

# Resources to support cost of care conversations

**Note on use:** Patients are starting to turn to physicians to answer questions about the cost of their care; however, many physicians feel ill-equipped to have those discussions. Use this list of publicly available resources to provide physicians with the knowledge and skills to facilitate cost of care conversations.

Resource title	Description
<u><a href="#">Cost of care conversations: Practice briefs</a></u>	Seven practice briefs produced by grantees of RWJF <sup>1</sup> that provide actionable resources to clinicians and practice administrators with the goal of increasing the value and frequency of cost of care conversations
<u><a href="#">Value conversations e-learning modules</a></u>	Four free, CME-approved <sup>2</sup> , 15-minute e-learning modules developed by Cost of Care and University of Chicago to support clinicians in their efforts to deliver high-value health care
<u><a href="#">Navigating cost-of-care conversations with patients</a></u>	Article in <i>Medical Economics</i> that summarizes key findings from Society for Medical Decision Making and RWJF on how clinicians can address cost without changing patients' care plans

## Executive talking points to make the case for clinician-led pricing discussions

- 1 “Patients are naturally going to ask you about price. We want you to answer their questions and/ or know where to direct them.”
- 2 “Talking about costs during the visit can avoid back-and-forth between financial counselors and physicians, saving you time.”
- 3 “Incorporating cost of care decisions can improve treatment adherence.”
- 4 “Talking transparently about costs will help build trust in us and encourage patients to come back.”

Source: “Cost of Care Conversations Resources,” America’s Essential Hospitals, <https://essentialhospitals.org/cost-care/practice-briefs/>; “Value Conversations Modules,” Costs of Care, <https://costsofcare.org/value-conversations-modules/>; Rosenfeld J. “Navigating cost-of-care conversations with patients,” *Medical Economics*, (2018), <http://www.medicaleconomics.com/business/navigating-cost-care-conversations-patients>; The Consumer-Oriented Physician, Medical Group Strategy Council, Nursing Executive Center interviews and analysis, Physician Executive Council interviews and analysis.

1. Robert Wood Johnson Foundation.  
2. Continuing medical education.



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