

## Cost of Care Conversations Guide

### PSRs - Front Desk & Check Out

Encounter	PSR – Front Desk	Resources
Check in	<ul style="list-style-type: none"> <li>• Our practice is involved in a pilot project to determine if cost of care conversations are helpful to you as part of your treatment today.</li> <li>• This 5 Questions Rack Card (or wallet card) will help remind you what questions to ask.</li> </ul>	<p><b>Provide patient these materials:</b></p> <ul style="list-style-type: none"> <li>• Choosing Wisely 5 Questions Rack Card and/or Wallet Card</li> </ul> <p><b>Have at the front desk area:</b></p> <ul style="list-style-type: none"> <li>• CompareMaine Flyer</li> <li>• Do you have questions about your healthcare treatment and costs Letter (and also have poster visual in waiting area)</li> </ul>
Check out	PSR – Check Out	Resources
	<ul style="list-style-type: none"> <li>• We are trying to improve care for our patients with low back pain. During your visit today, did you discuss any low back pain issues?”</li> <li>• If no, then continue to check out patient as usual. No further instructions are needed.</li> <li>• If yes, on the iPad, click on the icon that says “Tracking Tool” and fill out the following information:  <i>During today’s visit – did the provider indicate that during today’s visit someone talked with or provided materials to this patient about the costs of low back pain treatment options? (Click on Yes or No)</i></li> <li>• Give the patient the information sheet about the survey.</li> <li>• Tell the patient – this practice is involved in a pilot project about the best ways for patients and healthcare providers to have conversations about the costs of treatment options.</li> <li>• We are asking patients to complete a 5 minute survey about their experience of today’s visit. It’s voluntary to participate.</li> </ul>	<ul style="list-style-type: none"> <li>• Provide patient the information sheet about the Survey (the link to the survey if they want to take it later is on the bottom of this sheet)</li> <li>• <b>iPad has the:</b> “Tracking Tool” “Patient Survey” “CompareMaine” website</li> </ul> <p style="text-align: right;"><i>(over)</i></p>

Encounter	PSR – Check Out	Resources
Check out	<ul style="list-style-type: none"> <li>• If you participate, you can be entered to win a \$100 gift card to Hannaford. One winner will be randomly awarded in each participating practice. Your input would be really helpful to us!</li> <li>• You can fill out the survey today using this iPad OR if you prefer, you can fill out the survey at home using the web address on this information sheet (please show them the link to the survey on the information sheet).</li> <li>• <b>FILLING OUT THE INFORMATION in the iPad Tracking Tool:</b> PSR needs to check one of the boxes below on the iPad in the iPad tracking tool – check one of the following before giving the iPad to the patient to complete: <ul style="list-style-type: none"> <li><input type="checkbox"/> Patient agreed to participate in the survey using the iPad</li> <li><input type="checkbox"/> Patient declined the survey using the iPad. Survey information sheet with online link to the survey was given to the patient.</li> </ul> </li> <li>• Then hit the “Submit” button on the iPad Tracking Tool.</li> <li>• If patient agrees to participate in the survey using the iPad, click on the “Patient Survey” icon on the iPad to open up the Survey. Give the patient the iPad to complete the survey.</li> <li>• When the patient returns the iPad, thank them for taking part in this important survey. Be sure that the iPad is ready for the next person to take the survey (survey must be submitted by the patient by clicking on the submit button).</li> </ul>	

## Cost of Care Conversations Guide – Providers

Using the 4 E Model of Communication (Engage, Empathize, Educate & Enlist)

Encounter	Provider	Resources
<b>Set up/ framing</b>	<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>	<ul style="list-style-type: none"> <li>• AAFP Choosing Wisely List</li> <li>• LBP Diagnosis &amp; Treatment Flash Card</li> <li>• ACP LBP New Clinical Guidelines</li> </ul>
<b>Engage</b> <i>(engage the patient)</i>	<ul style="list-style-type: none"> <li>• “What are you most concerned about today with your low back pain?”</li> <li>• “What is most important to you when it comes to your health (ability to stay active, work, independence, being pain free, affording your care?”</li> </ul>	<ul style="list-style-type: none"> <li>• Social Determinants Questionnaire</li> </ul>
<b>Empathize</b> <i>(understand concerns)</i>	<ul style="list-style-type: none"> <li>• It sounds like you are concerned with staying active, and being pain free – so let’s talk about the different treatment options.</li> <li>• It also sounds like paying for this treatment/medicine (or test) is a concern for you and may be hard for you right now. Are you worried about how your care will be paid for?</li> </ul>	<ul style="list-style-type: none"> <li>• “Your Financial Health is Important to Us” letter</li> </ul>

(over)

Encounter	Provider	Resources
<p><b>Educate</b> <i>(use clear, concise language &amp; check for understanding)</i></p>	<ul style="list-style-type: none"> <li>• Many patients find it hard to afford their co-pays and your LBP has different treatment options. I want to help you get as much information as possible so we can make the best decisions for your healthcare.</li> <li>• I recommend based upon how you are presenting today, for us to look at your treatment options other than having an Imaging Test (MRI) because you don't have any of the Red Flags present at this time.</li> <li>• I want to make sure I've been clear about the options. Can you tell me what you understand or what you would tell a family member or friend about what we have discussed?</li> </ul>	<p><b>TX &amp; Cost Information:</b></p> <ul style="list-style-type: none"> <li>• LBP Decision Tool Rack Card for Patients</li> <li>• CompareMaine Flyer</li> </ul> <p><b>Additional Patient Information:</b></p> <ul style="list-style-type: none"> <li>• Choosing Wisely LBP Rack Card</li> <li>• Choosing Wisely LBP Patient Information Sheet</li> </ul>
<p><b>Enlist</b> <i>(partner with patient on their care for best course of action)</i></p>	<ul style="list-style-type: none"> <li>• I know that finding out the cost of health care treatments and services can be very difficult, (name of staff) on our practice team will work with you and help you gain a better idea of how you can find out about the costs you can expect for the different treatment options we talked about and about the best treatment option.</li> <li>• If you are feeling worse after a few days, call the office so we can follow up on your LBP</li> </ul>	<ul style="list-style-type: none"> <li>• Refer to staff member – care manager/social worker, patient navigator at the practice or the system to discuss the cost of treatment in more detail</li> </ul>

**Additional Tools/Resources:**

- Choosing Wisely® Toolkit [https://www.mainequalitycounts.org/image\\_upload/Using%20Choosing%20Wisely%20Tools%20to%20Empower%20Patients%20Toolkit2.pdf](https://www.mainequalitycounts.org/image_upload/Using%20Choosing%20Wisely%20Tools%20to%20Empower%20Patients%20Toolkit2.pdf)
- ABIM Drexel Physician Communication Video Module on LBP [http://modules.choosingwisely.org/modules/m\\_03/videos/m00\\_4\\_backPain.html](http://modules.choosingwisely.org/modules/m_03/videos/m00_4_backPain.html)
- AMA StepsForward – Advancing Choosing Wisely <https://www.stepsforward.org/modules/choosing-wisely>
- New LBP Guidelines from the American College of Physicians <http://annals.org/aim/article/2603228/noninvasive-treatments-acute-subacute-chronic-low-back-pain-clinical-practice>
- R-SCAN™ is a collaborative action plan that brings radiologists and referring clinicians together to improve imaging appropriateness based upon a growing list of imaging Choosing Wisely (CW) topics. <https://rscan.org/resources-landing/topic-specific-resources/imaging-for-low-back-pain>
- 4E Model of Communication <http://healthcarecomm.org/training/continuing-education-workshops/clinician-patient-communication-to-enhance-health-outcomes/>

## Cost of Care Conversations Guide – Medical Assistants

Using the 4 E Model of Communication (Engage, Empathize, Educate & Enlist)

Encounter	Medical Assistant	Resources
<b>Set up/ framing</b>	<ul style="list-style-type: none"> <li>• I see that you are here today for your low back pain.</li> <li>• We want to help answer any questions you may have, including any treatment options, and if you have any concerns about the cost for the different treatment options.</li> <li>• Our goal is for you get the best care with fewer problems and lower costs.</li> <li>• I can go through the educational materials with you now and/or you can review and then ask the provider any questions.</li> </ul>	<p><b>Provide patient these materials:</b></p> <ul style="list-style-type: none"> <li>• Choosing Wisely Low Back Pain educational Rack Card &amp;/or patient information sheet</li> <li>• LBP Decision Tool Rack Card for Patients</li> <li>• CompareMaine Flyer</li> </ul>
<b>Engage</b> <i>(engage the patient)</i>	<ul style="list-style-type: none"> <li>• We feel that knowing more about how to get the best treatment at a cost that works for you is a crucial part of helping you and your providers make the right decisions for your care.</li> <li>• Are you interested about the costs for different low back pain treatments today? <i>(Here, let's go through this LBP decision tool information before you meet with your provider)</i></li> </ul>	<ul style="list-style-type: none"> <li>• Social Determinants Questionnaire (if the need arises)</li> </ul>
<b>Empathize</b> <i>(understand concerns)</i>	<ul style="list-style-type: none"> <li>• We will try to answer all of your questions during your visit, however if we are unable to address everything, we will make a follow up plan to get them answered for you.</li> <li>• I know that costs for various treatments or procedures are a concern for many of our patients here, and we want you to feel comfortable asking us any questions.</li> <li>• To help you look at different low back pain treatment options and get an idea of the different costs for them, I also want to give you information about a website called CompareMaine (refer to the flyer).</li> <li>• <b>At check out</b>, you can use our iPad/computer to search the site <i>(or work with one of our staff to show you how to get to this website and find the cost information on the different treatments recommended for you today)</i></li> </ul>	<ul style="list-style-type: none"> <li>• Refer to - "Your Financial Health is Important to Us" letter</li> </ul> <p style="text-align: right;"><i>(over)</i></p>

Encounter	Medical Assistant	Resources
<p><b>Educate</b> <i>(use clear, concise language &amp; check for understanding)</i></p>	<ul style="list-style-type: none"> <li>• If you would like to follow up after your visit today, you can work with your health insurer or to go our patient portal @____(<i>do you need help signing up for our patient portal?</i>), or talk with our patient navigator.</li> <li>• I want to make sure I've been clear about the options. Can you tell me what you understand or what you would tell a family member or friend about what I have talked about?</li> </ul>	<p><b>TX &amp; Cost Information:</b></p> <ul style="list-style-type: none"> <li>• LBP Decision Tool Rack Card for Patients</li> <li>• CompareMaine Flyer</li> </ul> <p><b>Additional Patient Information:</b></p> <ul style="list-style-type: none"> <li>• Choosing Wisely LBP Rack Card</li> <li>• Choosing Wisely LBP Patient Information Sheet</li> </ul>
<p><b>Enlist</b> <i>(partner with patient on their care for best course of action)</i></p>	<ul style="list-style-type: none"> <li>• I know that finding out the cost of health care treatments and services can be very difficult, and we want to work with you to assist you with your questions, or call our office to gain additional information after you have thought about what you would like to do.</li> <li>• If you have some questions now, please let me know – before the provider comes in and I'll be sure that your provider knows about them.</li> </ul>	<ul style="list-style-type: none"> <li>• Remind patient about using the iPad at check out today and that they can also get help from one of the staff members (<i>care manager/ social worker, patient navigator at the practice or the system</i>) to discuss the cost of the treatment options in more detail</li> </ul>