Improving Health Outcomes
Through the Application of the
Patient Activation Measure®

Sample Workflows
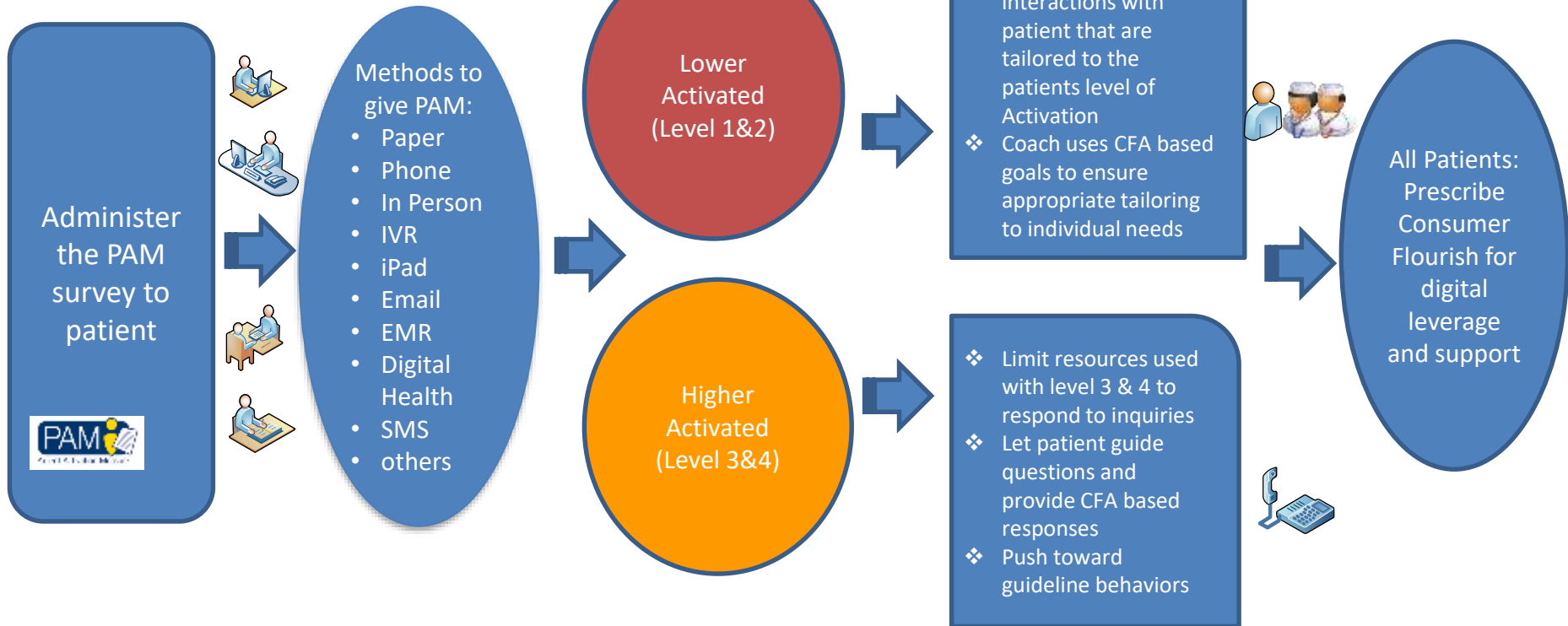
General Workflow

Measure   **Align Resources**   **Tailor Interventions**

Administer the PAM survey to patient

Methods to give PAM:
- Paper
- Phone
- In Person
- IVR
- iPad
- Email
- EMR
- Digital Health
- SMS
- others

Lower Activated (Level 1&2)

Higher Activated (Level 3&4)

- ❖ Coach has more frequent, short interactions with patient that are tailored to the patients level of Activation
- ❖ Coach uses CFA based goals to ensure appropriate tailoring to individual needs

- ❖ Limit resources used with level 3 & 4 to respond to inquiries
- ❖ Let patient guide questions and provide CFA based responses
- ❖ Push toward guideline behaviors

All Patients: Prescribe Consumer Flourish for digital leverage and support

Example - Clinic Visit

Measure

Align Resources

Tailor Interventions

Patient arrives at reception

If PAM is over 6 months old, patient is asked to take the PAM survey via most convenient method

PAM survey results are available in real-time to clinical staff. PAM survey results show the clinical team the patient's:
- Level of risk
- Patient self-management abilities
- (ie: likelihood of taking meds as directed
- Optimal clinic visit resources

LOW ACTIVATED:
- Short Visit
- Referral to Case Manager for follow-up discussion at current visit or later
- Tailored interactions focused on self-awareness

High Activated
- Support questions if the patient has any
- Use limited or digital interactions (lower cost)
- Push toward guideline behaviors

Example – Inpatient/ Discharge Process

Measure

Patient's PAM score is captured previously in clinic, at inpatient intake, during inpatient visit, at discharge or soon after inpatient visit

Align Resources

There are many regulated/ legislated things that have to be done at discharge. This typically drives a large amount of paperwork for the patient and lots of colored papers in a plastic bag for the patient to read at home post-discharge.

The low activated are overwhelmed by this and read non of it. Providing them with a one-page summary with 3-4 bullets is best (see red box).

Tailor Interventions

LOW ACTIVATED:
During discharge, make discharge instructions simple. Highlight no more than 3 critical items:
1. Make sure meds are filled and taken as prescribed
2. 800 # patient should call 24x7 with any question
3. Confirm contact info of post discharge resource and make sure patient knows resource will contact patient in next day or two

High Activated
- Provide contact info of post discharge resource(s) available to patient
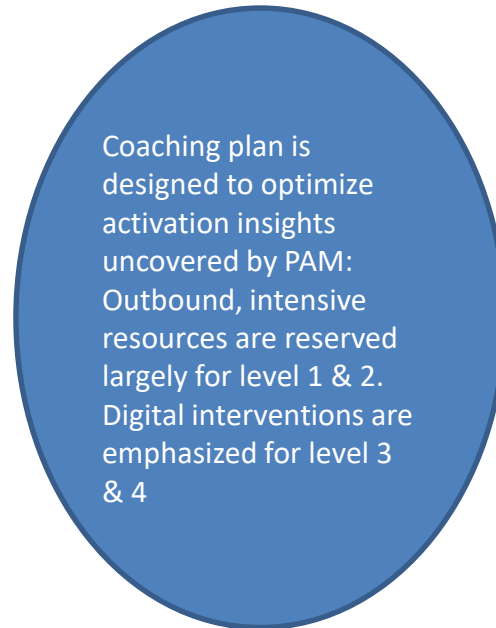- Answer any questions

Example - Case Management using CFA

Measure

PAM administered at first opportunity – ideally first visit/ phone call

Align Resources

Coaching plan is designed to optimize activation insights uncovered by PAM: Outbound, intensive resources are reserved largely for level 1 & 2. Digital interventions are emphasized for level 3 & 4

Tailor Interventions

LOW ACTIVATED:
Frequent and shorter calls using Coaching for Activation guide the conversation in an activation appropriate way to "meet the patient were they are"

High Activated
- Less Frequent Calls
- Answer questions
- Encourage use of digital tools
- Pose actions steps / challenges that are at or beyond guidelines