Maine Quality Counts
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Primary Care Practice
Cost of Care Workflow for Patient/ Provider Conversations
Using a team based approach in the clinical visit

Team huddle/pre-visit planning to identify patients with acute and chronic Low Back pain for MA to notify Provider to have a Cost of Care Conversation with Patient.

MA Rooming Patient

Ask patient—Do you have any concerns about the costs of your medical treatment?

If Yes or No, indicate to patient - costs for various treatments, procedures, medications are a concern for many patients and we want you to feel comfortable asking us any questions.

- Give patient new wallet card of resources and the patient packet of materials to help them find out more information on costs.
- Hand patient the low back pain treatment option and costs card and indicate they can review it prior to seeing the provider.
- MA notifies provider to discuss cost of care conversation with patient if patient requests it.

Provider/Patient Visit

Refer to the new wallet card of resources, CompareMaine flyer & Low Back Pain Treatment Option and Cost Card that MA gave patient and use when discussing care & Tx plan.

Trigger Question: Do you have any concerns about the costs of your medical treatment?

- Let patient know that these are just examples of resources to assist them find out about costs.
- Remember—It's okay to tell them that you don't know the exact costs, because all insurance plans are different and there are different costs depending where they go.
- Cost conversations are important because of:
  -Increasing deductibles
  -Increasing costs overall
  -Variation across systems/geography
- Notify MA or Nurse Educator that a discussion on cost of care occurred with the patient.

If needed:
Refer to the Conversation Guide for sample cost of care conversation starters.
Refer patient to other appropriate team member or hospital billing.

RN or MA

(after patient/provider visit and to occur in the exam room)

Did the patient present with LBP? Y/N

If Y follow instructions below

On the iPad, click on the icon that says "Tracking Tool" and fill out the following:

- Did the patient present with LBP?—Yes, if they have a CW bag and No if they do not have a CW bag.
- Did the Provider indicate a discussion on cost of care occurred with the patient? If Y it indicates a Cost of Care Conversation took place & No if it did not.

Let patient know that the practice wants to learn about the best ways for patients and health care providers to have conversations about the costs of treatment options. **Ask if they would be willing to complete a brief anonymous survey. Let them know it's voluntary to participate. Tell them they can be entered to win a $100 Hannaford or Irving gift card.**

Offer the survey using the iPad or paper.
Note: Paper survey with envelope was given to patient to complete by MA or Nurse Educator
On iPad Tracking Tool fill out the following:

- Check one of the boxes below then hit submit.
  - Patient agreed to the survey using the iPad
  - Patient declined the survey using the iPad, and agreed to complete a paper survey
  - Patient declined the survey using the iPad or paper

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.

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).

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