

Where to Start Guidelines:

Deciding with your team where Essential Professional Conversations (EPCs) should start

The time of patient/client transition is not the only time when conversations could be beneficial, but it is an essential place to start. Beyond this, where your team starts to focus on EPCs will look different for each team/organization, and will depend on how teams are currently communicating with health care providers (HCPs) at other organizations and how they feel they will have the most impact.

To guide your team's planning for EPCs, consider the below questions with your team:

- How often do I currently engage in conversations with HCPs at other organizations?
- In my team, is this different for different team members?
- What value do I bring in my role to a conversation? What can I learn from other HCPs that will further enhance the optimistic care that I provide for my patients/clients?
- For which patients/clients would a conversation with another HCP make the most difference?

Consider:

- Patients/clients with complex needs (see the first page of the Patient Complexity Framework)
- Length of time I provided care for the patient/client
- Ongoing support needed for a patient/client when they leave my care
- Do I have questions about how I might have provided care differently for the patient/client?