

# High Value Care Conversation Guide

## Start of Encounter:

Set up/framing	<ul style="list-style-type: none"> <li>“Our goal is for you get the best care with fewer problems and lower costs.”</li> <li>“This may involve us asking new types of questions.”</li> </ul>
Understand concerns	<ul style="list-style-type: none"> <li>“What are you most concerned about today?”</li> </ul>
Elicit values	<ul style="list-style-type: none"> <li>“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)?”</li> </ul>

## Assessment and Plan:

<p>Discuss options and share evidence</p> <p>Explain why requested tests are unnecessary</p>	<ul style="list-style-type: none"> <li>“Let’s discuss some different options and the pros and cons of each...”</li> <li>“I don’t think this test will help you and might cause more problems, such as harm from radiation.”</li> <li>“I think there are other ways we can help you without causing you any more problems.”</li> </ul>
Customize the plan	<ul style="list-style-type: none"> <li>“Which option seems like the best fit for you?”</li> <li>“What additional information do you need to make your decision?”</li> </ul>
Screen for logistical and financial barriers to care	<ul style="list-style-type: none"> <li>“Do you have difficulty getting to appointments or medical tests?”</li> <li>“Are you worried about how your care will be paid for?”</li> <li>If so, “How can we help you with these problems?”</li> </ul>
Follow-up	<ul style="list-style-type: none"> <li>“Let’s schedule a time to follow up on this problem, either in person or by telephone.”</li> </ul>
Confirm patient understanding using “teach back”	<ul style="list-style-type: none"> <li>“Would you describe our care plan so we can be sure we understand each other?”</li> </ul>