

## OP40.1

### **Decision-making of general practitioners and practice nurses in providing self-management support to chronically ill patients: a clinical vignette based study**

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**Background and Aim:** Self-management support is nowadays an integral part of chronic care. However, response to self-management interventions varies between individual patients, suggesting the need for tailored self-management interventions. Understanding what role certain patient characteristics play in decision-making of care providers can support future tailoring of interventions.

The aim of this study is to identify the importance of certain patient factors in the decision-making process of providing self-management support.

**Method:** A factorial survey was presented to primary care providers (general practitioners and practice nurses). The survey consisted of clinical vignettes (case descriptions) in which 11 patient factors were systematically varied and each care provider received a set of 12 vignettes which they evaluated on whether or not to provide self-management support and whether they thought self-management support would be successful in that patient.

**Results:** The survey was completed by 60 general practitioners (GPs) and 80 practice nurses (PNs). Self-management support is not likely provided in 30% of the cases. The most important patient factor in providing self-management support and thinking that self-management support will be successful was motivation, followed by patient-provider relationship. Other factors, such as having a depression or anxiety disorder, education level, self-efficacy and social support, played a minor role in decision-making. Disease, disease severity, knowledge of disease, and age were relatively unimportant factors. Few differences were seen between GPs and nurses, however GPs considered illness perception of more importance than nurses.

**Conclusion:** This is the first study that explored the relative importance of several patient factors in decisions regarding the provision of self-management support. By far, the most important factor is motivation. Unmotivated patients are unlikely to receive self-management support. Future tailored interventions should incorporate behavior change techniques enhancing motivation in unmotivated patients. Furthermore, care providers should be better equipped in stimulating motivational change.