High Value Care Conversation Guide

**Start of Encounter:**

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| Set up/framing | * “Our goal is for you get 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 (ability to play sports, independence, being pain free, living as long as possible)?” |

**Assessment and Plan:**

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| Discuss options and share evidence  Explain why requested tests are unnecessary | * “Let’s discuss some different options and the pros and cons of each…” * “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 you any more problems.” |
| Customize the plan | * “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 by telephone.” |
| Confirm patient understanding using “teach back” | * “Would you describe our care plan so we can be sure we understand each other?” |