

High Value Care Conversation Guide

Start of Encounter:

Set up/framing	<ul style="list-style-type: none"> “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	<ul style="list-style-type: none"> “What are you most concerned about today?”
Elicit values	<ul style="list-style-type: none"> “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:

<p>Discuss options and share evidence</p> <p>Explain why requested tests are unnecessary</p>	<ul style="list-style-type: none"> “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	<ul style="list-style-type: none"> “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	<ul style="list-style-type: none"> “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	<ul style="list-style-type: none"> “Let’s schedule a time to follow up on this problem, either in person or by telephone.”
Confirm patient understanding using “teach back”	<ul style="list-style-type: none"> “Would you describe our care plan so we can be sure we understand each other?”