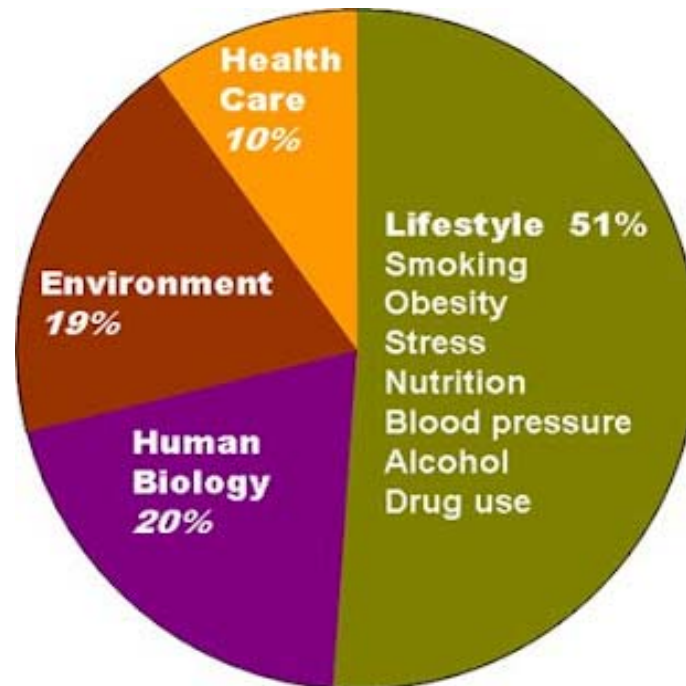# The Role of the Patient in Accountable Care

Patient behaviors drive over 50% of health outcomes.
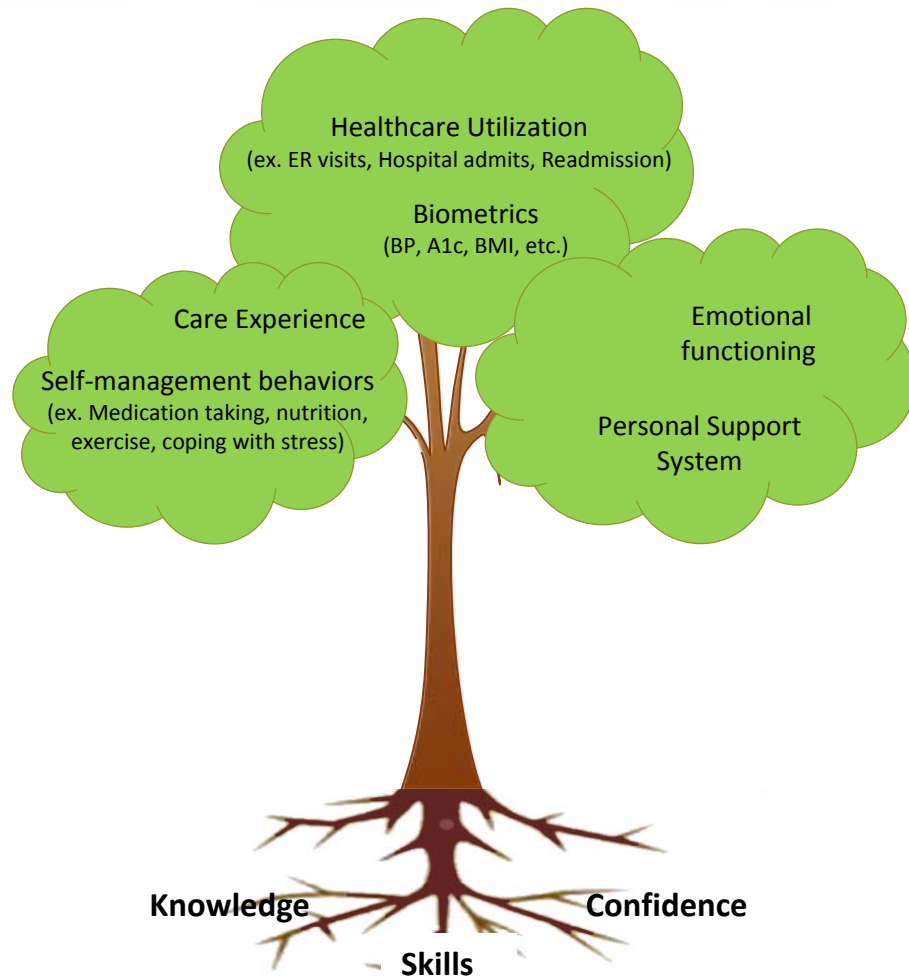
Modifiable behavior is the leading driver of health outcomes

Determinants of Health

Source: World Health Organization. Commission on Social Determinants of Health Final Report 2007

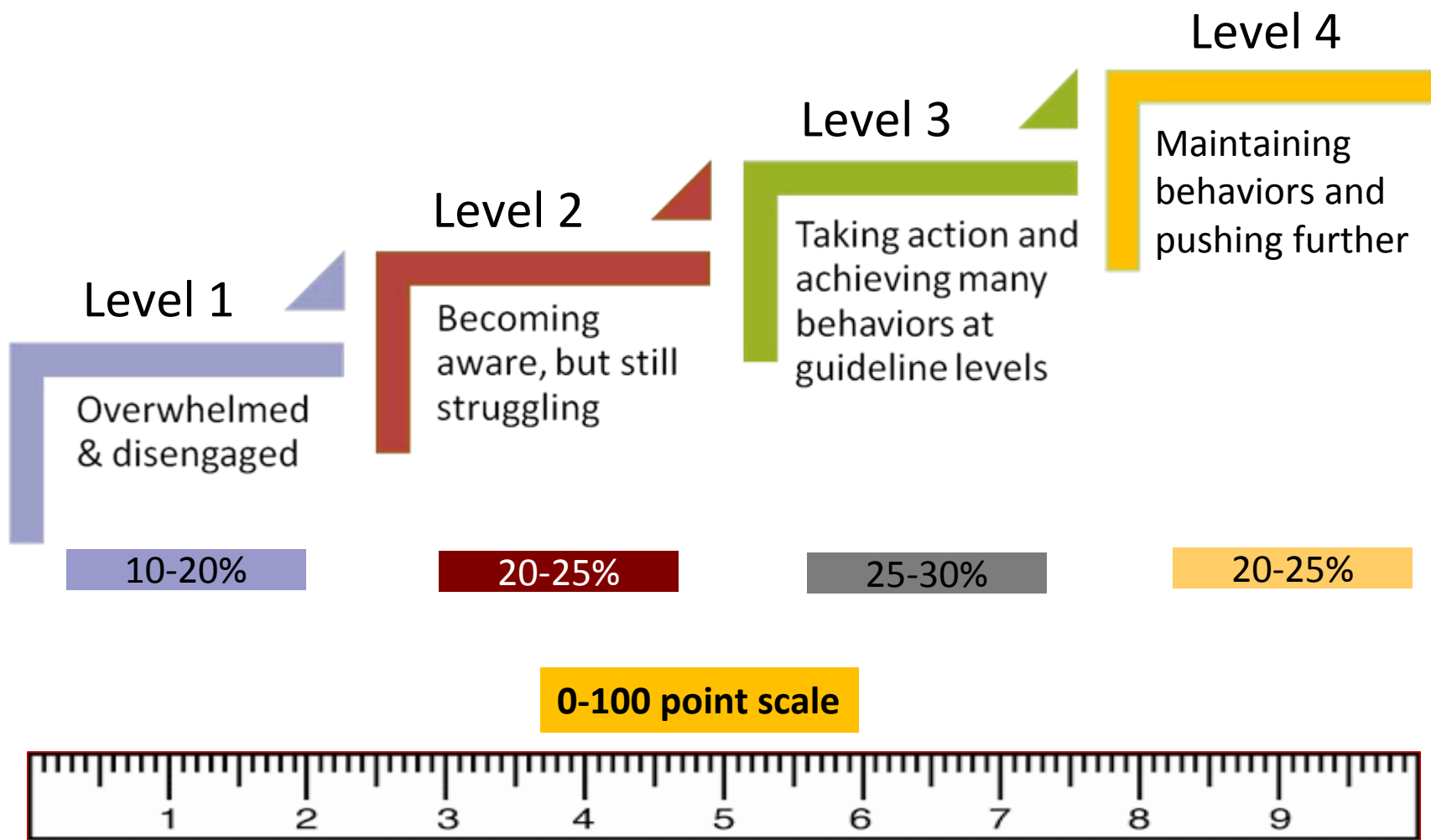# Activation is the core construct to measure behaviors and to know how to influence them

Healthcare Utilization
(ex. ER visits, Hospital admits, Readmission)

Biometrics
(BP, A1c, BMI, etc.)

Care Experience

Self-management behaviors
(ex. Medication taking, nutrition, exercise, coping with stress)

Emotional functioning

Personal Support System

Knowledge

Confidence

Skills

Underlying construct measured with PAM®. PAM score/level accurately predicts behaviors and outcomes

Typical approach: Look to the past and/or rely upon what is easily observed and then address deficits by pushing guideline behaviours

Insignia approach: Measure the members ability to understand their role, then, tailor support to addresses underlying competencies. Achieve guideline behaviours as knowledge, skill and confidence is developed

Activation is developmental & changeable

Level 4
Maintaining behaviors and pushing further

Level 3
Taking action and achieving many behaviors at guideline levels

Level 2
Becoming aware, but still struggling

Level 1
Overwhelmed & disengaged

10-20%

20-25%

25-30%

20-25%

0-100 point scale

Activation is core to ACO success

Most performance measures are dependent on patient activation.
Patients low in activation are at risk for poor health outcomes

Activation & Key Performance Measures

Readmission

75% to 90% of readmits are among patients low in activation

Chronic Condition Support At Risk Populations

Diabetes (HbA1c, LDL, BP control, unplanned admissions), HTN (BP Control), IVD (LDL control), CAD (Lipid control), CHF & Comorbid (unplanned admissions)

Patients low in activation are significantly less likely to achieve target biometrics

Patient Experience CAHPS

Patients low in activation rate their care experiences significantly lower than patients high in activation

Preventive Care

Mammogram (40+), colonoscopy (50+), and flu shot/pneumonia vaccination (65+)

Patients low in activation are significantly less likely to receive recommended preventive care