ONGOING TRAINING & SUPPORT

Microlearnings

These 12 brief videos (around 2 minutes each) highlight one particular component of our full training. These are used as a refresher for a topic covered in training.

Microlearning Topics:
- 6 ½ Keys to Introducing PAM
- CFA Feedback
- What is Activation
- When not to administer PAM
- The two numbers you get with PAM
- The two keys to understanding PAM
- Level 1 Support Guidance
- Level 2 Support Guidance
- Level 3 Support Guidance
- Level 4 Support Guidance
- Administering PAM

Insignia Health Microlearning URL: www.vimeo.com/showcase/pammicrolearnings
Password: PAMlessons

Product Demonstrations

Our Senior Trainer guides you through 5-30 minute video demonstrations on how to use our Flourish online scoring system, CFA, the Web App, and iPad App.

Insignia Health Demo Videos URL: www.vimeo.com/showcase/pamdemos
PW: DemoAccess

Patient Activation eLearning Program

Insignia Health's eLearning tool consists of six courses designed to familiarize front-line health coaches and other support staff with the Patient Activation Measure® (PAM®) and Coaching for Activation®. Each course builds upon knowledge learned in the previous course and provides insights into the value of measuring patient activation and tailoring support to achieve realistic and achievable behavior change.

- o *Introduction to PAM* – Background information on Insignia Health and the development of the PAM survey.
- o *The PAM Approach* – An introduction to the concept, history and methodology behind the PAM survey.
- o *Low Activated Patients* – Learn how to help patients who are disengaged, overwhelmed and struggling to manage their health.
- o *High Activated Patients* – Learn how to help patients who are taking action, maintaining guideline behaviors and pushing further toward better health.
- o *Administering PAM* – Learn how to administer PAM to get valid, reliable results without introducing bias.
- o *Coaching for Activation* – Learn how to tailor PAM-based goals and interventions according to each patient's activation level

Access Training anywhere, anytime
- o *Accessible* – courses are available anytime and accessible through Insignia's web-based education portal
- o *Self-Guided* – Administrators and Coaches can complete the training module at their own pace and review content as needed
- o *Convenient* – Each course takes approximately 15-25 minutes

Monthly Webinar Series

Complimentary monthly webinar series where participants are invited to a once, monthly PAM orientation training. This webinar series is ideal for the new team members who, have yet to use PAM or have just begun using PAM and CFA. Each training is 2 hours in length. Registration is required, and links will be sent one week before training dates.

PAM Introduction to Activation Concepts and Overview
- o Attendees will learn the history of PAM, and will be shown the latest research that supports the broad use of PAM in a clinical setting as well as what research tells us about the patients we interact with.

PAM Level Guidance
- o Attendees will learn practical information about patients at different PAM levels and an overview of how to interact with patients and at each level

PAM Administration
- o Attendees will learn our best practices for administering PAM, as well as the importance of re-administering PAM. The most common issues and barriers will be addressed along with instances where administering PAM may not be appropriate

PAM – Coaching for Activation (CFA) Demonstration
- o Attendees will learn data regarding the use of PAM in conjunction with CFA. There will be a demonstration of the platform in real time.

2022 Monthly Training Schedule
All times are 1:30PM CST

- Jan 12th - 2PM CST (*please note date/time change*)
  - https://us02web.zoom.us/webinar/register/WN_vqmAS3VJROmDe1xCCdAeTQ
- Feb 8th
- March 8th
- April 12th
- May 10th
- June 14th
- July 12th
- August 9th
- September 13th
  - All meetings use this link: https://us02web.zoom.us/j/88389925778

Special training opportunities include (on an as-needed basisi)
- PAM and Motivational Interviewing
- PAM and Telehealth
- *Customized Training opportunities*