

# PAM<sup>®</sup> WORKFLOW EXAMPLES



PAM Admin Method	Workflow of Survey Administration	Line of business
In-Person	PAM given at intake by front office staff with other assessments. PAM is put on top of intake packet and patient given instruction (administration).	<b>Multi-Clinic out-patient setting</b> Private insurance, Medicaid/Medicare
	PAM administered by intake nurse during other vital sign recordings.	<b>Multi-Clinic out-patient setting</b> SUD treatment, Medicaid/Medicare
	PAM used in hospital care transitioning of continuing care program and complex case management. PAM is given at intake by nurse. PAM administered at intake and closing with average length of program lasting 5 months.	<b>Health Plan</b> Commercial Insurance Medicaid
	Case manager (CM) administers in person using EPIC dashboard as part of intake in waiting room via patient kiosks (CM and patient present).	<b>Health Plan</b> Commercial Insurance Medicaid
Telephonic	Embedded requirement to complete PAM at open and close of all case management cases in care plan. PAM administered telephonically by CM nurses and partially by social worker (SW) and health coaches.	<b>Health Plan</b> Commercial Insurance Medicaid
	CM calls patient to enroll and administers PAM during this call after patient registers	<b>Health Plan</b> Commercial Insurance Medicaid
	PAM is administered via a 3 <sup>rd</sup> party telephonically. Program used a combined risk model of retrospective data and PAM data (prospective). Population health program then determines what level of intervention is needed and who needs to follow up (CM, SW, physician, pharmacist, etc.). Calls are generally aimed at low adherence patients.	<b>Health System</b> Commercial Insurance Medicaid
	Pharmacist will conduct initial call to patient and administer during their introduction call. Based on PAM level, pharmacist will adjust intake to match patient.	<b>Specialty Pharmacy</b> Private insurance
Online	PAM is administered online only with a registration process. Outcome data shows very high rate of outlier data.	<b>Community Based Org.</b> Medicaid/Medicare