
Implementing the Choosing Wisely[®] Campaign

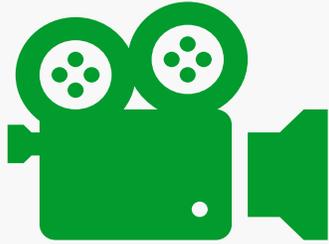
– *Practices Sharing Lessons Learned*

**Choosing
Wisely[®]**

An initiative of the ABIM Foundation



Before We Begin



We will send you the recording and post the slides for download at

www.pcpcc.org/webinars



Participate in the conversation by adding your comments to the chat box!



Submit your questions anytime in the box. We'll do Q&A at the end of the presentation



Please complete the post-webinar survey

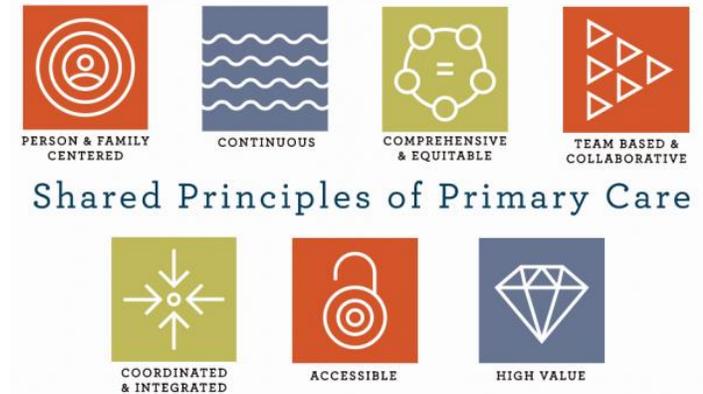
About PCPCC

Patient Centered Primary Care Collaborative (PCPCC)

Mission:

To promote collaborative approaches to primary care improvement

- » Patient-Centered Care
- » Person Family Engagement
- » Patient Activation
- » Improved Cost/Quality/Experience Outcomes



PCPCC Support and Alignment Network is a collaborative approach to improving person and family, clinician, and community strategies for engagement



PCPCC facilitates development of webinars/learning sessions, a resource library, and tools that are being spread to a wider audience through our members and supporters.

-  **Online Initiatives Map**
-  **Size-Sized Learning Modules**
-  **PFCC.Connect by IPFCC**
-  **Choosing Wisely (CW)**
-  **Patient Family Engagement (PFE) Resource Library**
-  **Y USA Community-based Resource**
-  **Parent to Parent (P2P) Raising Special Kids Program**

Visit PCPCC website for our innovative resources at www.pcpcc.org/tcp_i

Today's Speakers



- » Kellie Slate Vitcavage
- » Maine Quality Counts



- » Melissa Stroh
- » Kiowa District Healthcare



- » Kelly Rand
- » ABIM Foundation



- » Lisa Letourneau
- » Maine Quality Counts



Choosing Wisely: How Better Conversations Can Reduce Harm & Avoidable Costs

PCPCC SAN

Lisa M. Letourneau MD, MPH
January 10, 2019



Session Objectives

- Understand background and goals of ABIM Foundation's "Choosing Wisely" campaign
- Describe efforts by several primary care groups to implement Choosing Wisely
- Identify ways that Choosing Wisely can be helpful to SANs, PTNs, & PTN participants
- Identify future opportunities for leveraging Choosing Wisely concepts, tools to reduce harm and avoidable costs

The *Choosing Wisely*[®] Campaign

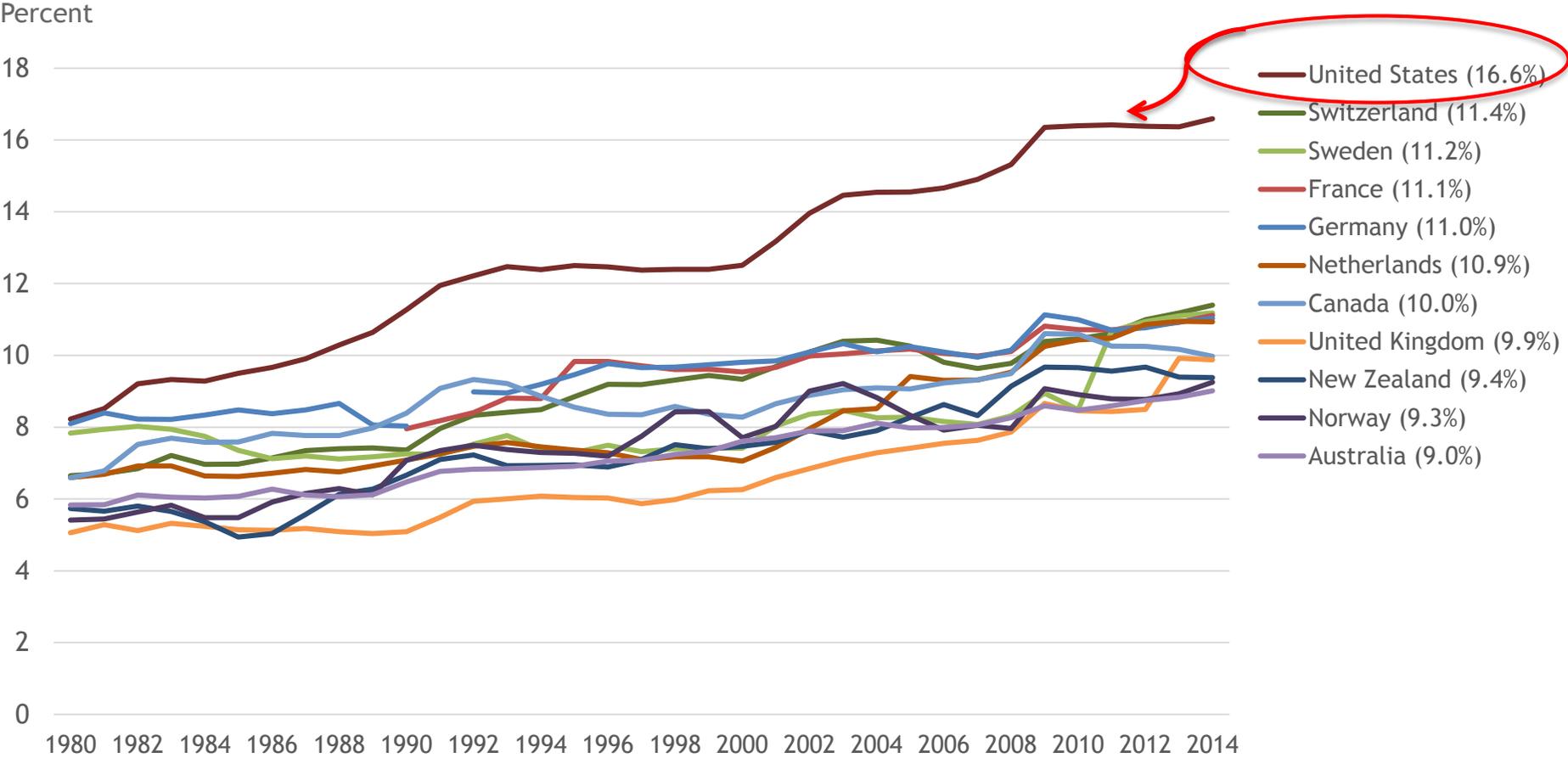
- Initiative of ABIM Foundation created in 2012
- Aims to help clinicians and patients **engage in conversations** about overuse of tests and procedures
- Works from “Top 5” lists from physician & other clinician specialty societies (Top 5 Things Physicians & Pts Should Question)
- Supports physician/clinician efforts to help patients make smart and effective choices



Why Is Choosing Wisely Needed?

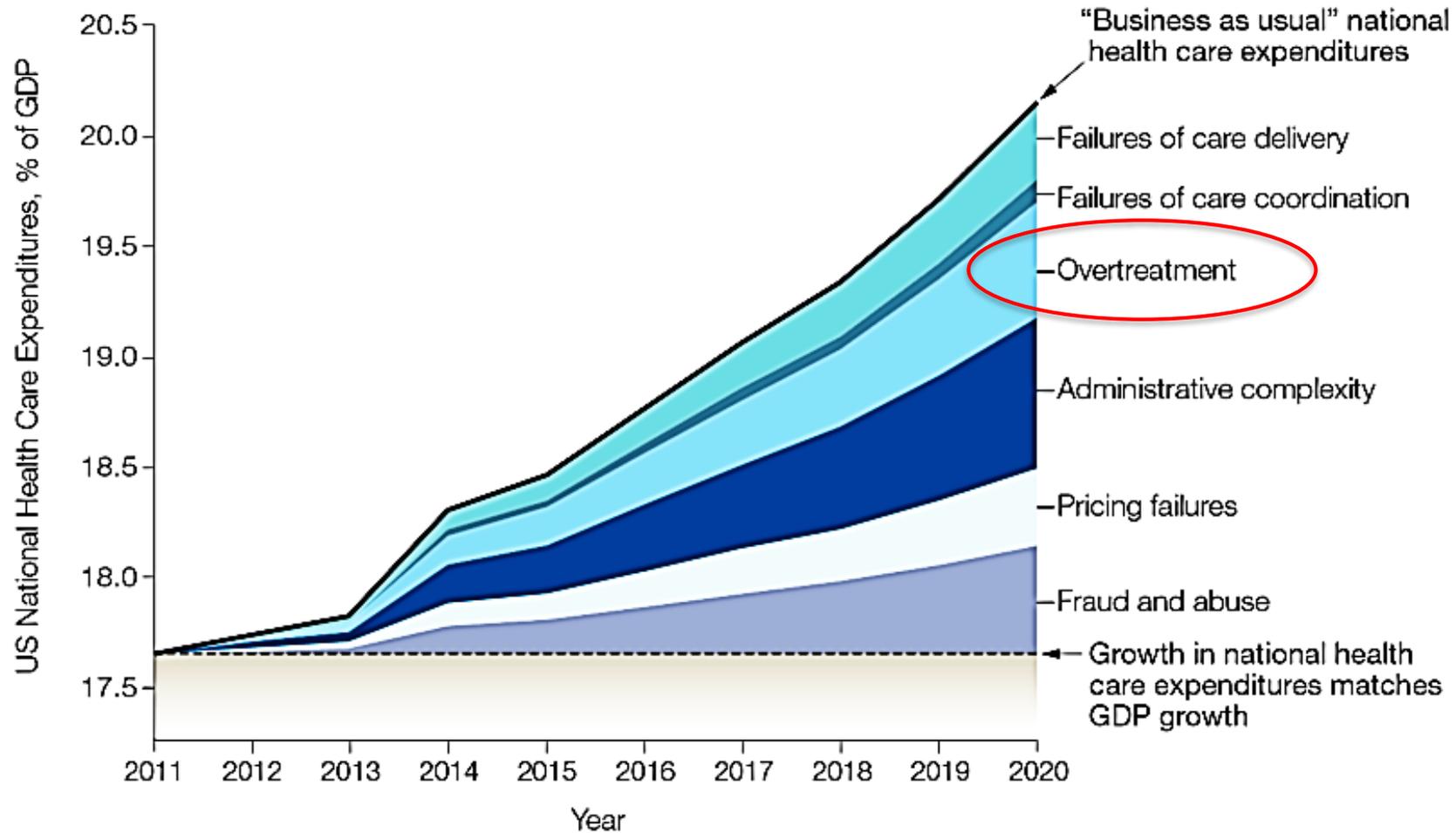
- **US health care costs high & continuing to grow**
- Multiple estimates that up to 30% US health care dollars (~\$3B!) spent on wasteful tests, treatments & procedures
- **Patients can be harmed:** unnecessary tests and treatments compromise safety, put patients at risk
- **Both patients and health care clinicians contribute - i.e.**
 - Patients expect tests & treatments
 - American culture of “more is better”
 - Clinicians overuse complex and expensive tests and treatments even when simpler, less invasive, less expensive alternatives available

Health Care Spending as a Percentage of GDP, 1980–2014



GDP refers to gross domestic product. Data in legend are for 2014.
 Source: OECD Health Data 2016. Data are for current spending only, and exclude spending on capital formation of health care providers.

Eliminating Waste in US Health Care



Initial ABIMF Choosing Wisely Efforts

- Engaged over 70 specialty societies to identify “Top 5” lists of low-value tests, procedures, treatments
- Led efforts to increase clinician awareness
- Partnered with Consumer Reports to engage public, develop consumer-oriented materials
- Developed 450+ recommendations for clinicians and patients on specific areas of low-value care
- With RWJF support, supported several rounds of funding to health systems and regional collaboratives to implement Choosing Wisely in clinical settings



Increasing Clinician Awareness

More than 70 medical society partners have joined the campaign and collectively published over 450 recommendations of unnecessary tests and treatments they say should be discussed.

 **Choosing
Wisely**[®]

An initiative of the ABIM Foundation



**Consumer
Reports**

[#choosingwisely](https://www.choosingwisely.org)

Partnering With Patients, Shifting Norms



5 QUESTIONS to Ask Your Doctor Before You Get Any Test, Treatment, or Procedure

- 1 Do I really need this test or procedure?** Medical tests help you and your doctor or other health care provider decide how to treat a problem. And medical procedures help to actually treat it.
- 2 What are the risks?** Will there be side effects? What are the chances of getting results that aren't accurate? Could that lead to more testing or another procedure?
- 3 Are there simpler, safer options?** Sometimes all you need to do is make lifestyle changes, such as eating healthier foods or exercising more.
- 4 What happens if I don't do anything?** Ask if your condition might get worse — or better — if you don't have the test or procedure right away.
- 5 How much does it cost?** Ask if there are less-expensive tests, treatments or procedures, what your insurance may cover, and about generic drugs instead of brand-name drugs.

Use the 5 questions to talk to your doctor about which tests, treatments, and procedures you need — and which you don't need.

Some medical tests, treatments, and procedures provide little benefit. And in some cases, they may even cause harm.

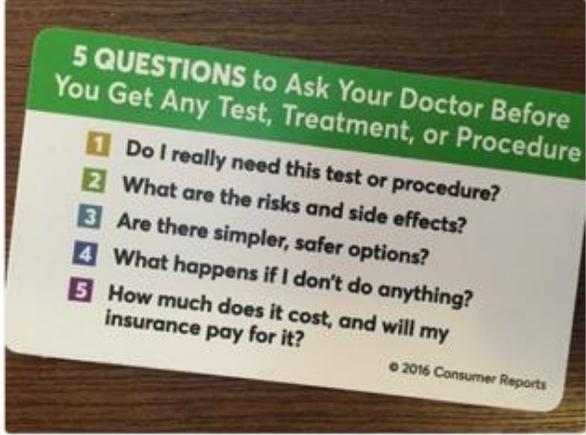
Talk to your doctor to make sure you end up with the right amount of care — not too much and not too little.



For copies, go to: ConsumerHealthChoices.org/SQ



CR MN Health Action Grp and 5 others Retweeted
Consumer Reports @ConsumerReports · 28 Dec 2016
Top tip for a healthy 2017? Remembering to ask the 5 questions when you see your doctor! #choosingwisely bddy.ma/2rapTG



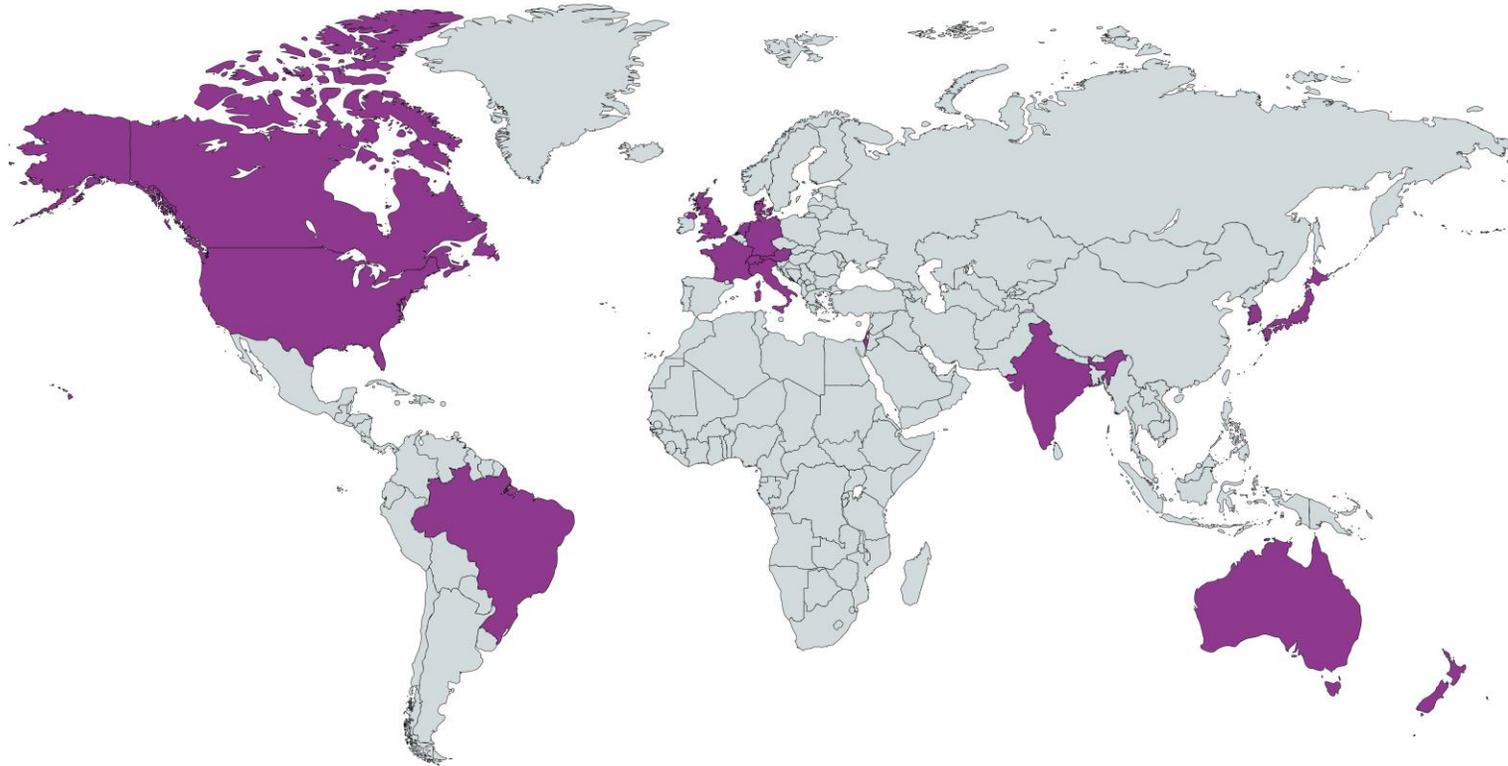
- 1 Do I really need this test or procedure?**
- 2 What are the risks and side effects?**
- 3 Are there simpler, safer options?**
- 4 What happens if I don't do anything?**
- 5 How much does it cost, and will my insurance pay for it?**

© 2016 Consumer Reports

Fast Forward to 2018 Choosing Wisely...

- 80+ specialty society partners
- 540 specific Choosing Wisely recommendations
- 29 current and former grantees
- 40+ Choosing Wisely Champions
- 70+ Consumer Reports partners and distributors
- 120 patient-friendly brochures
- 19 countries

A Growing Global Movement



Australia, Austria, Brazil, Canada, Denmark, England, France, Germany, India, Israel, Italy, Japan, Netherlands, New Zealand, South Korea, Switzerland, United States, Wales

Getting to Results

Multiple Interventions:

- Establishing new clinical guidelines
- Physician champions
- Clinical education
- Provider data feedback
- Changes to EMR order sets, workflows
- “Commitment” posters

Reductions in...

- Antibiotic use (URIs)
- Routine EKG testing
- Unneeded Pap testing
- Low back pain imaging
- Unneeded DEXA tests

Effective Clinician Interventions Across Programs

Multiple interventions needed!

- Clinician feedback/peer comparisons
- Clinical champions
- Embedded clinical decision support in EMR
- Embedded changes in EMR order sets, guidelines, workflows
- Alternatives to unneeded care (e.g. URI “Care Packs”)

Choosing Wisely & TCPI: A Natural Fit!

Choosing Wisely Crosswalk to Achieve the Six PFE Metrics	
TCPI PFE Metrics	Relevant Patient Engagement Activities/ Tools in Choosing Wisely Programs
<p>PFE Metric 1: Support for Patient and Family Voices (Governance) Are there policies, procedures, and actions taken to support patient and family participation in governance or operational decision-making of the practice (Patient and Family Advisory Councils (PFAC), Practice Improvement Teams, Board Representatives, etc.)?</p>	<ul style="list-style-type: none"> As part of Choosing Wisely implementation, ask the practice/facility PFAC to review the program and offer input. If there is no PFAC, invite a focus group of patients / family advisors to review and comment. <p>To learn more about how you can implement Choosing Wisely in the clinical setting – go to: www.mainequalitycounts.org/choosingwisely</p>
<p>PFE Metric 2: Shared Decision-Making (Point of Care) Does the practice support shared decision-making by training and ensuring that clinical teams integrate patient-identified goals, preferences, outcomes, and concerns into the treatment plan (e.g. those based on the individual’s culture, language, spiritual, social determinants, etc.)?</p>	<ul style="list-style-type: none"> Train your team how to use the Choosing Wisely patient education materials about potentially overused tests/procedures to anchor conversations with patients about the risks, benefits in the context of their treatment goals and preferences. Invite your team to take the AMA Stepsforward™ “Advancing Choosing Wisely” and NNE-PTN “Improving Patient Outcomes” online modules. Invite your team to watch the Drexel, Kognito and Costs-of-Care communication videos.
<p>PFE Metric 3: Patient Activation (Policy and Procedure) Does the practice utilize a tool to assess and measure patient activation?</p>	<ul style="list-style-type: none"> Place Choosing Wisely “5 Questions” posters prominently in waiting and exam rooms and provide wallet cards at check-in. Use the Choosing Wisely Toolkit to script front desk and clinical personnel to encourage patients to think about which questions are most important to ask the doctor when they see him/her. Conduct a PDSA to determine how often patients are using the 5 questions and the results. Download the Choosing Wisely Mobile App for both clinical recommendations and patient information: iPhone/iPad or Android
<p>PFE Metric 4: Active e-Tool (Point of Care) Does the practice use an e-tool (patient portal or other e-connectivity technology) that is accessible to both patients and clinicians and that shares information such as test results, medication list, vitals, and other information and patient record data?</p>	<ul style="list-style-type: none"> Use the patient portal and electronic communications/email with patients who schedule visits related to one of the conditions addressed by Choosing Wisely (e.g., stuffy nose, low-back pain) so that they can review the information ahead of the visit. Store Choosing Wisely patient education materials in the EHR for easy retrieval at the point-of-care.
<p>PFE Metric 5: Health Literacy Survey (Policy and Procedure) Is a health literacy patient survey being used by the practice (e.g., CAHPS Health Literacy Item Set)?</p>	<ul style="list-style-type: none"> Ask the clinic/practice PFAC to review Choosing Wisely education material and recommend ways clinicians and staff should present it/use it with patients of varying health literacy levels.
<p>PFE Metric 6: Medication Management (Policy and Procedure) Does the clinical team work with the patient and family to support their patient/caregiver management of medications?</p>	<ul style="list-style-type: none"> Use Choosing Wisely patient education materials to educate patients / families on appropriate use of medications such as antibiotics, opioids and certain drugs in the elderly.

PCPCC Support and Alignment Network 092617

Maine Quality Counts NNE-PTN adopted and updated 022018



Innovative Approaches

- **UCLA/ LA County**
 - Employed multiple interventions in clinical settings to reduce unneeded care
- **Washington Health Alliance / WA State Choosing Wisely Collaborative**
 - Published “Calculating Waste” statewide report

UCLA/ LA County: Decreasing Unnecessary Care

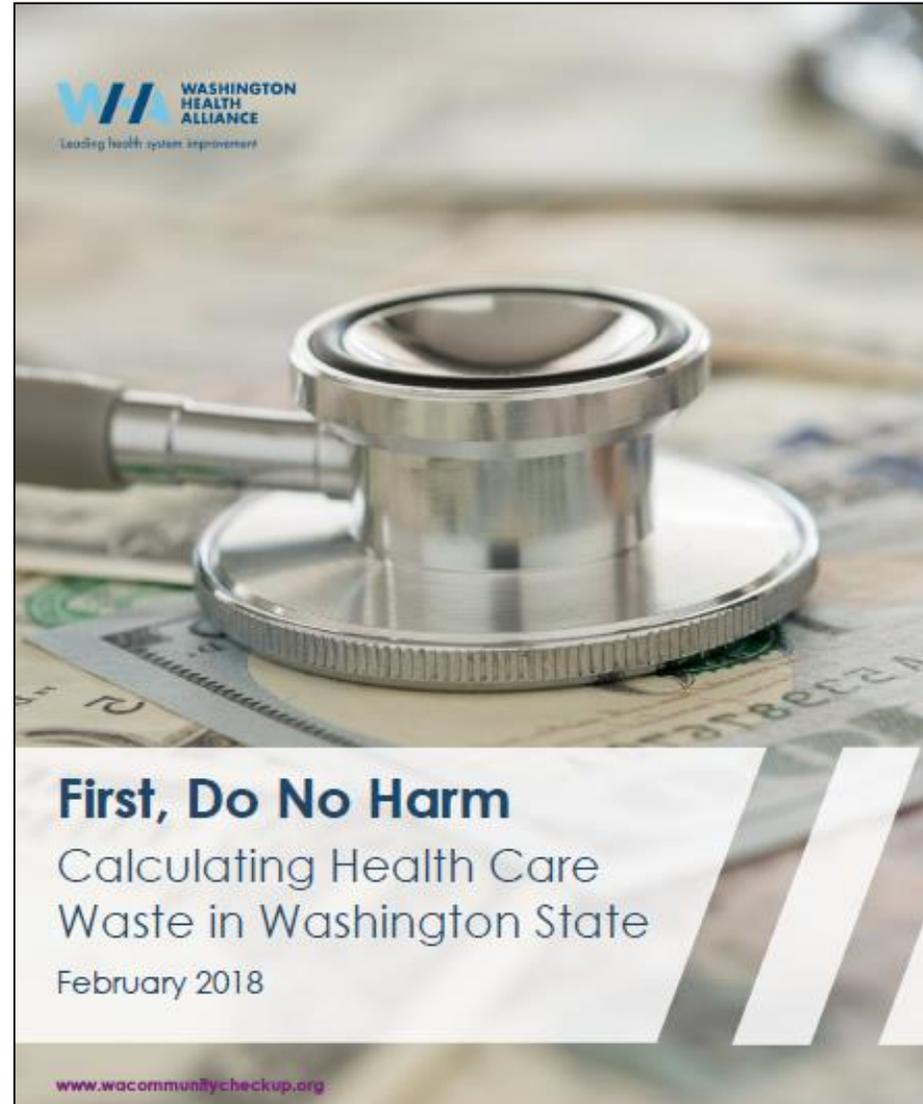
Multiple clinical interventions:

- Established new clinical guidelines
- Changed workflows and surgery requirements
- Identified physician champions
- Conducted clinical education
- Created “Commitment” posters

Significant results to date:

- 45% reduction in inappropriate antibiotic prescribing
- Reductions in unneeded testing prior to cataract surgery:
 - 100% reduction in unneeded x-rays
 - 100% decrease in unneeded EKG testing
 - 95% decrease in unneeded lab tests

Washington Health Alliance: Calculating Health Care Waste in WA State



First, Do No Harm

Calculating Health Care
Waste in Washington State

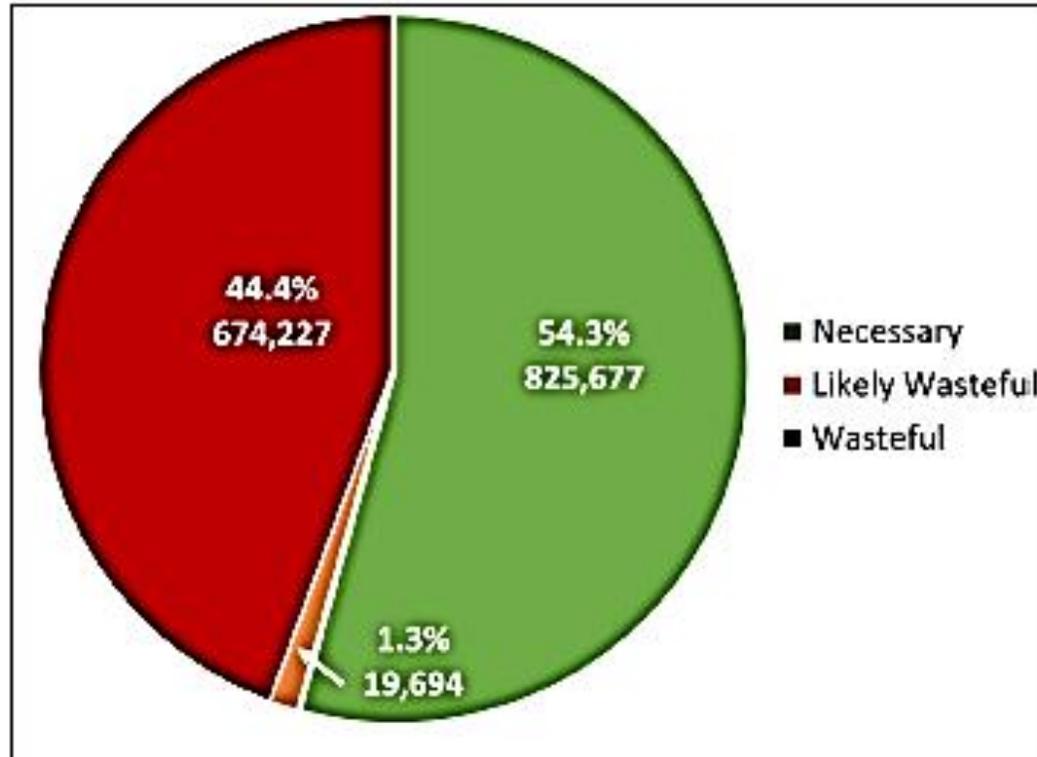
February 2018

www.wacommunitycheckup.org

Washington Health Alliance: Calculating & Reporting Health Care Waste

Results from the Health Waste Calculator

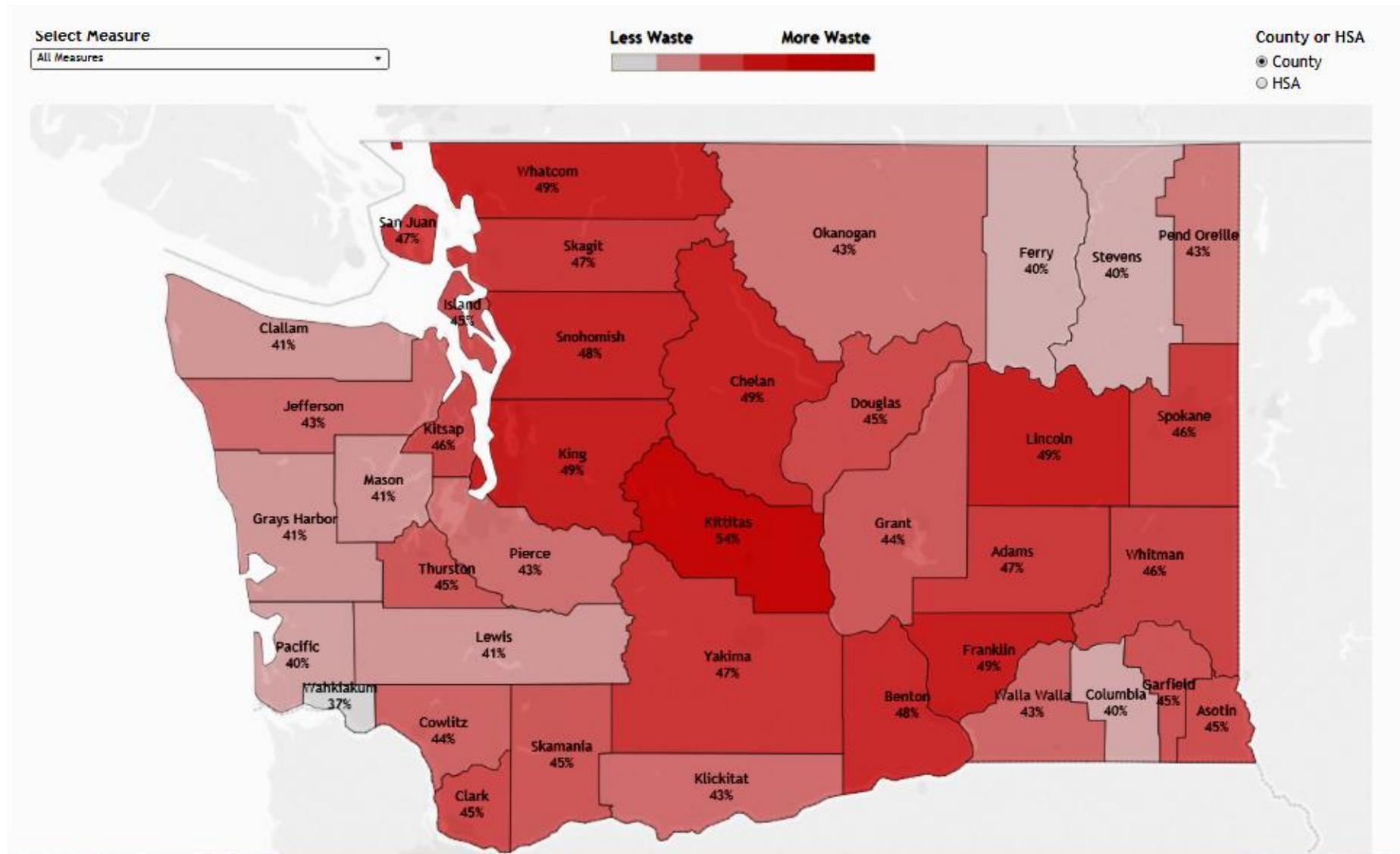
The following is a high-level summary of the results based on the 47 Health Waste Calculator measures included in this analysis.



1.52 million
SERVICES
were examined

45.7% of services
were determined
to be low-value

WA Health Alliance: Reporting Health Care Waste by County



Future Opportunities: Clinicians

Clinician leaders and organizations that support them can...

- Publicly embrace efforts to reduce overuse
- Actively address myth of “more is better” with clinicians & patients
- Recognize harms of overuse: i.e. physical, emotional, and financial
- Embed point of clinician care decision aids and education
- Build CW prompts into EMR workflows, order sets
- Promote of use of “5 Questions” across care settings
- Include patient advisory or advocacy committees in planning interventions

Moving Forward: Integrating Efforts Across Sectors





An initiative of the ABIM Foundation

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THANK YOU

For More Information:

www.choosingwisely.org | www.abimfoundation.org

For More Information on Implementing Choosing Wisely:

Kelly Rand : krand@abim.org

Kiowa District Healthcare

Patient Name _____ Weight _____ B/P _____ Pulse _____ Temp _____
Resp Rate _____ SaO2 _____

Return to see: Dr. Wilhelm MD
Physical Therapy
Days _____ Week _____ Month(s) _____

In _____
For _____ minutes early for bloodwork

Come _____ minutes early for bloodwork
 You need to be fasting for your bloodwork
 Bring your medication bottles
 Bring your blood sugar log
 Bring your blood pressure log

Appointment Comments _____

J. Westerman APRN
Telemedicine _____
Follow up _____ Annual Exam _____
Mary Wilkins APRN

Melissa Stroh P.A.-C
Strong Mind

Choosing Wisely
A National Effort to Reduce Unnecessary Tests, Treatments, and Procedures

Doctor Before You Get Any Test, Treatment, or Procedure

- 1 Do I really need this test or procedure?** Medical tests help you and your doctor or other health provider decide how to treat a problem. And medical procedures help to actually treat it.
- 2 What are the risks and side effects?** Will there be side effects? What are the chances of getting results that aren't accurate? Could that lead to more testing or another procedure?
- 3 Are there simpler, safer options?** Sometimes all you need to do is make lifestyle changes, such as eating healthier food or exercising more.
- 4 What happens if I don't do anything?** Ask if your condition might get worse — or better — if you don't have the test or procedure right away.
- 5 How much does it cost, and will my insurance pay for it?** Ask if there are less-expensive tests, treatments or procedures, what your insurance may cover, and about generic drugs instead of brand-name drugs.

Use these 5 questions to talk to your doctor about which tests, treatments, and procedures you need — and which you don't need.

KDH



QUALITY COUNTS
A Qualidigm Company.

The Choosing Wisely[®] Experience in Maine

Kellie Slate Vitcavage, MS

Lead Project Manager

kslatevitcavage@mainequalitycounts.org

January 10, 2019

Maine CW Initiatives

2013 Initial Funding	CW Statewide Leadership Group/Initial CW Pilot Project w/ 4 primary care practices - <i>focus on clinical workflow</i>
2014 CW Meets SIM	SIM Project w/10 practices – <i>focus on CW & SDM (4 CW; 3 LBP; 3 BH)</i>
2015 Community Based Activity	CW Community Engagement w 2 communities/3 Health Systems – <i>focus on public awareness, provider engagement, consumer outreach through partners</i>
2017 Cost of Care	Cost of Care pilot w 2 systems - <i>focus on Low Back Pain and integrating cost conversations in the clinical workflow</i>
2018 NNE PTN Adoption of CW	NNE-PTN – <i>focus on CW integration into the PFE metrics to achieve the TCPi Aims (Low Back Pain/Chronic Pain-Opioid Use focus)</i>

Strategies

1. Partnered with System Leadership/Champions
2. Integrated into current QI Efforts/Projects
3. **Linked to** community issues affecting quality of health

Providers	Clinical
<ul style="list-style-type: none">• Medical Associations• Conference presentations• Grand Rounds• Offer MOC• Existing resources	<ul style="list-style-type: none">• CW materials<ul style="list-style-type: none">• Pre-visit• Checking in• Rooming• Video monitors• Patient/Family Advisors• Patient Portals

Clinical Tools to Advance Choosing Wisely®



Links:

<https://mainequalitycounts.org/initiatives-resources/choosing-wisely/>

<https://www.stepsforward.org/modules/choosing-wisely>

<https://wsma.org/choosing-wisely-clinical-toolkit>

<http://qclearninglab.org/course/improving-patient-outcomes-with-cost-of-care-conversations-in-the-clinical-practice/>

CW Clinical Workflow/Scripting

Choosing Wisely Question Sheet Workflow

Goal: To encourage patients to further engage in their care through questions that foster an open and effective dialog with their provider and practice team

Patient Checks in for appointment

Patient reads and writes down or thinks of questions they may have while waiting

PSR gives patient 5 Questions wallet card or sheet (use scripting to the left)

Clinical staff asks patient if they have questions when rooming the patient (use scripting to the left)

Clinical staff reviews the questions and answers any they are able to

Clinical staff types any questions patient has into HPI (EMR)

With patient, provider creates follow-up plan to answer remaining questions, if needed

Provider reviews questions with patient and determines most urgent issue(s) for visit (use scripting to the left)

Scripting for PSR at check in:

We know that you often have many questions for your provider during your visit. Please read through our 5 Questions wallet card/sheet and think about your most important questions and concerns. You can then let the medical assistant know what they are when they take you to the exam room.

Scripting for MA during rooming:

Do you have any questions for your provider that you have thought about today? I will enter them into the computer so that your provider can see them. We will do our best to answer all of your questions during your visit, however if we are unable to address everything, we will make sure that we make a plan to get them answered for you.

Alternate Scripting for MA during rooming:

Did you have enough time to think about questions for your provider while you were waiting? If you have some, please let me know before your provider comes in and I will enter them into the computer so that your provider can see them.

Scripting for Provider during visit:

I see you have some questions with you today. What is most important for you to address during our visit today? If we are unable to get to everything today, we will make a plan to have you come back to address the remainder of your questions.

Choosing Wisely Process Flow from the Patient Perspective



Receives Wallet Card/5 Questions Patient Information sheet at check-in



Patient sees Choosing Wisely educational video and/or Patient Information sheets in the waiting room



Asks patient if they read through questions/Patient Information sheet

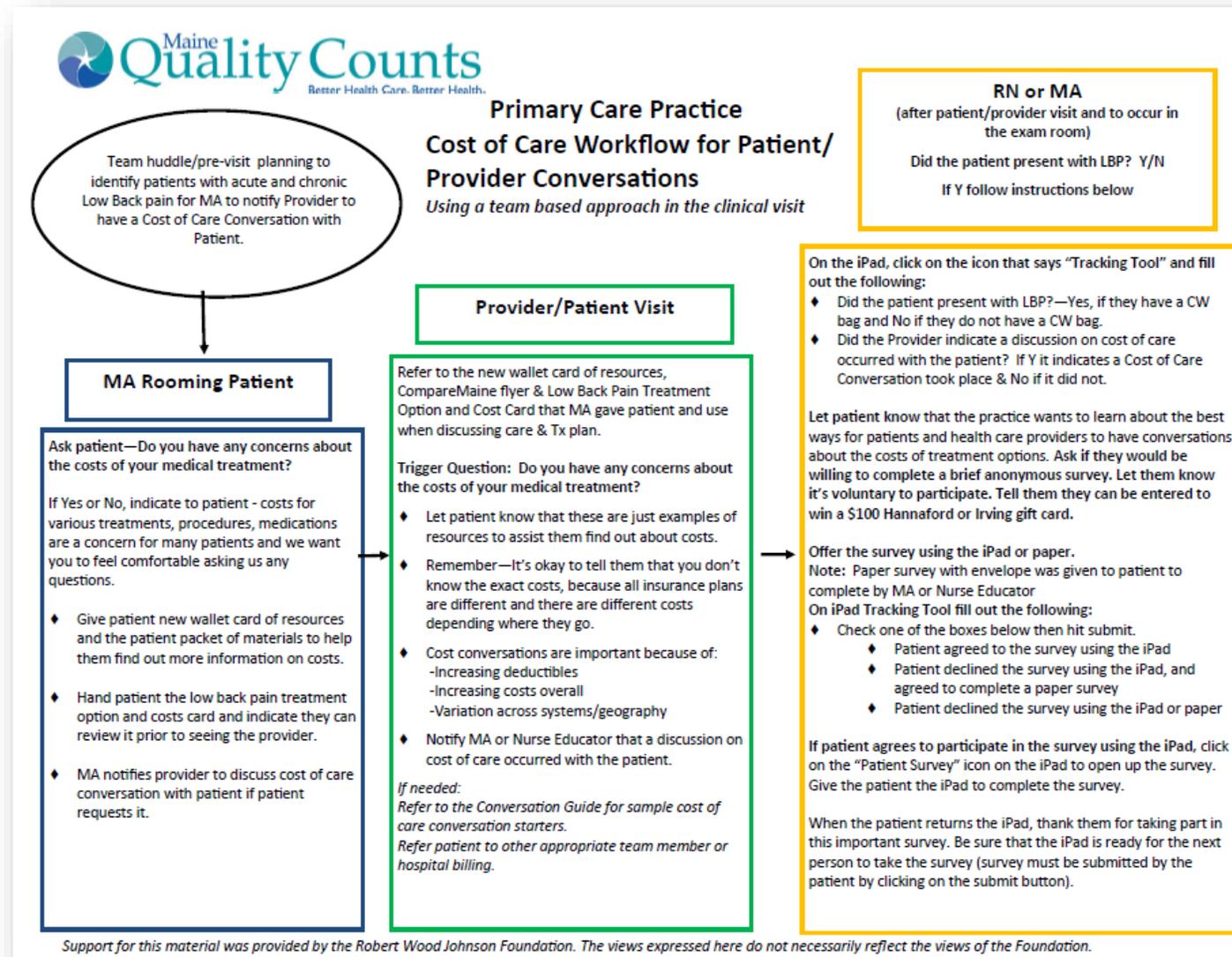


Patient and provider address questions during the visit

Integrating CW 5 Questions Conversations into your Workflow

Sample Patient Visit Flowchart	
Step	Actions and Considerations
Patient/Client checks in ↓	Posters or other signage available in the waiting room that prompt patients/clients to ask questions, to know when the practice is open or what to do after regular hours, etc.
Patient/Client sits in waiting room ↓	Information is handed to patients/clients at check-in that encourages them to ask questions during their visit? Patient services representative indicate that they want to ensure that their questions are answered during the visit.
Height and weight checked in hallway ↓	Nurse, counselor or medical assistant encourages patient/client that they want to be sure they answer any questions about their care today.
Remaining vital signs checked in exam room ↓	Posters or other signage available in the exam room that prompt patients/clients to discuss their questions or concerns.
Patient/Client meets with clinician/counselor ↓	Clinician/counselor encourages patient/client that they want to be sure they answer any questions about their care today and assess their confident level to manage the next steps.
Patient/Client meets with counselor/nurse educator, etc. ↓	Nurse, counselor or medical assistant ensures that the patient fully understands their treatment protocol; confirm that all questions were answered and that they feel confident to manage the next steps.
Patient/Client stops at billing/scheduling station ↓	Office staff schedules follow-up appointments and reminds them if they have any questions about follow up care or next steps to call the office.
Patient/Client leaves ↓	Patient/Client leaves with a clinical/session summary of their visit.

Cost of Care Conversations/WkFlow



Cost of Care Conversations/Scripting

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

Cost of Care Conversations Guide – Providers Using the 4 E Model of Communication (Engage, Empathize, Educate & Enlist)

Encounter	Provider	Resources <i>(hyperlink all)</i>
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, (many 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"> Case Study #1 & #2 (online module) AJFP Choosing Wisely List LBP Diagnosis & Treatment Flash Card ACP LBP New Clinical Guidelines

- Additional Tools/Resources:**
- Choosing Wisely Toolkits
 - Choosing Wisely Action Manual
 - ABIM Drexel Physician Communication Video on Mx
 - AMA StepsForward – Advancing Choosing Wisely
 - New LBP Guidelines from the American College of Physicians <http://annals.org/aim/fullarticle/2603228/nonimas-chronic-low-back-pain-clinical-practice>
 - R-SCAN™ is a collaborative action plan that brings clinicians together to improve imaging appropriate growing list of imaging Choosing Wisely (CW) topics. <https://rscan.org/resources/landing/topic-specific/>
 - 4E Model of Communication

Support for this material was provided by the Robert Wood Johnson Foundation. The views expressed here do not necessarily reflect the views of the Foundation.

Cost of Care Conversations Guide – Medical Assistants Using the 4 E Model of Communication (Engage, Empathize, Educate & Enlist)

Encounter	Medical Assistant	Resources <i>(hyperlink all)</i>
Set up/ framing	<ul style="list-style-type: none"> I see that you are here today for your low back pain. We want to help answer any questions you may have, including any treatment options, and if you have any concerns about the cost for the different treatment options. Our goal is for you get the best care with fewer problems and lower costs. I can go through the educational materials with you now and/or you can review and then ask the provider any questions. 	Provide patient these materials: <ul style="list-style-type: none"> Choosing Wisely Low Back Pain educational Rack Card &/or patient information sheet LBP Decision Tool Flyer Comp Flyer Social Deter Quest (if the arises)

Encounter	Medical Assistant	Resources <i>(hyperlink all)</i>
Engage <i>(engage the patient)</i>	<ul style="list-style-type: none"> We feel that knowing more about how to get the best treatment at a cost that works for you is a crucial part of helping you and your providers make the right decisions for your care. Are you interested about the costs for different low back pain treatments today? (Here, let's go through this LBP decision tool information before you meet with your provider) 	<ul style="list-style-type: none"> Refer Finan is Imp Us"le

Encounter	Medical Assistant	Resources <i>(hyperlink all)</i>
Empathize <i>(understand concerns)</i>	<ul style="list-style-type: none"> We will try to answer all of your questions during your visit, however if we are unable to address everything, we will make a follow up plan to get them answered for you. I know that costs for various treatments or procedures are a concern for many of our patients here, and we want you to feel comfortable asking us any questions. To help you look at different low back pain treatment options and get an idea of the different costs for them, I also want to give you information about a website called CompareMaine (refer to the flyer). At check out, you can use our iPad/computer to search the site (or work with one of our staff to show you how to get to this website and find the cost information on the different treatments recommended for you today) 	<ul style="list-style-type: none"> Refer Finan is Imp Us"le

Cost of Care Conversations Guide – Medical Assistants Using the 4 E Model of Communication (Engage, Empathize, Educate & Enlist)

Encounter	Medical Assistant	Resources <i>(hyperlink all)</i>
Educate <i>(use clear, concise language & check for understanding)</i>	<ul style="list-style-type: none"> If you would like to follow up after your visit today, you can work with your health insurer or go our patient portal @ (do you need help signing up for our patient portal?), or talk with our patient navigator. 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 I have talked about? 	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

Encounter	Medical Assistant	Resources <i>(hyperlink all)</i>
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, and we want to work with you to assist you with your questions, or call our office to gain additional information about what you have thought about what you would like to do. If you have some questions now, please let me know – before the provider comes in and I'll be sure that your provider knows about them. 	<ul style="list-style-type: none"> Remind patient about using the iPad at check out today and that they can also get help from one of the staff members (care manager/ social worker, patient navigator at the practice or the system) to discuss the cost of the treatment options in more detail



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Cost of Care Conversations Guide PSRs - Front Desk & Check Out

Encounter	PSR – Front Desk	Resources <i>(hyperlink all)</i>
Check in	<ul style="list-style-type: none"> Our practice is involved in a pilot project to determine if cost of care conversations are helpful to you as part of your treatment today. This 5 Questions Rack Card (or wallet card) will help remind you what questions to ask. 	Provide patient these materials: <ul style="list-style-type: none"> Choosing Wisely 5 Questions Rack Card and/or Wallet Card Have at the front desk area: <ul style="list-style-type: none"> CompareMaine Flyer Do you have questions about your healthcare treatment and costs Letter (and also have poster visual in waiting area)

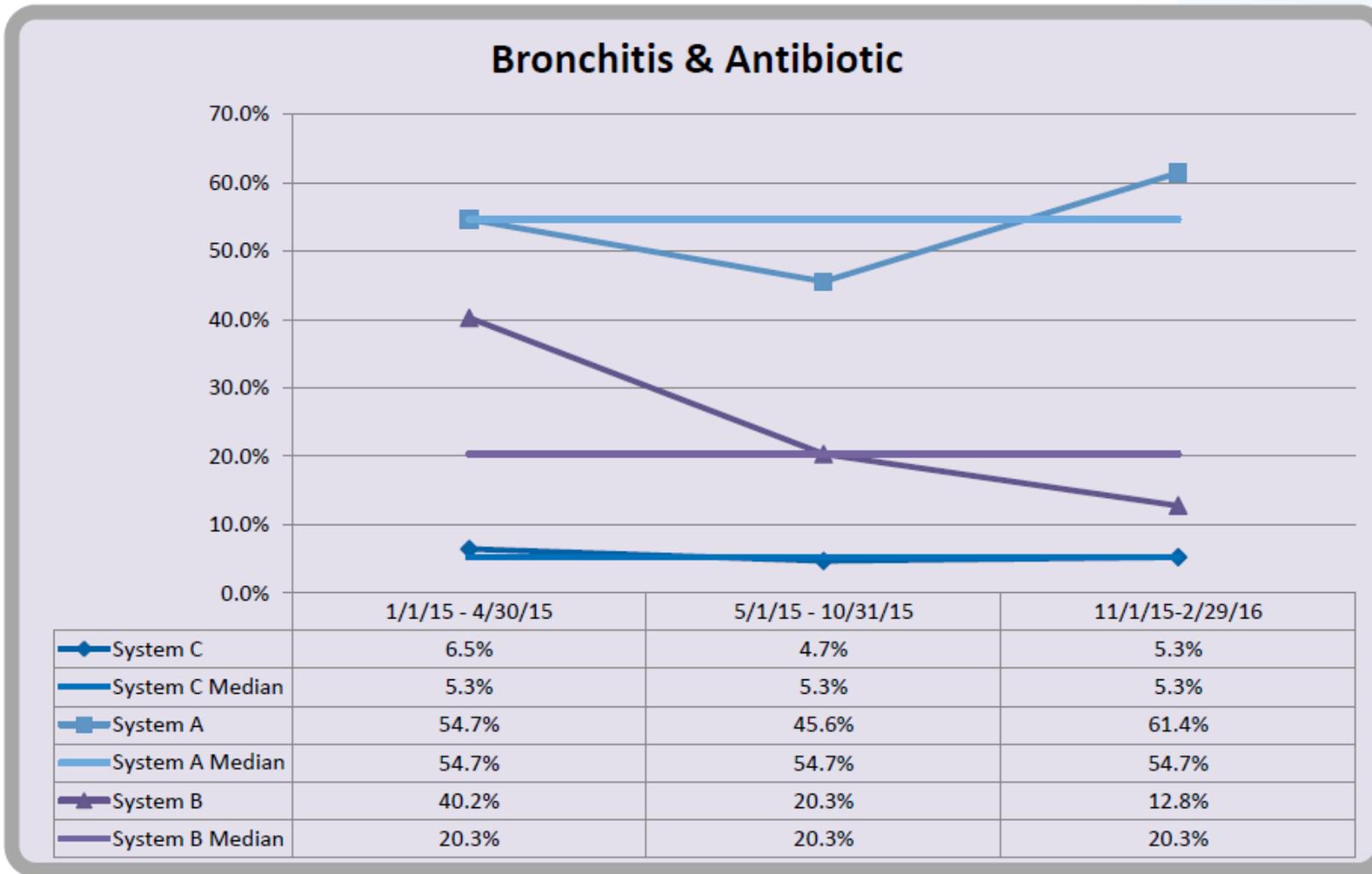
Encounter	PSR – Check Out	Resources <i>(hyperlink all)</i>
Check out	<ul style="list-style-type: none"> We are trying to improve care for our patients with low back pain. During your visit today, did you discuss any low back pain issues? If no, then continue to check out patient as usual. No further instructions are needed. If yes, on the iPad, click on the icon that says "Tracking Tool" and fill out the following information: <i>During today's visit – did the provider indicate that during today's visit someone talked with or provided materials to this patient about the costs of low back pain treatment options? (Click on Yes or No)</i> Give the patient the information sheet about the survey. Tell the patient – this practice is involved in a pilot project about the best ways for patients and healthcare providers to have conversations about the costs of treatment options. We are asking patients to complete a 5 minute survey about their experience of today's visit. It's voluntary to participate. 	<ul style="list-style-type: none"> Provide patient the information sheet about the Survey (the link to the survey if they want to take it later is on the bottom of this sheet) iPad has the: "Tracking Tool" "Patient Survey" "CompareMaine" website

(over)

Changing Culture - Display CW Materials



Using Data as a Tool for Progress



Overall Lessons Learned – Start Small

- **Integrate** into existing Quality Improvement Initiatives
i.e. CMS's Transforming Clinical Practice Initiative, MIPS alignment, SIM
- **Incorporate** Strategies to keep up the momentum
i.e. leverage community/health system needs/QI priorities – opioid epidemic, use of antibiotics, healthy aging initiatives, cost of care and overuse priorities
- **Data, Data, Data**
i.e. learning collaborative approach, blinded data comparison across health systems, unblinded data internally moves QI efforts forward, EMR prompts
- **Pilots** success
i.e. provide pilot stipends, meet them where they are, customize workflows to meet their needs, use a team-based approach, integrate into what they doing already, provide implementation plans, toolkits

Lessons Learned - Practices

- Need for continued, long-term emphasis and integration
- Use signage and patient educational materials
- Be aware of change fatigue “something else new” syndrome – look for integration of efforts
- Importance of measurement & data feedback systems (e.g. frequency of use of educational handouts via EMR, track measures via EMR on benzos, antibiotics for bronchitis prescriptions)

Lessons Learned - Practices

- Educate patients early in implementation phase
- Use patient advisory committee to gain ideas, input and feedback
- Educate entire practice team – *Medical Assistants and Patient Service Representatives*
- Standing Agenda Item – staff meetings, provider meetings, admin/clinical meetings, quality team meetings, lunch & learns

Questions?

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Thank You