# Key Steps to Improve Patient-Clinician Cost-of-Care Conversations



## EDUCATION & ENGAGEMENT

Helping clinicians internalize why cost conversations are important; and educating patients to talk about costs

Need to address barriers:

- Clinicians—bevond clinical responsibility; time consuming; discomfort; lack of information
- Patients—embarrassment/ discomfort; lack of information

#### TOOLS & RESOURCES

Developing tools to support these conversations

Need for customization: Benefit design

- Types of decisions (Rx, imaging, procedure, etc.)
- · Vulnerable populations (e.g., low health literacy, underinsured, etc.)

## CLINICAL WORKFLOW

Making the right thing the easy thing to do

Need to embed tools in the clinical workflow:

- EHRs
- · Financial stress vital sign

## TRAINING

Providing clinicians training on how to use the tools in the clinical context

Need for materials and activities:

- CME
- Workshops
- Promoting trainings to ensure participation

## MEASUREMENT

Rendering clinicians accountable: "What gets measured gets done"

Need to develop measures:

- · These measures must ensure focus on patient outcomes vs. a "check the box" activity
- . Other forms of assessment should be included, e.g., qualitative as well as quantitative information

#### SYNERGY & SCALING

Creating a holistic system

Need for integration & scale:

- . Ensuring integration . Scaling successful of cost conversations into regular clinical practice
  - initiatives beyond local level





To see the full infographic, visit: <a href="http://bit.ly/10qdydA">http://bit.ly/10qdydA</a>

For additional insight on our thinking, please read the blog posted here: http://rwjf.ws/28ZBVrN