

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 publically available resources to provide physicians with the knowledge and skills to facilitate cost of care conversations.

Resource title	Description
<u>Cost of care conversations: Practice briefs</u>	Seven practice briefs produced by grantees of RWJF ¹ that provide actionable resources to clinicians and practice administrators with the goal of increasing the value and frequency of cost of care conversations
<u>Value conversations e-learning modules</u>	Four free, CME-approved ² , 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>Navigating cost-of-care conversations with patients</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."

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

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.



655 New York Avenue NW, Washington DC 20001 | advisory.com

This document does not constitute professional legal advice. Advisory Board does not endorse any companies, organizations, or their products as identified or mentioned herein. Advisory Board strongly recommends consulting legal counsel before implementing any practices contained in this document or making any decisions regarding suppliers and providers.

© 2019 Advisory Board • All rights reserved