

Cost of Care Conversations Guide – Providers

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

Encounter	Provider	Resources <i>(hyperlink all)</i>
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.” • Cost conversations are important because: <ul style="list-style-type: none"> -increase deductibles -increased cost overall -variation across systems/geography 	<ul style="list-style-type: none"> • Case Study #1 & #2 (online module) • AAFP Choosing Wisely List • LBP Diagnosis & Treatment Flash Card • ACP LBP New Clinical Guidelines
Engage <i>(engage the patient)</i>	<ul style="list-style-type: none"> • “What are you most concerned about today with your low back pain?” • “What is most important to you when it comes to your health (ability to stay active, work, independence, being pain free, affording your care?” 	<ul style="list-style-type: none"> • Social Determinants Questionnaire
Empathize <i>(understand concerns)</i>	<ul style="list-style-type: none"> • It sounds like you are concerned with staying active, and being pain free – so let’s talk about the different treatment options. • 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? 	<ul style="list-style-type: none"> • “Your Financial Health is Important to Us” letter/poster

(over)

Encounter	Provider	Resources <i>(hyperlink all)</i>
Educate <i>(use clear, concise language & check for understanding)</i>	<ul style="list-style-type: none"> • 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. • 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. • 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? 	TX & Cost Information: <ul style="list-style-type: none"> • LBP Decision Tool Rack Card for Patients • CompareMaine Flyer Additional Patient Information: <ul style="list-style-type: none"> • Choosing Wisely LBP Rack Card • Choosing Wisely LBP Patient Information Sheet
Enlist <i>(partner with patient on their care for best course of action)</i>	<ul style="list-style-type: none"> • 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. • If you are feeling worse after a few days, call the office so we can follow up on your LBP 	<ul style="list-style-type: none"> • 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

Additional Tools/Resources:

- [Choosing Wisely® Toolkit](#)
- [Choosing Wisely® Action Manual](#)
- [ABIM Drexel Physician Communication Video on Module on LBP](#)
- [AMA StepsForward – Advancing Choosing Wisely](#)
- New LBP Guidelines from the American College of Physicians
<http://annals.org/aim/fullarticle/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](#)

