During a regularly scheduled staff meeting, the stewardship leader(s) is encouraged to ask all clinical staff which of the components of the AHRQ Toolkit To Improve Antibiotic Use in Ambulatory Care related to communicating with patients and families about antibiotic decisions have been reviewed. It is recommended that all clinical staff review at least one of the following: the audio presentation, the slide set with accompanying facilitator guide, or the clinician one-page document. Remind staff that even if they have not had a chance to review the material, that they should still do so. Also, remind staff how they can access the AHRQ Toolkit To Improve Antibiotic Use in Ambulatory Care content.

Communicating With Patients and Families About

Antibiotic Decisions: Discussion Guide

During the same meeting the stewardship leader(s) should generate conversation among staff members to determine how the practice can collectively improve communication with patients around antibiotic decision making. Consider taking minutes and distributing them after the meeting to remind everyone present (and those not present) what was decided. Finally, it is also recommended to discuss progress on implementation of previous stewardship activities that the group is engaging in.

Suggested questions include the following:

1. What approaches should the practice consider to improve communication with patients when antibiotics are requested for conditions for which antibiotics are not indicated? Are there approaches that have worked and have not worked in the past?
2. Are there common scenarios where antibiotics are frequently requested for which the practice should develop scripts for why antibiotics are not indicated?
3. Are there approaches the practice should develop to minimize pressure to prescribe antibiotics on healthcare practitioners who are covering the practice after hours?
4. Are there approaches the practice should consider to enhance communication about the indications for and potential harms of antibiotics such as displaying commitment posters or distributing patient handouts at registration?

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