

INITIAL COORDINATED CARE PLANNING CONVERSATION WITH PATIENT

“As clinicians, what we say does not matter unless our patients are able to understand the information we give them well enough to use it to make good health-care decisions. Otherwise, we didn’t reach them, and that is the same as if we didn’t treat them.”

Regina Benjamin, US Surgeon General

One of the most important components of care is being able to communicate so that the patient is able to understand the information being given, and the questions being asked.

In Canada:

- The average literacy skills of working adults as at grade 7/8 level (lower in vulnerable populations)
- Most health information is written/given at reading level of \geq Grade 10
- Research/informed consent is often presented at a college level
- Verbal communication is given too fast for patient

Below is a script intended to provide an example of an initial conversation with a patient regarding coordinated care planning. The wording has been developed to ensure a literacy level that would be understandable by most patients.

Script

I’m calling to check in with you about an idea I have that I want to run by you...Would that be OK? **{Or}** Is this a good time?

I was thinking it might be helpful to bring together the people who help you with your care, in and outside of your home, to talk about how things are going... and what you and others think might be helpful for you. It would help us all to better understand what’s working, what’s not, and what you think might work better for you. What do you think about pulling those people together to chat?

We would also like to include other people who are important to you, like your friends, family, neighbours, or anyone else who helps you. How do you feel about that?... It would help us all have a better understanding of your goals - those things that are important to you...We hope that this meeting would help all of us work better with you, and together, to do those things. How would you feel about that kind of meeting?

I would like to come and talk to you a little more about how we might set up this meeting and who you would like to be part of the meeting...Would that be ok with you?

{If the response is positive and the patient supports this idea:}

That’s great! It would be helpful if, between now and when I come and see you, if you could think about some things that are important to you and some things that you would like to do... Maybe there are some things that you used to do that you’d like to get back to doing...Or new things you’d like to try. It would also be great if you could think about who you’d like to invite to the meeting...