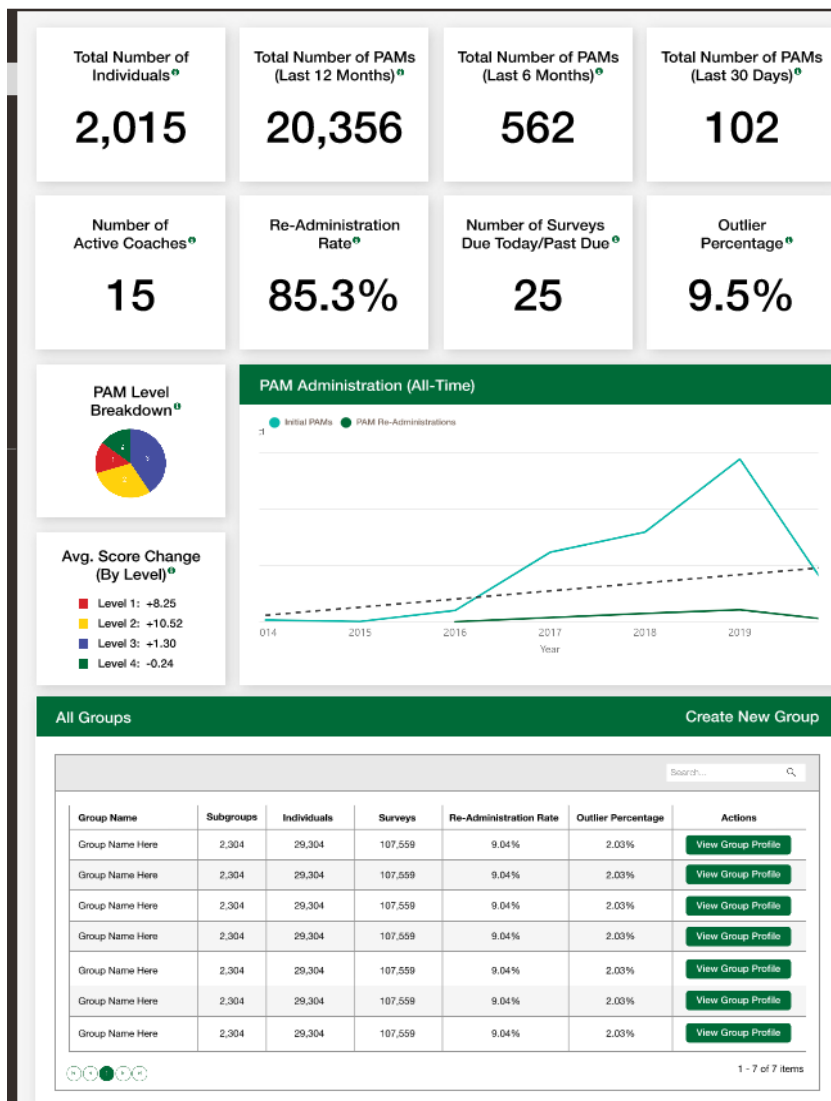


PAM ONLINE REPORTS (FLOURISH® SYSTEM)

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.

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.

Flourish | City Hospital Group TR

Coach Profile
Edit Profile

Status: Active

Coach Since: 02/24/2017

First Name: John

Last Name: Smith

Group(s): Group1, Groupey2

Subgroup(s): Subgroup Name, Subgroup, Subgroup

Total # of Assigned Individuals*

256

Re-Administration Rate*

85.3%

Outlier Percentage*

9.02%

Avg. Score Change (By Level)*

- Level 1: +8.25
- Level 2: +10.52
- Level 3: +1.30
- Level 4: -0.24

All Assigned Individuals **Create Individual**

Individual ID	First Name	Last Name	Last PAM	Level	Score	Days Since Last PAM	Actions
19342989HG12	John	Dee	01/01/2020	4	90.30	124	Survey Profile
1234325JH9H24	Tom	Johnson	01/01/2020	2	14.00	23	Survey Profile
akjgl1324901	Eather	Dean	01/01/2020	4	89.90	126	Survey Profile
123981HRK5B1	Alexander	Steakhouse	01/01/2020	1	9.50	365	Survey Profile
dlnged198347	Anthony	Fanthony	01/01/2020	2	25.80	134	Survey Profile
123254HWEU05	Jane	VeryShortName	01/01/2020	3	75.40	24	Survey Profile
9jksad51384193	VarLongName	LongerName	01/01/2020	1	10.50	12	Survey Profile

1 - 7 of 7 items

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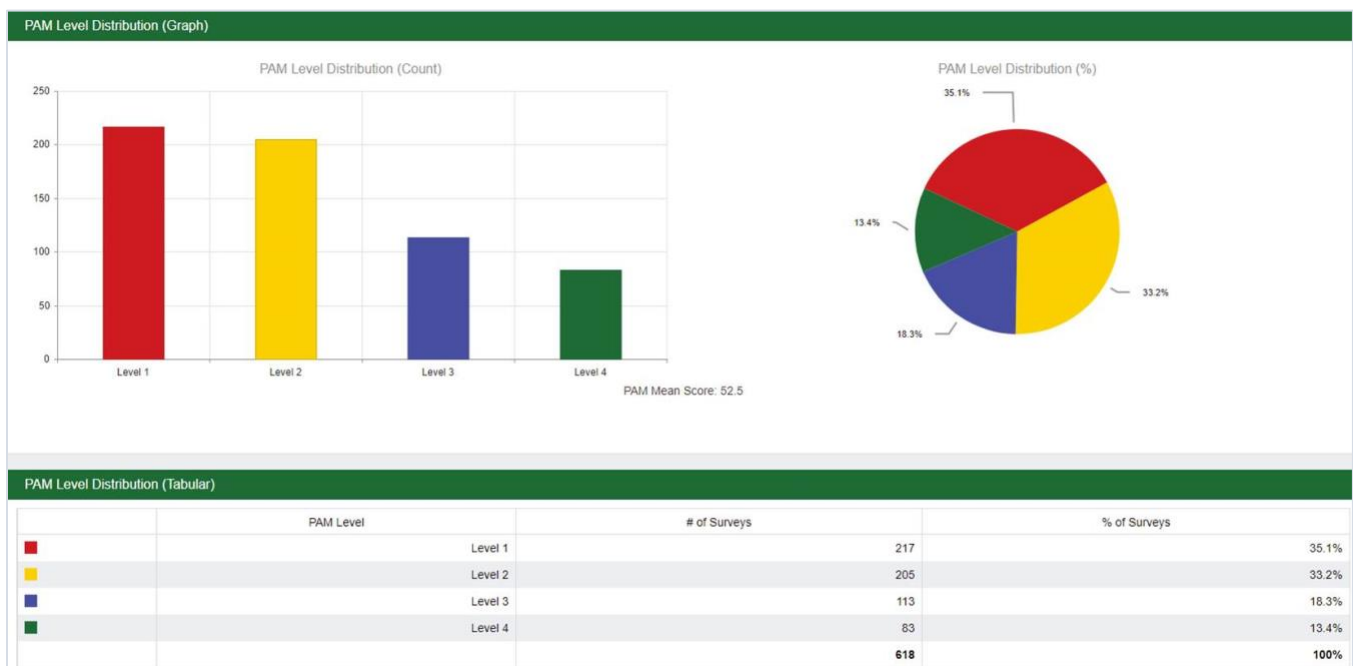
The Coach Profile provides an in-depth look at key metrics for each person responsible for administering PAM within an organization or particular subgroup with an organization such as a program or location. Insights presented include:

- 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

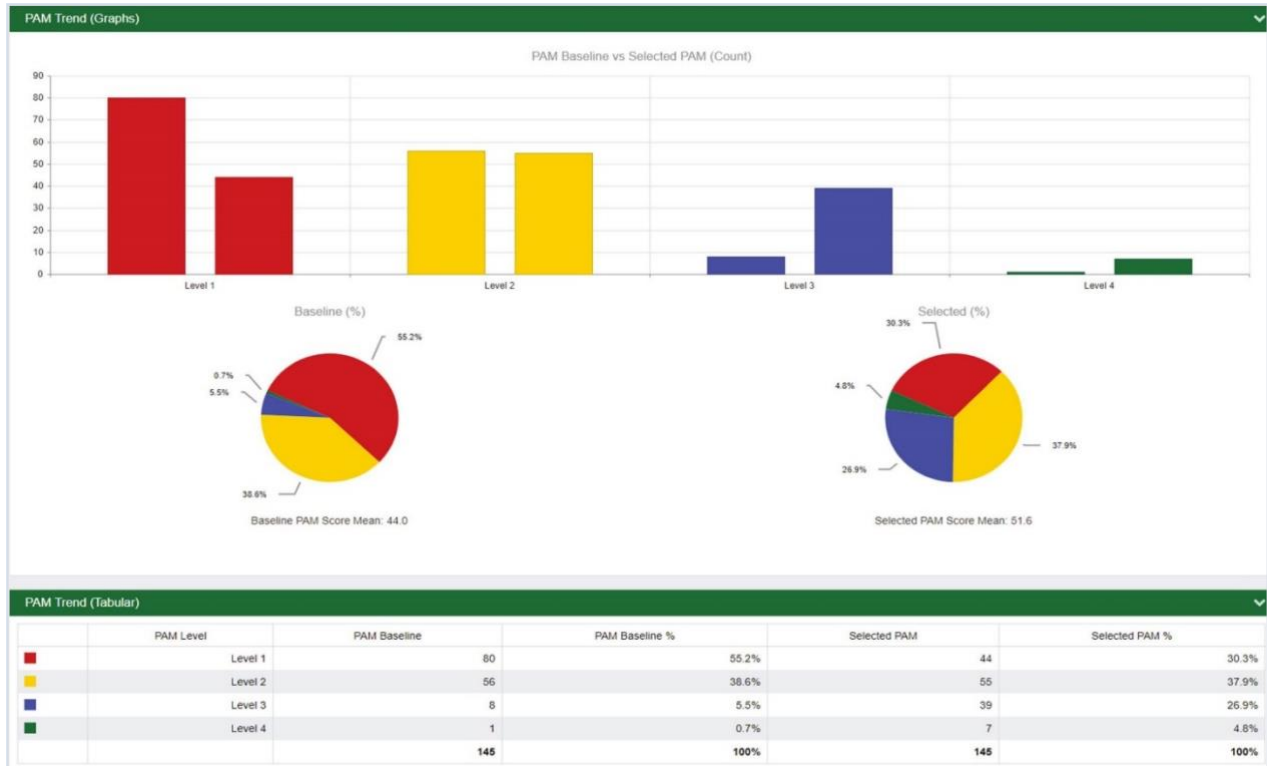
PAM Self-service Reports

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 Trend Report: This report shows changes in PAM activation levels over time.



PAM Trend (Tabular)

PAM Level	PAM Baseline	PAM Baseline %	Selected PAM	Selected PAM %
Level 1	80	55.2%	44	30.3%
Level 2	56	38.6%	55	37.9%
Level 3	8	5.5%	39	26.9%
Level 4	1	0.7%	7	4.8%
Total	145	100%	145	100%

Change within Levels Report: This report allows clients to view PAM score change based upon baseline levels. A version of this report consistent with PAM’s NQF endorsement evaluating change based upon PAM levels 1, 2, and 3 will be available in Q3 2021.

Report Details

Report Range: 11/01/2016 to 02/22/2021

Survey Type: ParentPAM13_S, ParentPAM13, ParentPAM10_S, PAM13_S, PAM13, PAM10_S, PAM10, CareGiverPAM13_S, CareGiverPAM13, CareGiverPAM10_S, CareGiverPAM10

Group Subgroup: All groups/All subgroups

[Download CSV](#) [Download PDF](#)

Change within Levels (Tabular)

Initial PAM	Level 1	Level 2	Level 3	Level 4
Initial PAM Level of the group	Level 1	Level 2	Level 3	Level 4
Survey Counts	79	56	8	2
Mean PAM score	37.85	49.74	58.29	100

All PAMs

Initial PAM Level of the group	Originally Level 1	Originally Level 2	Originally Level 3	Originally Level 4
Initial PAM Level of the group	Originally Level 1	Originally Level 2	Originally Level 3	Originally Level 4
Survey Counts	79	56	8	2
Mean PAM score	47.1	54.16	55.53	55.15
Mean Point Change from 1st	9.26	4.41	-2.76	-44.85
% Declined	5.06 %	8.93 %	12.5 %	100 %
% Unchanged	6.33 %	3.57 %	25 %	0 %
% Improved	88.61 %	87.5 %	62.5 %	0 %

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

