

High Value Care Conversation Guide

Start of Encounter

Set up/framing	"Our goal is to get you the best care with fewer problems and lower costs. This may involve us asking new types of questions."
Understand concerns	"What are you most concerned about today?"
Elicit values	"What is most important to you when it comes to your health?" (e.g., ability to play sports, independence, being pain free, living as long as possible)

Assessment and Plan

Discuss options and share evidence	"Let's discuss some different options and the pros and cons of each..."
Explain in plain language why requested tests are unnecessary	"I don't think this test will help you and might cause more problems, such as harm from radiation." "I think there are other ways we can help you without causing any more problems."
Customize the plan based on the patient's concerns and values	"Which option seems like the best fit for you?" "What additional information do you need to make your decision?"
Screen for logistical and financial barriers to care	"Do you have difficulty getting to appointments or medical tests?" "Are you worried about how your care will be paid for?" If so, "How can we help you with these problems?"
Follow-up	"Let's schedule a time to follow up on this problem, either in person or via telehealth."
Confirm patient understanding	"Would you describe our care plan so we can be sure we understand each other?"