



Insignia Health

PATIENT ACTIVATION MEASURE[®]
(PAM[®]) SURVEY APPLICATION
MANUAL

SMART ON FHIR APPLICATION – MARCH 2020 RELEASE



TABLE OF CONTENTS

Purpose 3

Initial Setup 3

 Epic Application Download and Setup 3

Function Descriptions 3

 Accessing the Application 3

 Sign In 3

 Sign Out 3

General Functionality 4

 PAM Overview & Activation Levels 4

 PAM Survey Administration 5

 PAM Survey 6

 PAM Survey Results 7

 PAM Overview with one survey completed 8

 PAM Overview with Multiple surveys completed 8

 Privacy Policy/Terms and Conditions 9

Glossary 10

PURPOSE

Flourish Administrators can use this manual to learn how to administer the Patient Activation Measure® (PAM®) Survey on the Flourish® Platform (SMART on FHIR application). This manual also covers general functionality, typical workflow scenarios, and setup instructions.

INITIAL SETUP

To use the PAM Survey on the Flourish Platform you will need to have an active organization configured in Flourish Admin. Please contact Insignia Health if you do not currently have an active organization configured.

The PAM Survey on the Flourish Platform is available on the Epic App Orchard for download into your native Epic system.

EPIC APPLICATION DOWNLOAD AND SETUP

To set up the PAM Survey Application in your native Epic system:

1. Visit the Epic App Orchard <https://apporchard.epic.com/>
2. Log into your Epic App Orchard account
3. Select the “Explore Apps” link in the top navigation bar
4. Search for “Insignia Health” or “Patient Activation Measure® (PAM®) Survey” in the “Search” bar
5. Select the “Patient Activation Measure® (PAM®) Survey” application
6. Select the “Contact author” button
7. Insignia Health will provide you with access to download the PAM Survey application
8. The PAM Survey Application icon will appear in your Epic environment. Select the icon to access the application.

FUNCTION DESCRIPTIONS

ACCESSING THE APPLICATION

SIGN IN

You will automatically be signed into the application upon signing into your computer and selecting the PAM Survey application icon within your Epic system

SIGN OUT

If you leave the application open, your session will time out in 15 minutes and you will be signed out of the application automatically. Otherwise, you will be signed out of the application upon closing the application.

GENERAL FUNCTIONALITY

PAM OVERVIEW & ACTIVATION LEVELS

After clicking on the PAM Survey icon within your Epic system, the PAM Survey application will open and you will be directed to the PAM Survey Overview screen that includes:

1. Patient ID number;
2. Brief overview of the PAM survey;
3. "Take Survey" button;
4. PAM Activation Level descriptions;
5. "Terms and Conditions" link; and
6. "Privacy Policy" link.

PATIENT# 62acb9-7bae-4d33-b53f-a389c1a0e281

flourish PAM® Survey

PAM® OVERVIEW

The Patient Activation Measure® (PAM®) survey assesses an individual's underlying knowledge, skills and confidence for effective health self-management. PAM segments individuals into one of four activation levels along a 100-point empirical scale.

[TAKE SURVEY](#)

Each point and level provides insight into health-related characteristics, including attitudes, motivators, and behaviors. Lower activation indicates a lack of understanding and low self-confidence in managing health issues, while higher activation suggests stronger self-management skills and resilience in times of stress or change.

PAM® ACTIVATION LEVELS

Level 1	Level 2	Level 3	Level 4
<p>Disengaged and Overwhelmed</p> <p><i>"My doctor is in charge of my health."</i></p> <p>Individuals are passive and lack confidence. Knowledge is low, goal-orientation is weak, and adherence is poor.</p> <p>Healthcare utilization: Very high ED/ER use, very high risk of Ambulatory Care Sensitive (ACS) utilization, very high risk of readmission, very low use of preventive care and screens.</p>	<p>Becoming Aware but Still Struggling</p> <p><i>"I could be doing more for my health."</i></p> <p>Individuals have some knowledge, but large gaps remain. They believe health is largely out of their control, but can set simple goals.</p> <p>Healthcare utilization: High ED/ER use, high risk of ACS utilization, high risk of readmission, low use of preventive care and screens.</p>	<p>Taking Action and Gaining Control</p> <p><i>"I'm part of my health care team."</i></p> <p>Individuals have the key facts and are building self-management skills. They strive for best practice behaviors, and are goal-oriented.</p> <p>Healthcare utilization: Low ED/ER use, low risk of ACS utilization, low risk of readmission, good use of preventive care and screens.</p>	<p>Maintaining Behaviors and Pushing Further</p> <p><i>"I'm my own health advocate."</i></p> <p>Individuals have adopted new behaviors, but may struggle in times of stress or change. Maintaining a healthy lifestyle is a key focus.</p> <p>Healthcare utilization: Very low ED/ER use, very low risk of ACS utilization, very low risk of readmission, very good use of preventive care and screens.</p>

Terms & Conditions Privacy Policy

Powered by Insignia Health All rights reserved

Figure 1. PAM Survey Overview

PAM SURVEY ADMINISTRATION

To administer a survey within the PAM Survey Application on the Flourish Platform, select the “Take Survey” button in the top right-hand corner of the PAM Overview page. You will be redirected to the PAM Survey administration page where you will need to select the PAM survey name, survey language, and survey completion date.

PATIENT# 62acbbe9-7bae-4d33-b53f-a389c1a0e281 [CANCEL](#)

flourish PAM® Survey

PAM® SURVEY

1. Please select the survey you wish to administer.
2. Please select the survey language in which you would like the survey displayed.
3. Please select the survey completion date for when the survey was administered.

Note: If at any time during survey administration, you wish to change the survey or language, you will be required to restart the survey from the beginning

Survey Name: PAM10

Survey Language: English (English)

Survey Completion Date: February 19 2020

BEGIN SURVEY

Figure 2. PAM Survey Administration

The PAM survey is translated in multiple languages, including English, English (UK), Arabic, Polish, Spanish (Mexico), and Urdu. The number of translated surveys will continue to grow and we will communicate to your organization when new versions of a survey in different languages are added. To request the prioritization of a particular language, please contact your account manager.

If you select one of these languages, you will be presented with a translated version of the PAM survey.

The system will always display a default value for the language field with selected survey type based on these rules:

- if a person that is being administered a survey has a preferred language selected in their profile, survey language will be defaulted to that language;
- if no language is selected, the system will look at the default language defined for your organization and it will be displayed as a default survey language.

PAM SURVEY

Once you set your survey name, survey language, and survey completion date, select the “Begin Survey” button. Question 1 will appear and you will be prompted to select one of the five responses. After you select a response, the second question will appear. Continue to answer the questions until all 10 (or 13) questions are answered.

PATIENT# 62acbbe9-7bae-4d33-b53f-a389c1a0e281 [CANCEL](#)

flourish PAM® Survey

PAM® SURVEY

1. Please select the survey you wish to administer.
2. Please select the survey language in which you would like the survey displayed.
3. Please select the survey completion date for when the survey was administered.

Note: If at any time during survey administration, you wish to change the survey or language, you will be required to restart the survey from the beginning

Survey Name: PAM10

Survey Language: English (English)

Survey Completion Date: February 19 2020

Not everyone approaches their health in quite the same way. In just a few minutes, you can learn more about your personal health style by taking this short survey. It's that simple!

1. When all is said and done, I am the person who is responsible for taking care of my health.

Disagree Strongly Disagree Agree **Agree Strongly** NA

2. Taking an active role in my own health care is the most important thing that affects my health.

Disagree Strongly Disagree Agree Agree Strongly NA

Progress 1/10

Figure 3. PAM Survey

After answering all of the questions, select the “Submit” button to complete the survey. You can cancel the survey at any time by clicking on the “Cancel” link in the upper right-hand corner of the screen. The “Submit” button will not be displayed until all questions have been answered.

PAM SURVEY RESULTS

After selecting the “Submit” button on the previous page, the PAM Survey Results screen will appear. On the PAM Survey Results screen you will see:

1. PAM Level and description;
2. PAM Score;
3. Survey Details;
4. “Copy Score” and “Copy Level” links; and
5. All survey questions and responses.

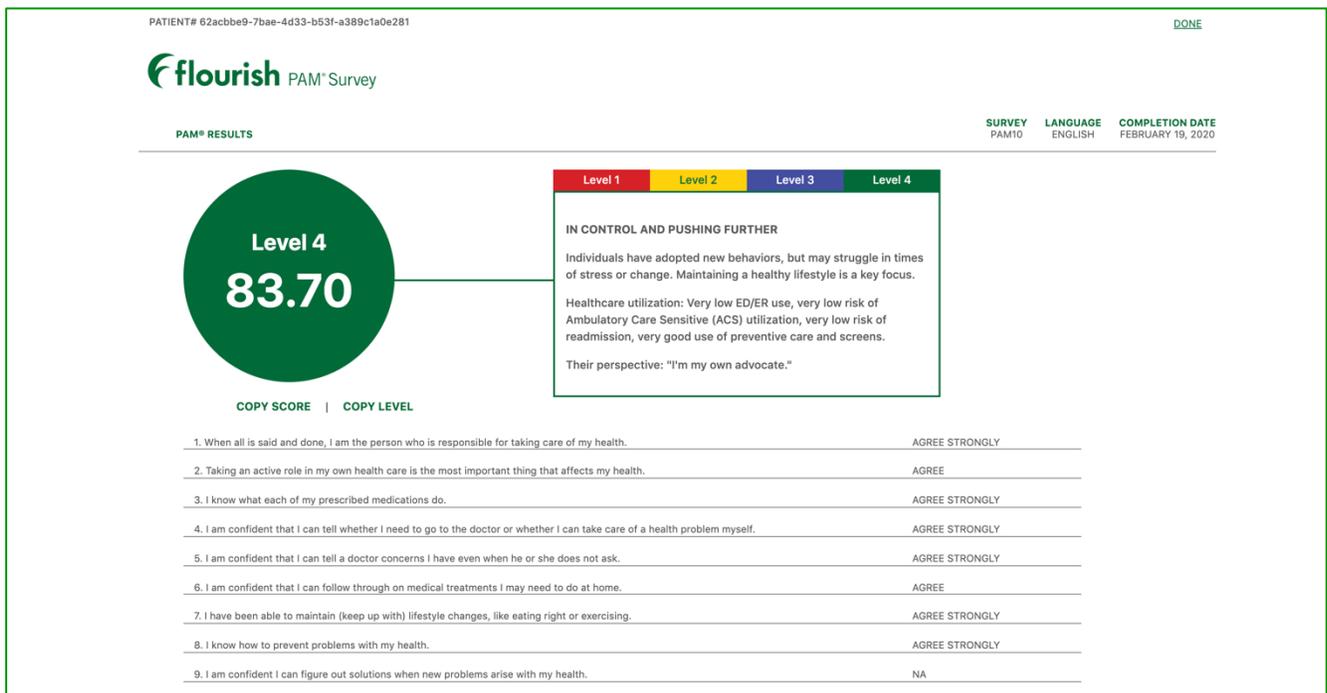


Figure 2. PAM Survey Results

You will automatically see the PAM level, score, and level details associated with the PAM survey that was just completed. You can select any of the other multi-colored PAM Level tabs at any time to view descriptions of the other levels. Once you select the “Done” link in the top right-hand corner of the page you will be redirected to the PAM Overview page.

PAM OVERVIEW WITH ONE SURVEY COMPLETED

Once an individual has completed a PAM survey, the PAM level and score will be displayed on the PAM Overview screen.

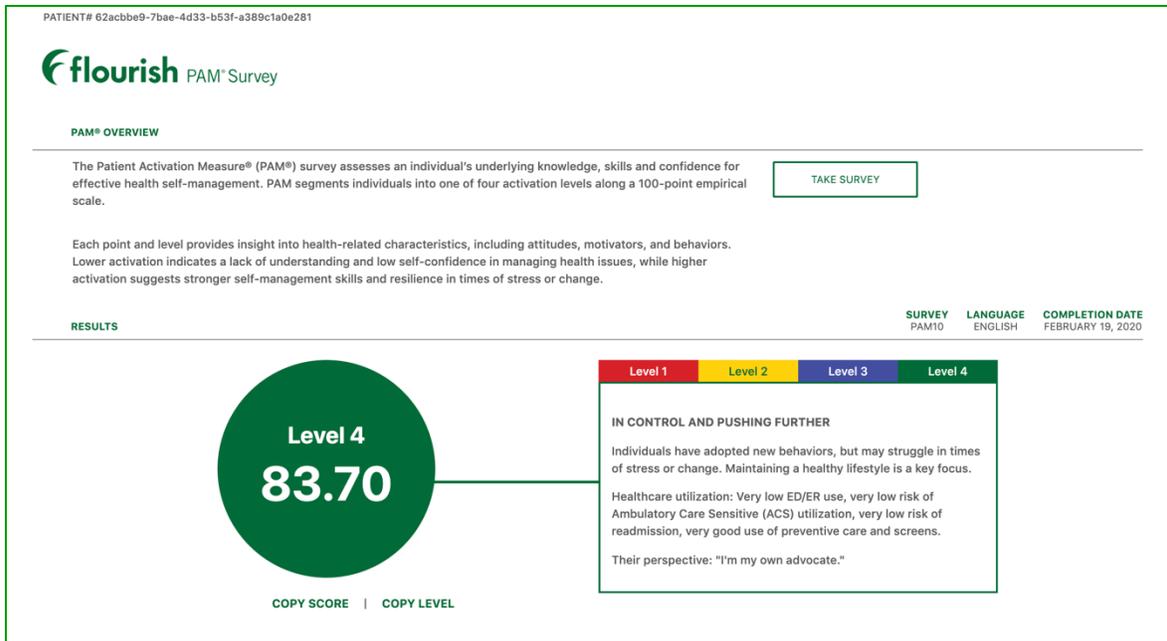


Figure 5. PAM Survey Overview

PAM OVERVIEW WITH MULTIPLE SURVEYS COMPLETED

Once an individual has completed two or more PAM surveys, the Score History Graph will be displayed. On this graph, you will be able to view all aggregate scores and levels for the individual's combined responses over time.

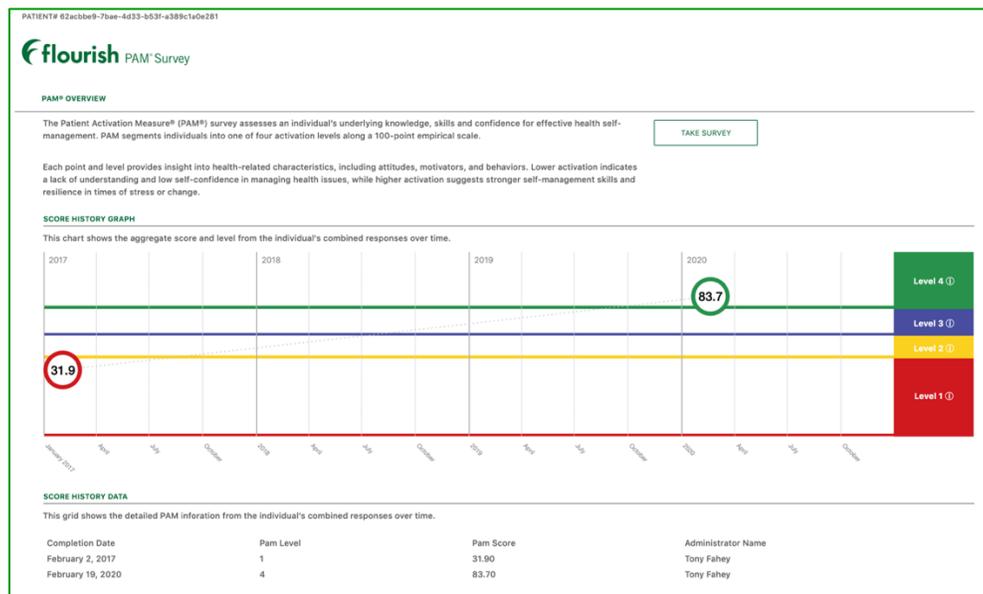


Figure 6. PAM Survey Overview

You will also have the ability to view all Score History Data in a table format where you can find the PAM Survey completion date, PAM level and score, and the name of the person who administered the PAM survey to the individual across time.

At any time you can select one of the multi-colored level tabs to see the level description in a popup window.

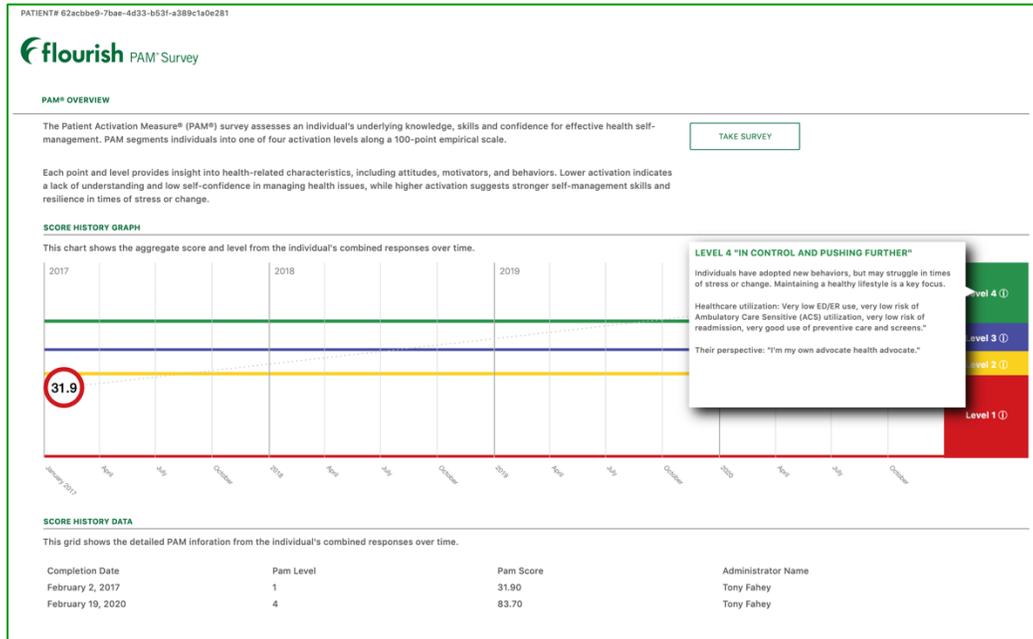


Figure 7. PAM Level Description

PRIVACY POLICY/TERMS AND CONDITIONS

On the footer of all pages on the site are Insignia Health's Privacy Policy and Terms and Conditions. These documents define how Flourish Admin stores and uses individual information.

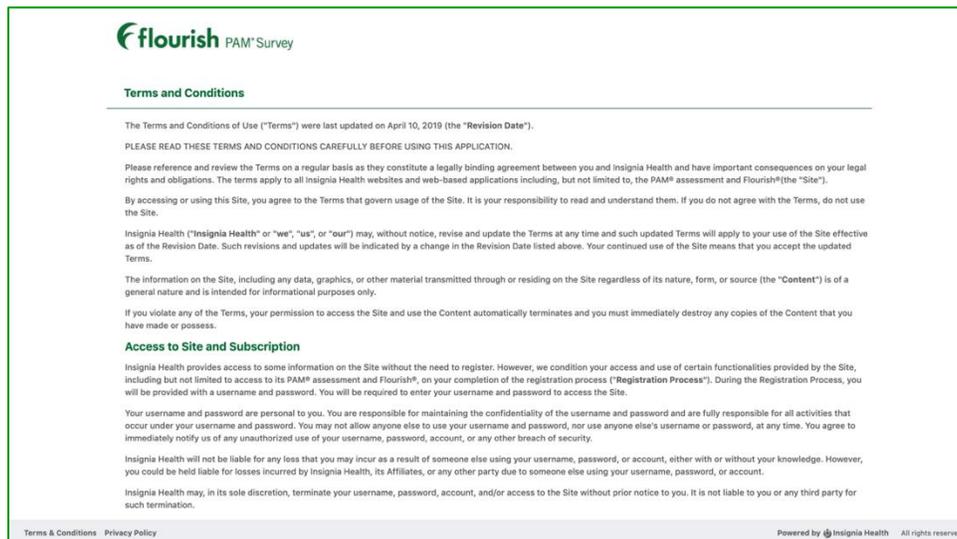


Figure 8. Terms and Conditions

GLOSSARY

Individuals	A person whose PAM level is measured by using the Flourish platform. Individuals can be patients, primary caregivers to patients, parents of a patient or employees of an organization.
PAM	Patient Activation Measurement, an assessment that gauges the knowledge, skills and confidence essential to managing one's own health and healthcare.
PAM Survey	A set of questions designed to measure a patient's activation.
PAM Score	A number between 0 and 100 that is calculated based on answered PAM survey using the IH algorithm. A PAM score segments individuals into one of four progressively higher activation levels. The PAM score can also predict healthcare outcomes including medication adherence, ER utilization and hospitalization.
PAM Level	Defined by PAM score, PAM level gives a broad array of self-care behaviors and offers deep insight into the characteristics that drive health activation.
PAM Outlier Logic	An individual that completed Caregiver, Parent, or PAM surveys with any of the following will be flagged as an outlier: <ul style="list-style-type: none">- If an individual answers all "Disagree Strongly" (PAM 6, 10, 13)- If an individual enters all "Agree Strongly" (PAM 6, 10, 13)- If an individual enters all "Agree" (PAM 6, 10, 13)- An individual answering 3 or more NA's with PAM 10, will be given a score of 51 and Level 2- An individual answering 4 or more NA's with PAM 13, will be given a score of 51 and Level 2- An individual answering more than 2 NA's with PAM 6, will be given a score of 51 and Level 2
Survey History	All surveys that an individual has taken and that have been stored in the system.