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.”
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| Understand concerns | * “What are you most concerned about today?”
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| 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)?”
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**Assessment and Plan:**

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| Discuss options and share evidenceExplain 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.”
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| Customize the plan | * “Which option seems like the best fit for you?”
* “What additional information do you need to make your decision?”
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| 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?”
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| Follow-up | * “Let’s schedule a time to follow up on this problem, either in person or by telephone.”
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| Confirm patient understanding using “teach back” | * “Would you describe our care plan so we can be sure we understand each other?”
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