Leveraging Negotiation Principles to Reduce Opioid Over-prescribing

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The Doctor, Sir Luke Fildes 1887
NEGOTIATING THE IMPOSSIBLE
HOW TO BREAK DEADLOCKS AND RESOLVE UGLY CONFLICTS (WITHOUT MONEY OR MUSCLE)

DEEPAK MALHOTRA
HARVARD BUSINESS SCHOOL
Not *what* you say but learning *how* to effectively say it.
Data from **1,003 consecutive men** with low risk prostate cancer were evaluated during the study period.
The proportion of patients who selected active surveillance increased from 69% before the training intervention to 81% afterwards.

Initial consultation date

Proportion enrolled in AS

Ehdaie et al. Eur Urology 2017
Original Research Article

“Those Conversations in My Experience Don’t Go Well”: A Qualitative Study of Primary Care Provider Experiences Tapering Long-term Opioid Medications

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Unfreeze  Change  Re-freeze

Lewin, K. (1947). *Field Theory in Social Science*
Unfreeze

Shift the Conversation from: *(Stated) Positions* to *(All) Interests*
Unfreeze

Build trust and empathy.
Unfreeze

Manage expectations.
Control the frame.
Provide multiple options. Give volition.
Set (or reset) the default option.
Leverage social proof.
Normalize the process.
Scenario planning.
Identify and leverage the patient’s assets.
In conclusion, the elements of negotiation theory can be adapted to guide physicians discussing and implementing opioid tapering with patients on long-term opioid therapy

- Aim to study the efficacy of a communication intervention to reduce opioid over-prescribing
- If you are interested to collaborate with our team or provide feedback, please contact:  ehdiaieb@mskcc.org