# PAM ONLINE REPORTS (FLOURISH® SYSTEM)

The Flourish® administrative portal provides an interactive dashboard and access to a variety of reports based on Patient Activation Measure® (PAM®) survey results. Information on the dashboard is updated in real time. Activity reports are self-generated, allowing clients to view PAM results for specific time periods, versions of PAM, and subgroups if used.

flourish Dashboard Account Summary
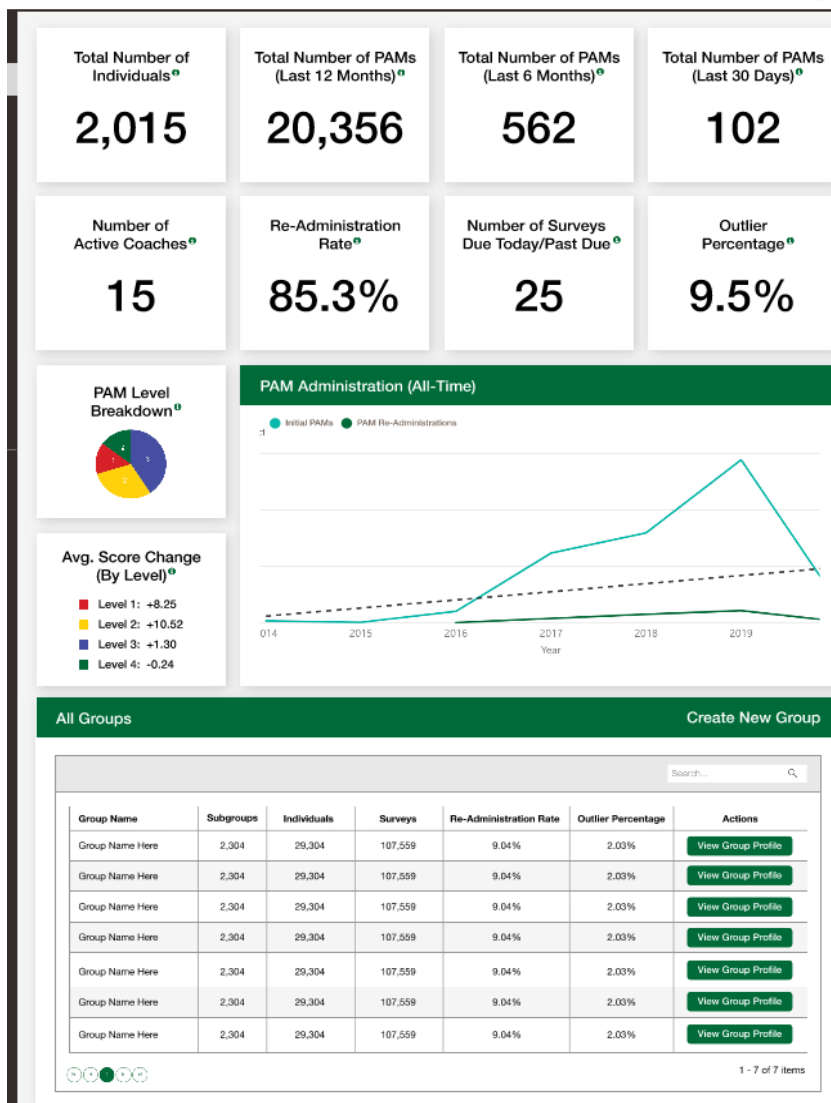
The dashboard provides a snapshot of key PAM results, including:

- Total Individuals who have completed at least one PAM survey
- Total number of surveys administered in the past year, 6 months and 30 days
- Number of coaches or other staff actively administering PAM
- Survey re-administration rate among the total individuals
- PAM Level distribution and average PAM score change

Meets 508 Compliance

The Flourish administrative portal meets Section 508, an amendment to the United States Workforce Rehabilitation Act of 1973, mandating that all electronic and information technology developed, procured, maintained, or used by the federal government be accessible to people who experience disability.

The Coach Profile provides an in-depth look at key metrics for each person responsible for administering PAM within an organisation or subgroup with an organisation such as a programme or location. Insights presented include:

- Total number of Individuals who have completed at least one PAM survey
- Survey re-administration rate among the total individuals
- The percentage of survey responses that fall into an outlier category
- Average change in PAM score within each PAM Level

PAM Self-service Reports

A variety of reports are available to track PAM segmentation, score change, and response trends to individual PAM statements. Data may also be downloaded for custom evaluation.

PAM Level distribution can be assessed at baseline and over time for a group, subgroup or by coach or person administering PAM.

PAM Level Distribution (Graph)

PAM Level Distribution (Count)

PAM Level Distribution (%)

PAM Mean Score: 52.5

PAM Level Distribution (Tabular)

	PAM Level	# of Surveys	% of Surveys
	Level 1	217	35.1%
	Level 2	205	33.2%
	Level 3	113	18.3%
	Level 4	83	13.4%
		618	100%
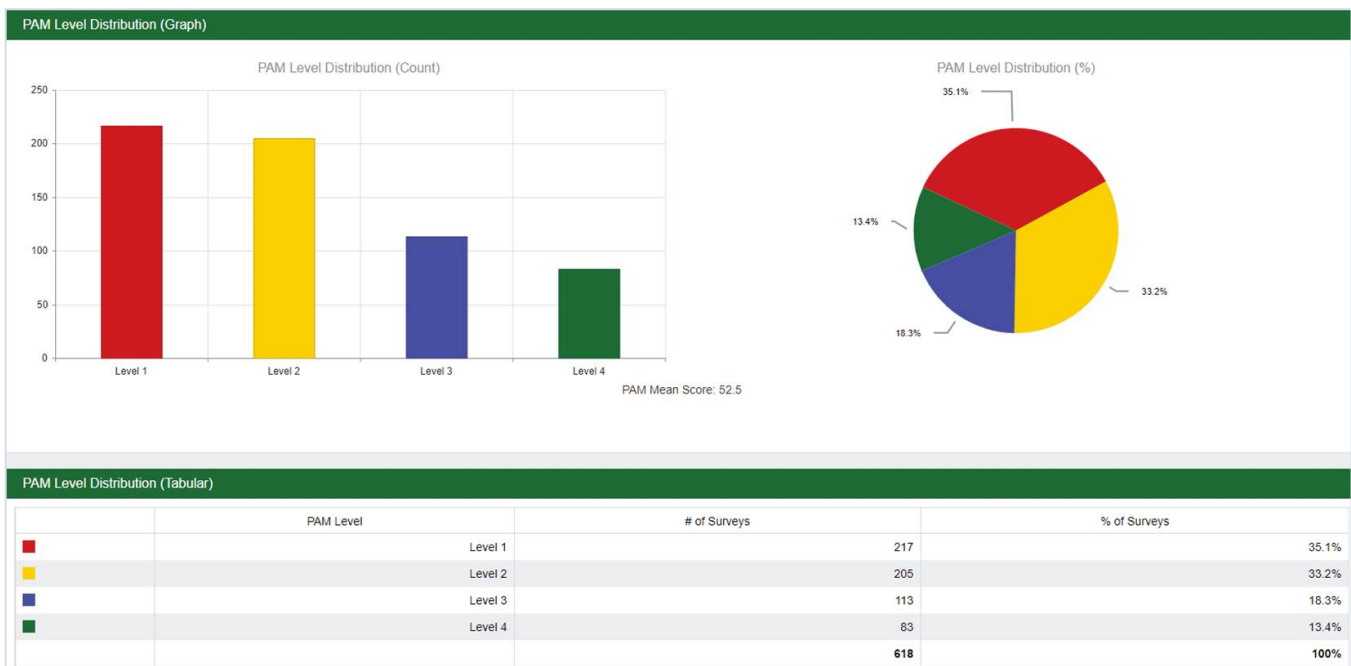
PAM Trend Report: This report shows changes in PAM activation levels over time.
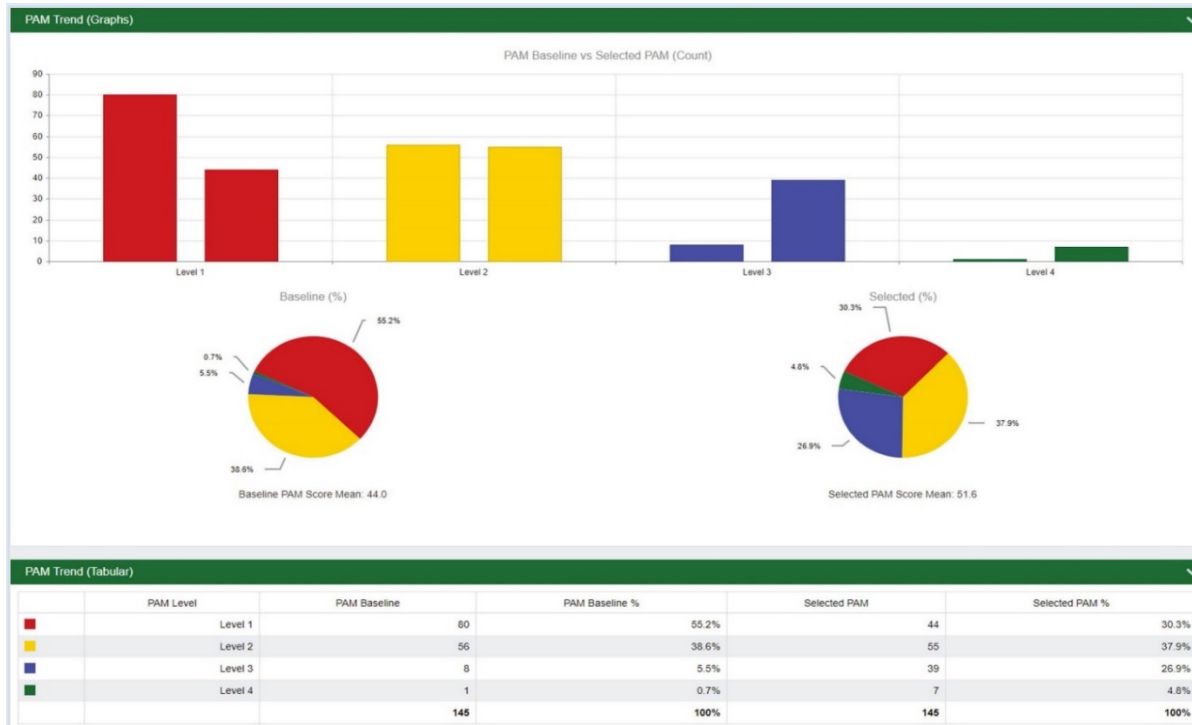
Change within Levels Report: This report allows clients to view PAM score change based upon baseline levels.

Change within Levels (Tabular)

Initial PAM

Initial PAM Level of the group	Level 1	Level 2	Level 3	Level 4
Survey Counts	310	1033	1369	661
Mean PAM score	42.35	50.61	63.66	84.98

All PAMs

Initial PAM Level of the group	Originally Level 1	Originally Level 2	Originally Level 3	Originally Level 4
Survey Counts	310	1033	1369	661
Mean PAM score	55.82	61.01	68.69	82.22
Mean Point Change from 1st	13.47	10.41	5.03	-2.76
% Declined	5.81 %	14.04 %	28.93 %	39.18 %
% Unchanged	7.42 %	15.49 %	10.37 %	27.38 %
% Improved	86.77 %	70.47 %	60.7 %	33.43 %

PAM Responses Report: This report shows the distribution of PAM survey responses by agreement option.

PAM Responses (Graph)

PAM Responses (Tabular)

	Statement	■ Disagree Strongly		■ Disagree		■ Agree		■ Agree Strongly		□ N/A	
1	When all is said and done, I am the person who is responsible for taking care of my health.	29	16.5%	43	24.4%	39	22.2%	42	23.9%	23	13.1%
2	Taking an active role in my own health care is the most important thing that affects my health.	26	14.8%	40	22.7%	40	22.7%	46	26.1%	24	13.6%
3	I know what each of my prescribed medications do.	25	14.2%	33	18.8%	41	23.3%	50	28.4%	27	15.3%
4	I am confident that I can tell whether I need to go to the doctor or whether I can take care of a health problem myself.	20	11.4%	35	19.9%	49	27.8%	48	27.3%	24	13.6%
5	I am confident that I can tell a doctor concerns I have even when he or she does not ask.	24	13.6%	35	19.9%	42	23.9%	46	26.1%	29	16.5%
6	I am confident that I can follow through on medical treatments I may need to do at home.	22	12.5%	30	17%	47	26.7%	52	29.5%	25	14.2%
7	I have been able to maintain (keep up with) lifestyle changes, like eating right or exercising.	27	15.3%	35	19.9%	43	24.4%	48	27.3%	23	13.1%
8	I know how to prevent problems with my health.	21	11.9%	37	21%	45	25.6%	49	27.8%	24	13.6%
9	I am confident I can figure out solutions when new problems arise with my health.	22	12.5%	33	18.8%	44	25%	54	30.7%	23	13.1%
10	I am confident that I can maintain lifestyle changes, like eating right and exercising, even during times of stress.	29	16.5%	32	18.2%	43	24.4%	47	26.7%	25	14.2%
		245		**353**		**433**		**482**		**247**	

Total Surveys: 176