

Why Should ACO's Focus on Patient Activation?

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Patients are key in Determining ACO Success

Critical ACO Challenges

- Retain members
- Improve patient outcomes
- Restrain costs

Meet Patients Where They Are

Agenda

- Why is Patient Activation Key to ACO success?
 - What is the Evidence that it is linked with outcomes
 - Key insights from research
- How are health care delivery systems using measurement of activation to achieve better outcomes?

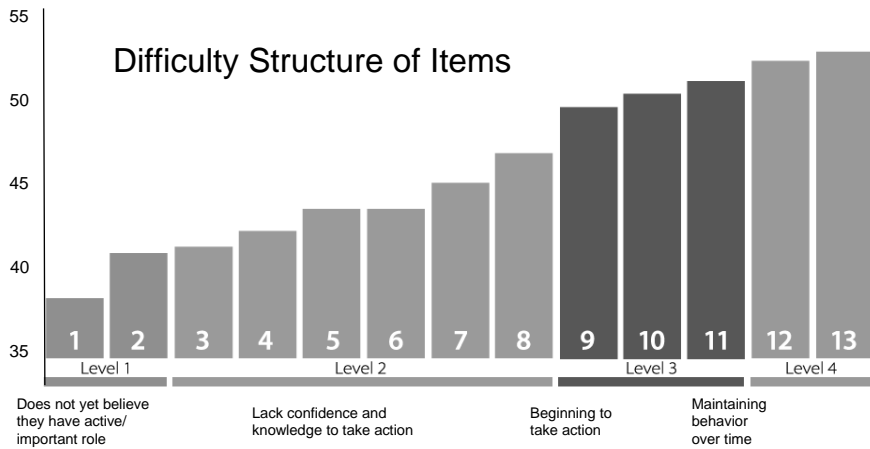
What is Activation?

An activated consumer:

- Has the motivation, knowledge, skill and confidence to take on the role of managing their health and health care
- Full range of activation in any population group
- Demographics tend t account for 5% to 6% of PAM score variation

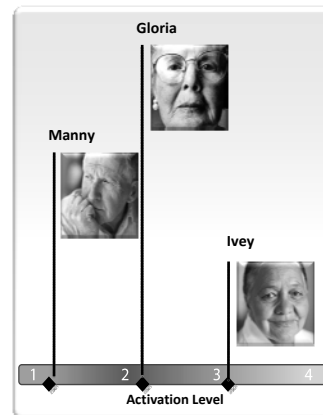


Patient Activation Measurement (PAM)

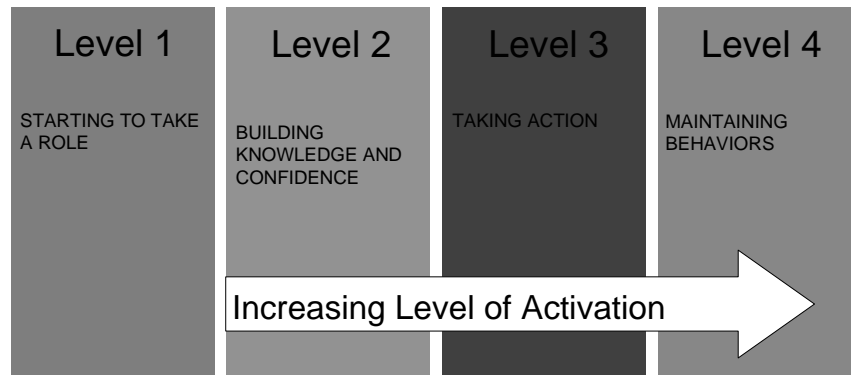


Activation Measure Items

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	N/A
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	N/A
3. I know what each of my prescribed medications do	Disagree Strongly	Disagree	Agree	Agree Strongly	N/A
4. I am confident that I can tell whether I need to go to the doctor or whether I can take care of a health problem myself.	Disagree Strongly	Disagree	Agree	Agree Strongly	N/A
5. I am confident that I can tell a doctor concerns I have even when he or she does not ask.	Disagree Strongly	Disagree	Agree	Agree Strongly	N/A
6. I am confident that I can follow through on medical treatments I may need to do at home	Disagree Strongly	Disagree	Agree	Agree Strongly	N/A
7. I have been able to maintain (keep up with) lifestyle changes, like eating right or exercising	Disagree Strongly	Disagree	Agree	Agree Strongly	N/A
8. I know how to prevent problems with my health	Disagree Strongly	Disagree	Agree	Agree Strongly	N/A
9. I am confident I can figure out solutions when new problems arise with my health.	Disagree Strongly	Disagree	Agree	Agree Strongly	N/A
10. I am confident that I can maintain lifestyle changes, like eating right and exercising, even during times of stress.	Disagree Strongly	Disagree	Agree	Agree Strongly	N/A



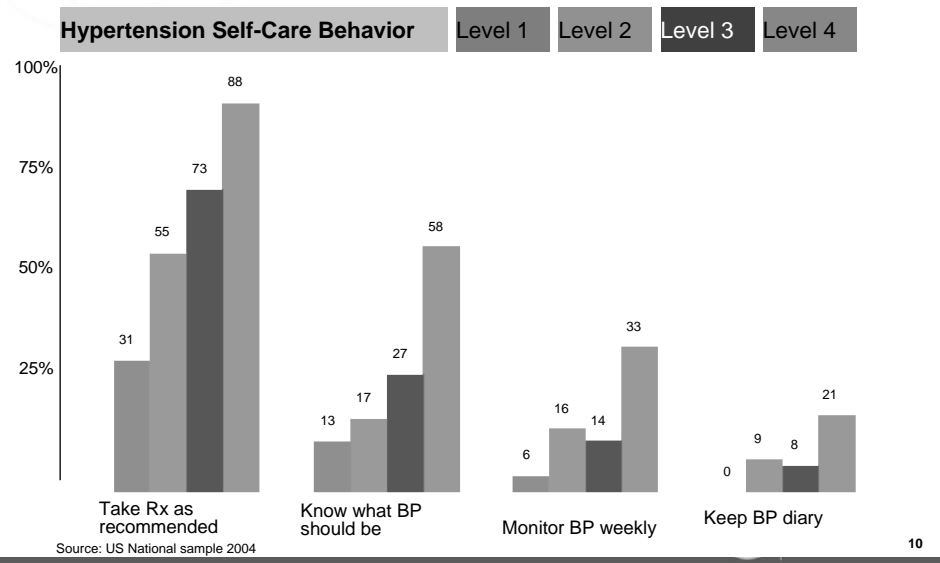
Activation is Developmental



Why is Patient Activation Important?

- Findings from over 190 peer-reviewed studies, indicate that:
 - Higher activated individuals are more likely to engage in positive health behaviors and to have better health outcomes
 - Activation also linked with better care experiences

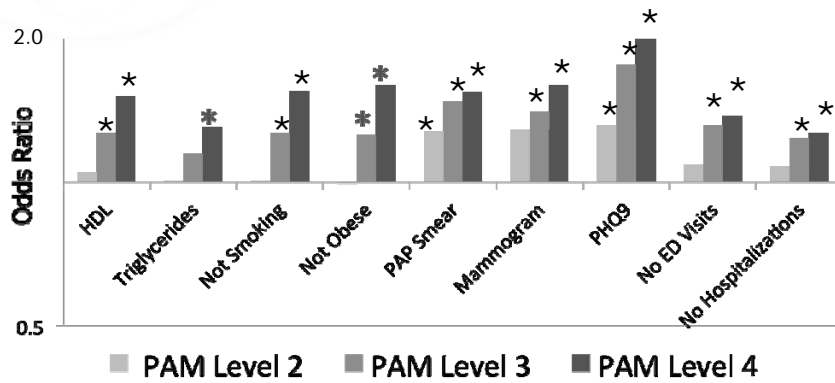
Activation and Behavior



Insights

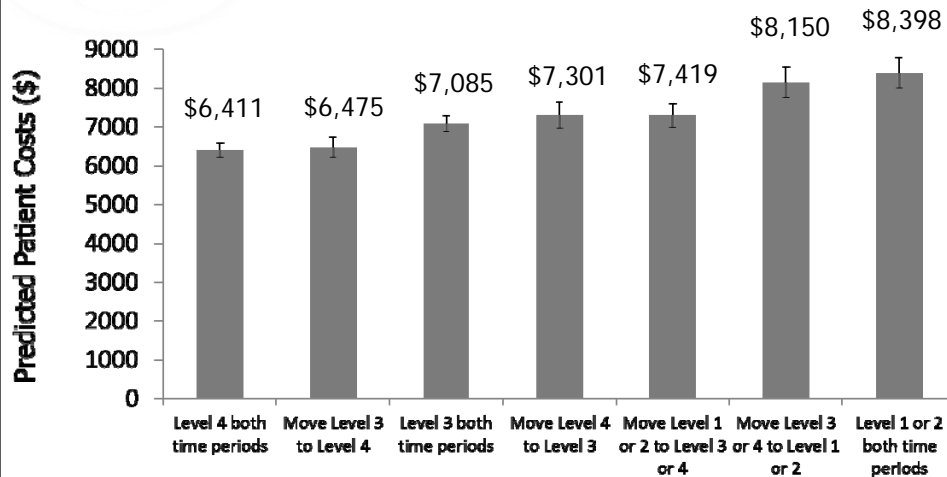
- ❖ Many of the behaviors we are asking of people are only done by those in highest level of activation
- ❖ When we focus on the more complex and difficult behaviors– we discourage the least activated
- ❖ Start with behaviors more feasible for patients to take on, increases individual's opportunity to experience success

PAM in 2010 Predicts Outcomes 2 Years Later: Odds Ratios



Models included controls for age, sex, number of chronic conditions, income, and percent of care that was received in-network. * Significantly different from PAM Level 1 at $p < 0.05$

Predicted Average Per-Capita Costs 2 Years Later by Change in PAM Level



Predicted costs are based upon regression models with log transformed costs that control for age, sex, chronic conditions, natural logarithm of income and percent of care that was received in-network. Costs were retransformed from log dollars using the Duan smearing factor.

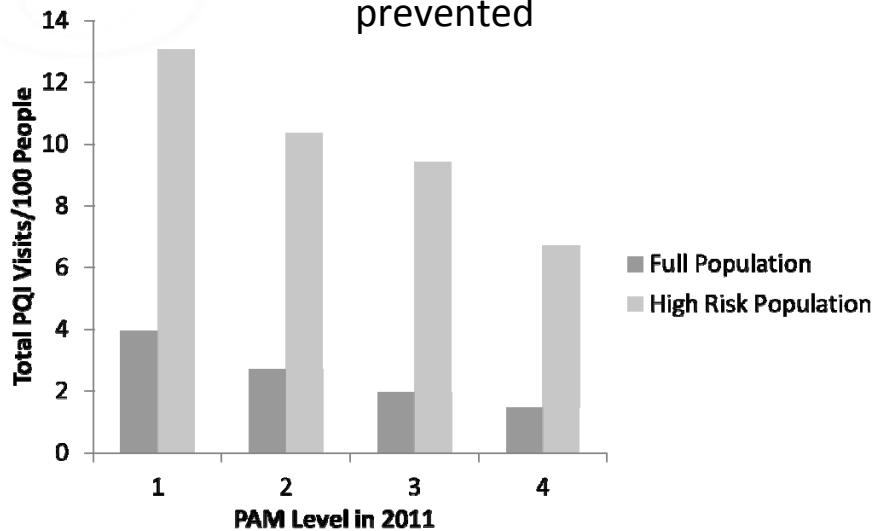
Less Activated Patients have Higher Total Healthcare Costs

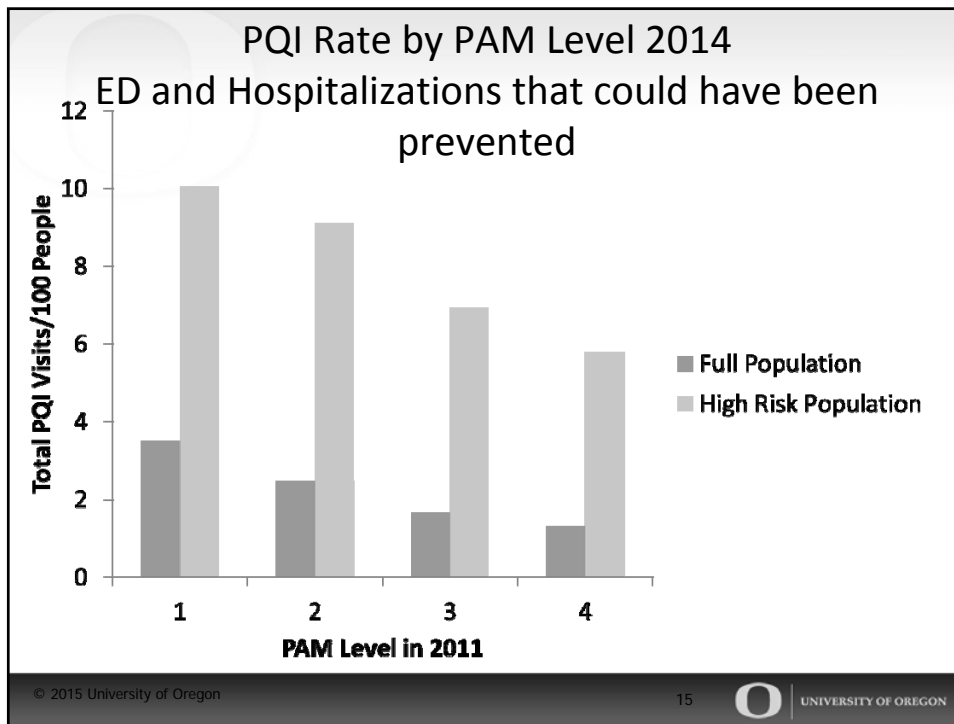
- After controlling for demographics and health status, **\$1987 per patient annual cost differential** between those patients who stay high in activation and those who stay low in activation over time. **That represents a 31% difference.**



PQI Rate by PAM Level 2012

ED and Hospitalizations that could have been prevented





Patient Role & Outcomes

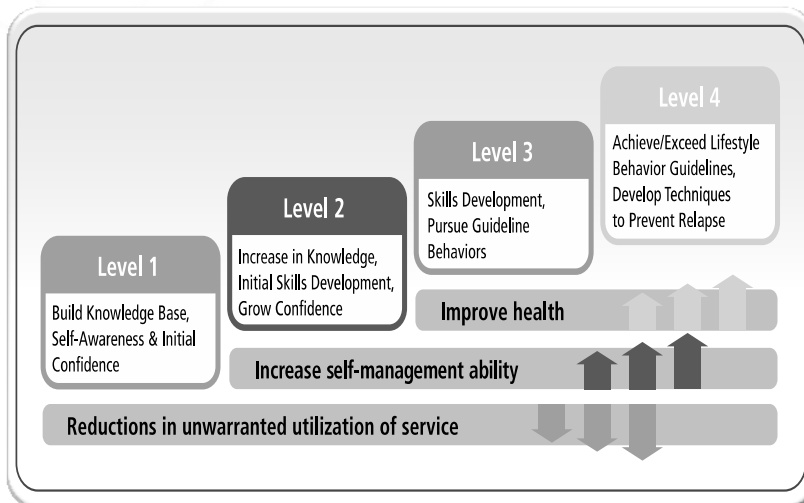
- Study Findings indicate the importance of the patient role in outcomes and cost
- As payments become more closely linked with patient outcomes, understanding how to increase patient activation will become a priority

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Increases in Activation are Possible

When appropriately supported, the least activated make the most gains

Tailoring Support to the Patient's Activation Level



Innovative Delivery Systems

- PAM score is a Vital Sign
- Tailored coaching/ support
- Using both a behavioral lens and a clinical lens to manage patient populations
- More efficient use of resources: target those who need more help
- Used as an intermediate outcome of care measure
- Used as a way to assess provider performance

Population Health Management: Segmentation Model

PAM Level	Disease Burden	
	Low	High
High	ELECTRONIC RESOURCES Focus on prevention	ELECTRONIC RESOURCES PEER SUPPORT Focus on managing illness
Low	ACTIVE OUTREACH Focus on prevention	ACTIVE OUTREACH Focus on developing skills to manage illness

Adding a Behavioral Lens to the Current Clinical Lens for Managing Population Health

- Behavior or the skills to self-manage are too important to outcomes to leave out of the equation
 - Risk stratification
 - Resource allocation
 - Differential interventions
 - Tailored care pathways



ACO's are Meeting Patients Where They Are as a Way to Achieve:

- Improved patient experience – and retention
- Improved efficiencies– more targeted use of resources
- Improved outcomes and reduced costs

