challenges faced by target end-users and transform these into a list of key questions</b>	WHO step 1 and NICE steps 1-3
3 Convert initial list of questions into PICO format	WHO step 2
4 Specify all relevant outcomes for each question	WHO step 3
5 Review and revise draft key questions	WHO step 4
6 Rate outcomes, then rank in order of importance	WHO step 6
7 Decide on final list of questions	WHO step 7



# Incorporated a qualitative descriptive approach

## In-depth interviews with end-users and key informants

- a. Real patient case-vignettes describing the patient's clinical journey with their GP over 12 months
- b. Interview schedule elicited clinical dilemmas that GPs faced
- c. Clinical dilemmas were mapped onto clinical reasoning framework.



# Feasibility of applying the approach

- The user-centred approach was applied to develop key clinical questions.
- Tasks allocated:
  - Research team - scoping activities and qualitative descriptive study
  - Guideline Development Group - discussed findings and decided questions.
- Most steps were feasible, except selecting the final number of clinical questions

# 10 Key clinical questions!

## Diagnosis

In workers presenting with symptoms of mental health condition (MHC), **what tools can assist a GP to make an accurate diagnosis** of a work-related MHC

In workers, what factors assist in the **early detection of a comorbid work-related mental health condition**?

In patients with a diagnosed MHC, what methods are effective at indicating the probability that the condition has **arisen as a result of work**?

When **conveying a diagnosis** of a work-related MHC to a patient, what factors should GPs consider, to ensure that their diagnosis is understood and acknowledged by the patient?

## Management

In patients with a work-related MHC, **what GP strategies result in the highest level of personal recovery** and/or return to work?

In workers with a MHC what information should a GP consider to determine whether person has **capacity to work**?

What is **appropriate communication with the patient's workplace**, in order to appropriately manage a work-related MHC?

In patients with a work-related MHC, what GP interventions are effective at **managing comorbid substance misuse and addictive disorders**?

In patients with a diagnosis of a work-related MHC, what **factors adversely affect progress** in the patient's condition?

In patients with work-related MHC **who are not improving, what strategies** should a general practitioner undertake?



## DISCUSSION

- We developed an approach for creating key clinical questions, which is based on best-practice and **includes a qualitative descriptive study with end-users.**
- We applied the user-centred approach to develop key clinical questions.
- Selection of topics can be aided by
  - undertaking a scoping review to assess feasibility of systematic reviews<sup>8</sup>
  - including methodologists and reviewers during decision-making.



## CONCLUSIONS AND NEXT STEPS

This protocol fills an existing gap in guideline development literature to describe **a best-practice approach for developing clinically-relevant key clinical questions** for guidelines.

Future evaluations:

- Is the protocol feasible?
- Does this create a useful guideline?
- Does this improve implementation?

# THANK YOU

FIND OUT MORE AT [WWW.MONASH.EDU/MEDICINE/SPAHC/GENERAL-PRACTICE](http://WWW.MONASH.EDU/MEDICINE/SPAHC/GENERAL-PRACTICE)



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