

# Conversation Guide with Patient



## PSP Team Based Care Learning Series

Session: Patient-Centred Care  
 Resource: Conversation Guide with Patient  
 Activity: Simulate a conversation with a patient focused on objective(s) to support patient-centred care

### How to use this guide:

1. Determine one or two key objectives in having a conversation with your patient about team-based care
2. Consider the key concepts and add any other relevant points
3. Reflect on your style and try out a sample conversation using your own words
4. Pick three sample conversations that you want to try in your practice
5. Identify how your team will follow up on this conversation with a patient
6. Add the Team Follow Up notes to your Action Plan

Objective	Key concepts	Sample Conversation	Team Follow Up (Identify team members who should be involved and what each will do)
<b>Introducing Team-Based Care</b>			
Introduce the concept of team-based care to patient	<ul style="list-style-type: none"> <li>• Patient may already be seeing different health care professionals, but concept of the professionals working together may be new</li> <li>• Patient many not know how to interact with the team</li> </ul>	<p>We are introducing a team-based care model here...this means that...[describe team members and their roles]</p> <p>Some changes you might notice are...</p> <p>Having a team should be helpful for your care. Do you have any questions?</p> <p>Do you see any other professionals to support your health?</p>	

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<p>Supporting patient acceptance of team</p>	<ul style="list-style-type: none"> <li>• Patients may not be aware of which professions/services could best serve their needs</li> <li>• Patient may expect the GP to do things that are out of scope</li> <li>• Patient may have specific requests about the kind of professional they may want to see or the services they wish to access</li> </ul>	<p>We have a team to support your care. When I think that a member of our team can provide specialized support that will help with your care, I will suggest that you meet with them.</p> <p>This is something that is usually done by [name profession]. Would you like me to make a referral?</p> <p>Your request for [name service] is very specific. Can you help me understand your goals? This will help me make sure that this is the best service for you.</p>	
<p><b>Communicating with the Patient and Family</b></p>			
<p>Understand patient preferences for communicating with patient and family</p>	<ul style="list-style-type: none"> <li>• Determine whether patient would like family involved in their care</li> <li>• If patient wants family involved, how do they want family involved?</li> </ul>	<p>Do you want your family to be involved in your care?</p> <p>[If yes] Let's talk about how you want to involve your family...</p> <ul style="list-style-type: none"> <li>• What information can we share with them?</li> <li>• Do you want them to attend visits with you?</li> </ul>	

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		<ul style="list-style-type: none"> <li>• How do you want us to contact your family?</li> <li>• When the main contact is not available, is there another person we can contact?</li> </ul>	
<b>Supporting the Patient to Work with the Team</b>			
Obtain consent to share medical information with team	<ul style="list-style-type: none"> <li>• Patient consent must be obtained in order for team members to share medical information</li> <li>• Patients may not be aware of who has access to their medical information</li> <li>• Patients may have concerns about sharing their medical information</li> </ul>	<p>Currently each of the people you see would keep their own records for your care. We'd like to share that information to help us work as a team. Is that something you'd be comfortable with?</p> <p>In order to make sure each of the team members knows about your care needs as a whole, we'd like to share your medical information. This form would allow us to do that.</p> <p>Is there any information you would not want shared with other team members?</p>	
Support patient relationship with team	<ul style="list-style-type: none"> <li>• Clarify roles within team</li> <li>• Support patient to communicate health-related needs</li> </ul>	<p>Do you have any questions about working with the people in this team?</p> <p>In your care plan, [describe key points in care plan] you will receive support from [describe</p>	

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		appropriate team members and what each will do]  When you have a question about x, you can contact [name appropriate team member]	
<b>Understanding the Patient Context</b>			
Understand social determinants of health related to the patient	<ul style="list-style-type: none"> <li>Social determinants of health may impact a patient’s health and care</li> </ul>	<p>Do you have anything going on in your life that may affect your health?</p> <p>Is there anything that makes you uncomfortable about getting the care you need?</p> <p>Do you need support to access any of the services I’ve suggested to you?</p>	
Understand cultural, language or other factors that may influence a patient’s relationship to their care	<ul style="list-style-type: none"> <li>Patients may have other factors influencing how they access and understand their care</li> </ul>	<p>Let’s work on a plan for your care. Tell me what is most important to you right now.</p> <p>Do you have any traditions that are different from what we are discussing in this plan? It’s important for me to understand how you want to care for yourself so that we can make a plan that will work for you.</p> <p>Would you like to use services available in another language?</p>	

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		Some of the services are available only in English. Do you have any concerns about this? What would help you understand better? Is there someone who could accompany you to the visit?	
<b>Involving Patients to Improve Outcomes</b>			
Involve patient in decision-making	<ul style="list-style-type: none"> <li>• Patient may need additional information about their condition(s) and care to help them make a decision</li> <li>• Patient may have other influences on their decisions, including family, cultural values, financial constraints, etc.</li> </ul>	<p>Do you have any questions?</p> <p>What else do you want to consider while we make this decision?</p> <p>What are your priorities right now?</p>	
Improve patient adherence to care plan	<ul style="list-style-type: none"> <li>• Patient may experience barriers to understanding or following a care plan, including: literacy, financial, housing, etc.</li> </ul>	<p>Are you familiar with everything in your care plan?</p> <p>Do you have any questions?</p> <p>To follow up with your care plan, you can...[describe which team member to contact, and what is expected]</p>	

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		<p>Is there anything in your care plan that you are concerned about?</p> <p>To deal with those concerns, you can talk to [name team member who can support specific needs]</p>	
Support preventative care	<ul style="list-style-type: none"> <li>• Patient may experience barriers to understanding or following a care plan, including: literacy, financial, housing, etc.</li> </ul>	<p>Do you have any questions?</p> <p>What are your concerns about this?</p> <p>Is there anything here that you feel might be hard to do?</p> <p>What would help you to stick to this plan?</p>	
Support patient self-management	<ul style="list-style-type: none"> <li>• Patient may experience barriers to self-management, including: literacy, financial, housing, etc.</li> </ul>	<p>Is there anything that would make it hard for you to follow this self-management plan?</p> <p>What would help you to follow this plan?</p>	