

Measuring Patient Activation to Improve Care Transitions

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What does it mean to be an engaged activated patient?

- Have the knowledge, skill and confidence to take on the role of managing their health and health care
 - Informed choices
 - Partner in care
 - Self management

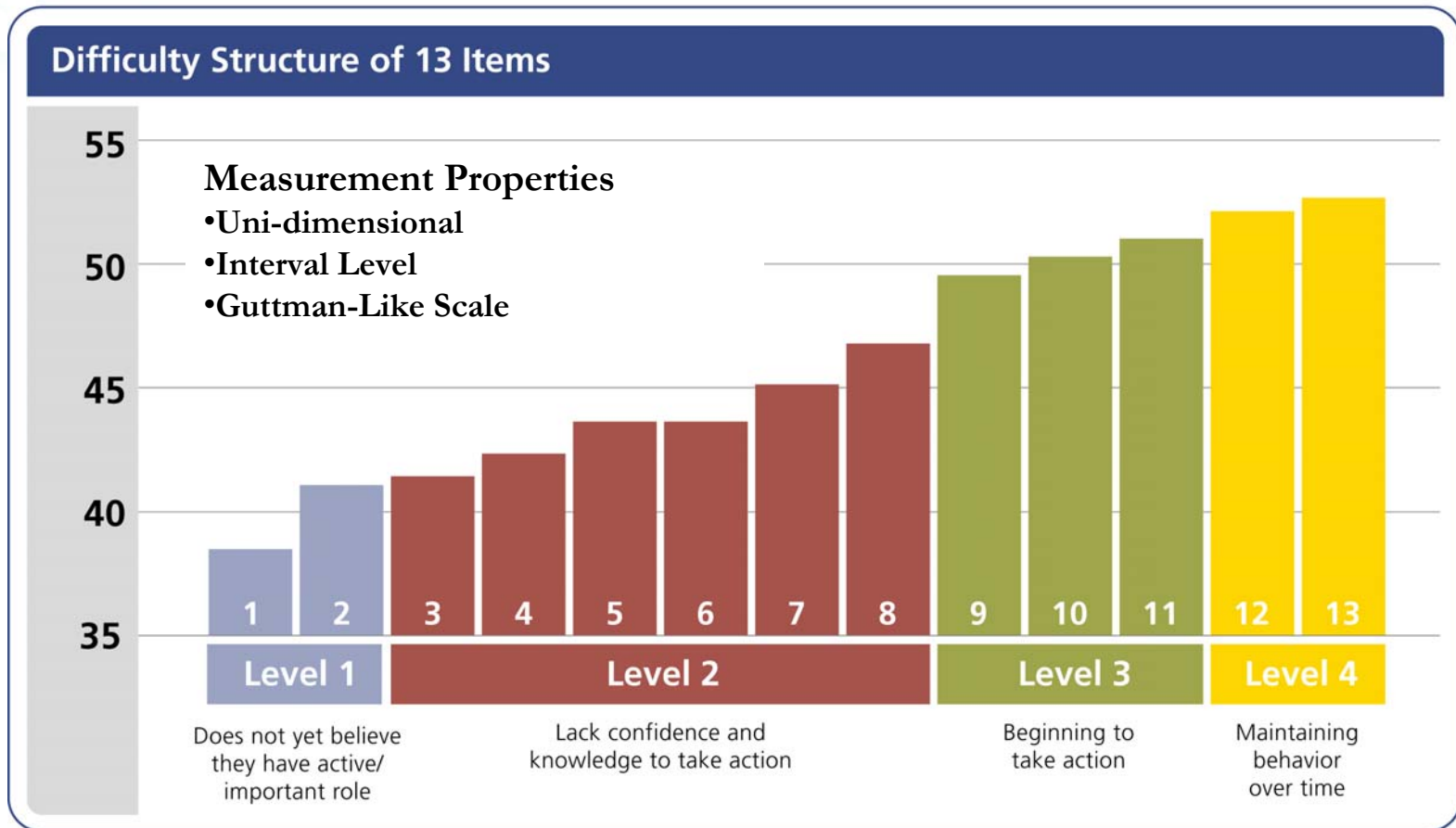
- NOT ALL PATIENTS ARE THE SAME

When planning for care transitions it is important to know a patient's ability to function in the role we are asking of them

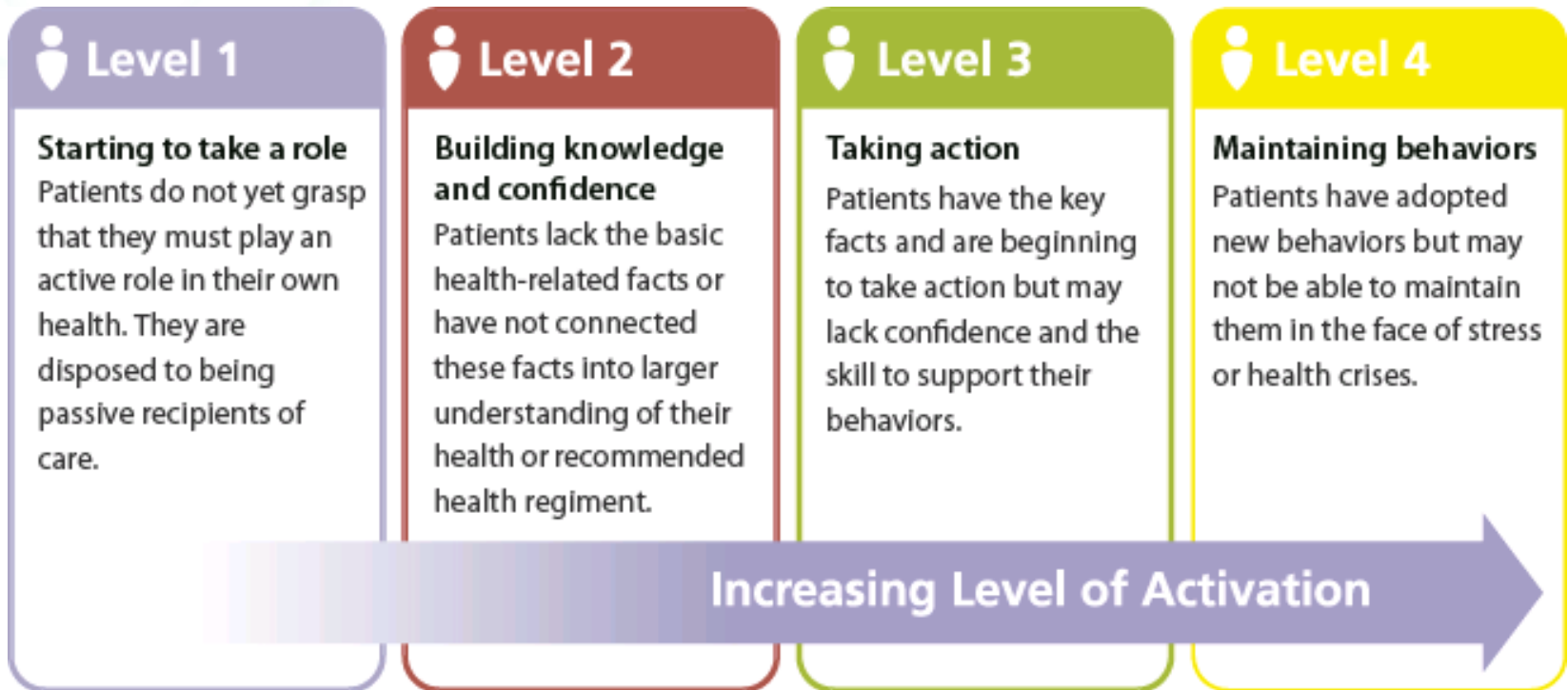
- Measurement can help us:
 - To know who needs more support
 - To target the types of support and information patients need
 - To use our resources more efficiently

Patient Activation Measure™ (PAM) Design

Difficulty Structure of 13 Items

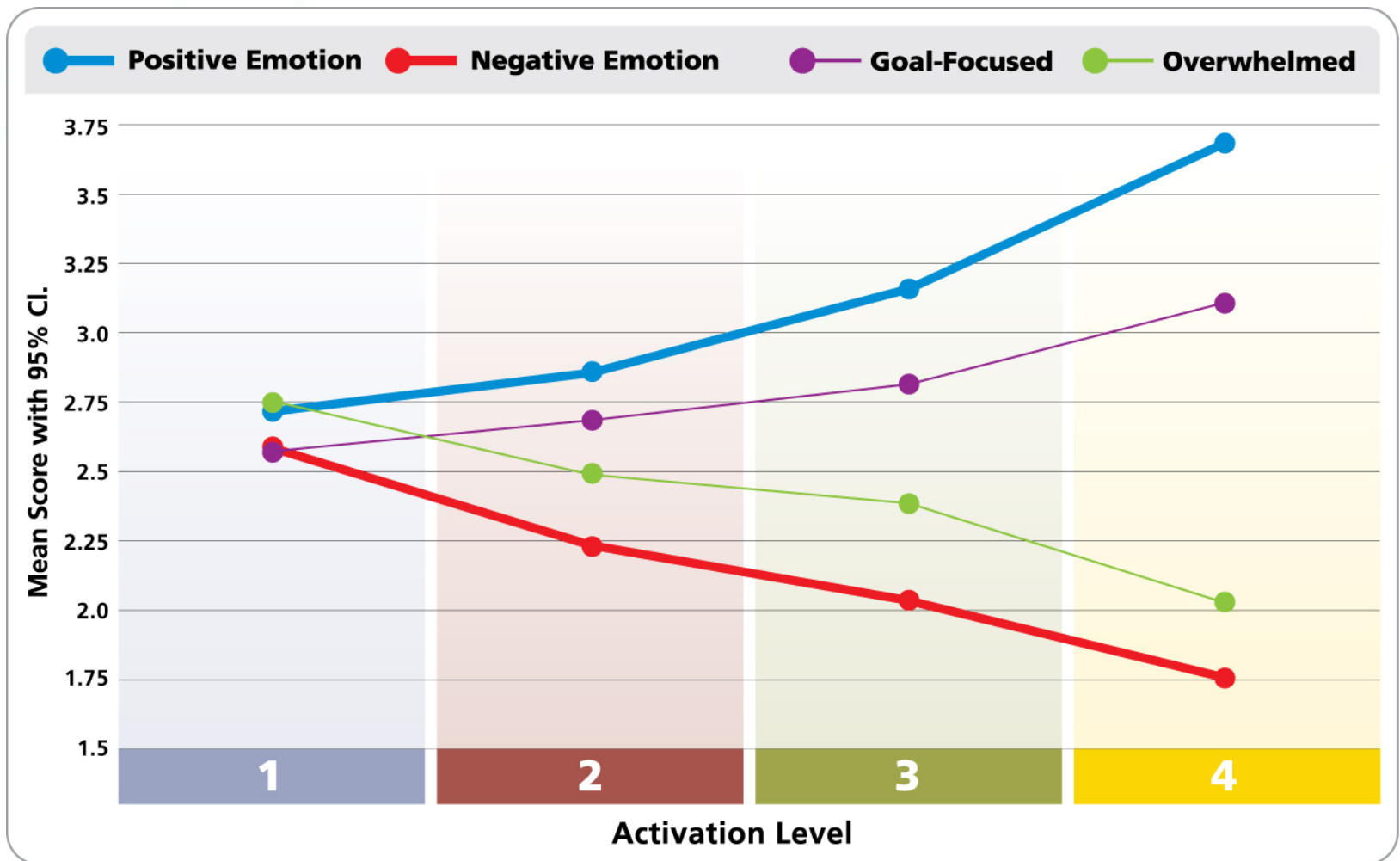


Activation is developmental



Source: J.Hibbard, University of Oregon

Emotion plays a profound role in activation



Source: KnowledgeNetworks National Study 2008

A PAM score is predictive of future utilization and health outcomes

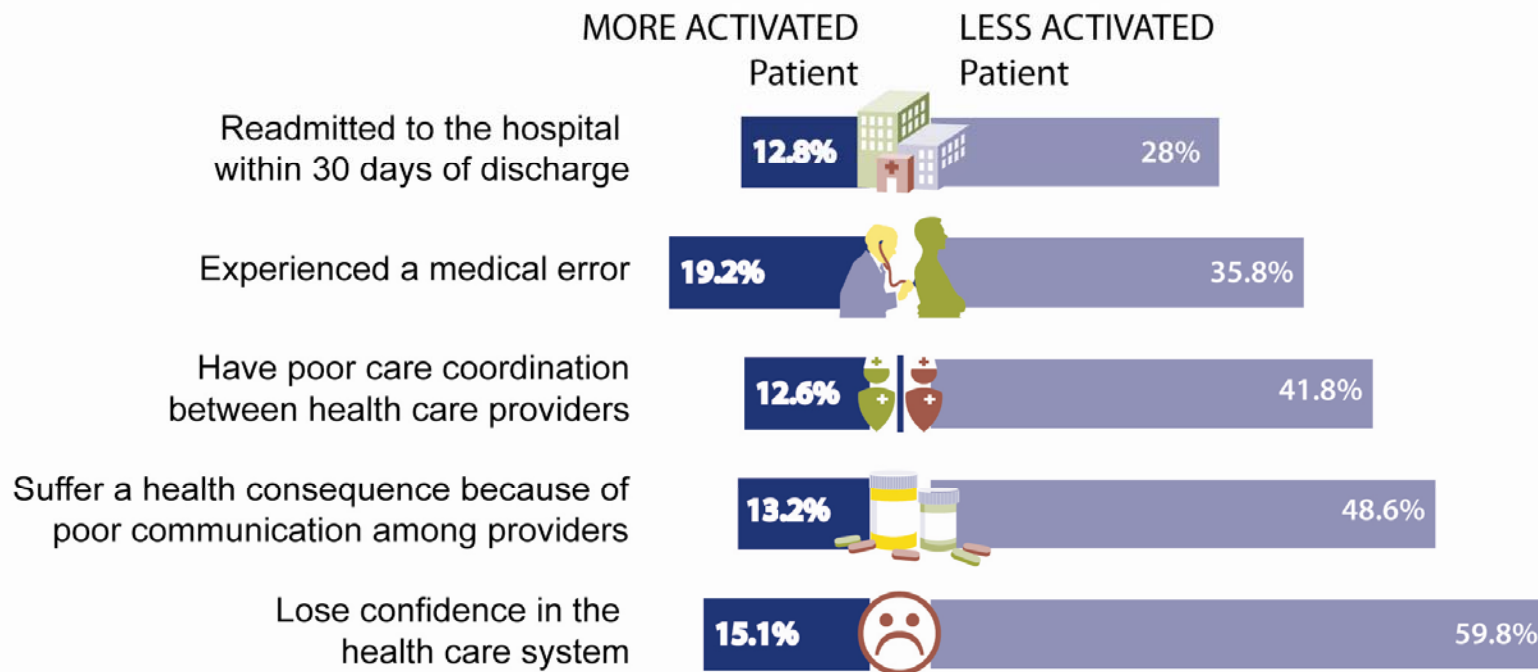
	% change for a 1 point change in PAM score	10 point gain impact 54 (L2) to 64 (L3)
Hospitalization	1.7% decline	17% decreased likelihood of hospitalization
Good A1c control (HgA1c<8%)	1.8% gain	18% greater likelihood of good glycemic control
A1c testing LDL-c testing	3.4% gain	34% improvement in testing

Source: Is Patient Activation Associated with Future Health Outcomes and Healthcare Utilization Among Patients with Diabetes? *Journal of Ambulatory Care Management*, Oct/Dec 2009.

Multivariate analysis which controlled for age group, gender, race, comorbidities and number of diabetes-related prescriptions.

Low activation signals problems (and opportunities)

**The MORE ACTIVATED you are in your own health care,
the BETTER HEALTH CARE you get...**



Source: Adapted from AARP & You, "Beyond 50.09" Patient Survey. Published in AARP Magazine. Study population age 50+ with at least one chronic condition. More Involved=Levels 3 & 4, Less Involved=Levels 1 & 2

PATIENT ACTIVATION & CARE TRANSITION PILLARS

- I. Condition knowledge and symptom self-awareness (including Red Flags)
- II. Medication Self-management
- III. Active Participation with Healthcare Providers (including making/keeping appointments)
- IV. Patient use of a PHR

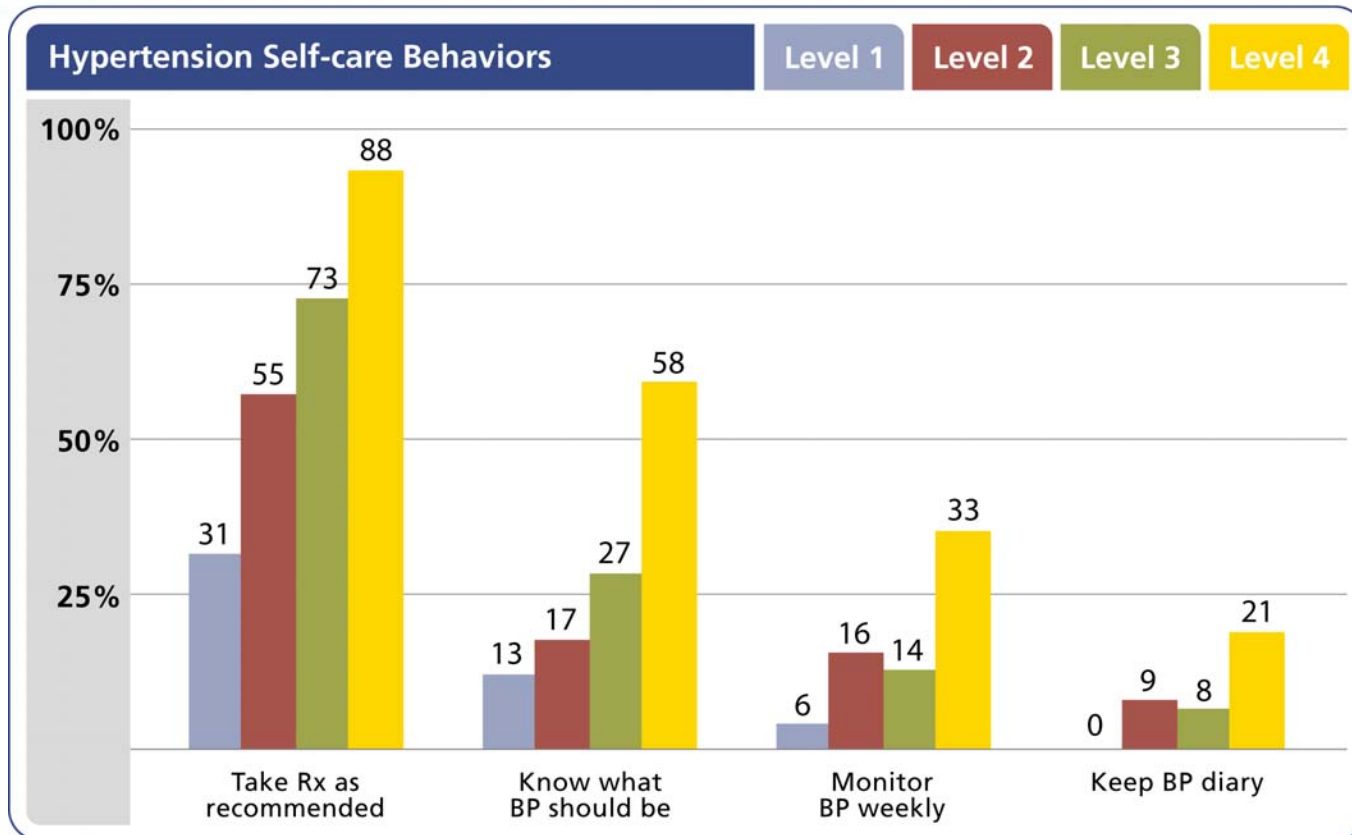
Activation Level is Predictive of Behaviors

Research consistently finds that those who are more activated are:

- Engaged in more preventive behaviors
- Engaged in more healthy behaviors
- Engaged in more disease specific self-management behaviors
- More engaged with interacting with healthcare providers

I. Condition Knowledge/Self-monitoring

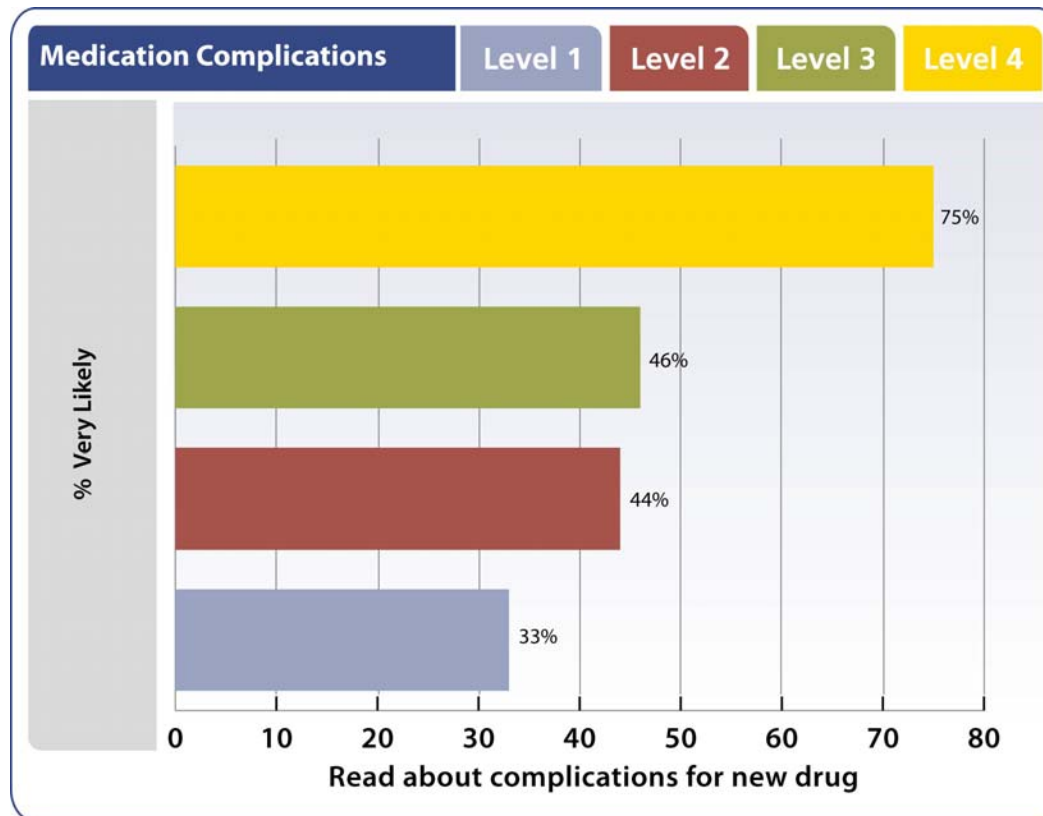
Condition knowledge and self-awareness increases with activation



Source: US National sample 2004

II. Medication Self-Management

The most activated (and most adherent) are much more likely to understand their medication(s)

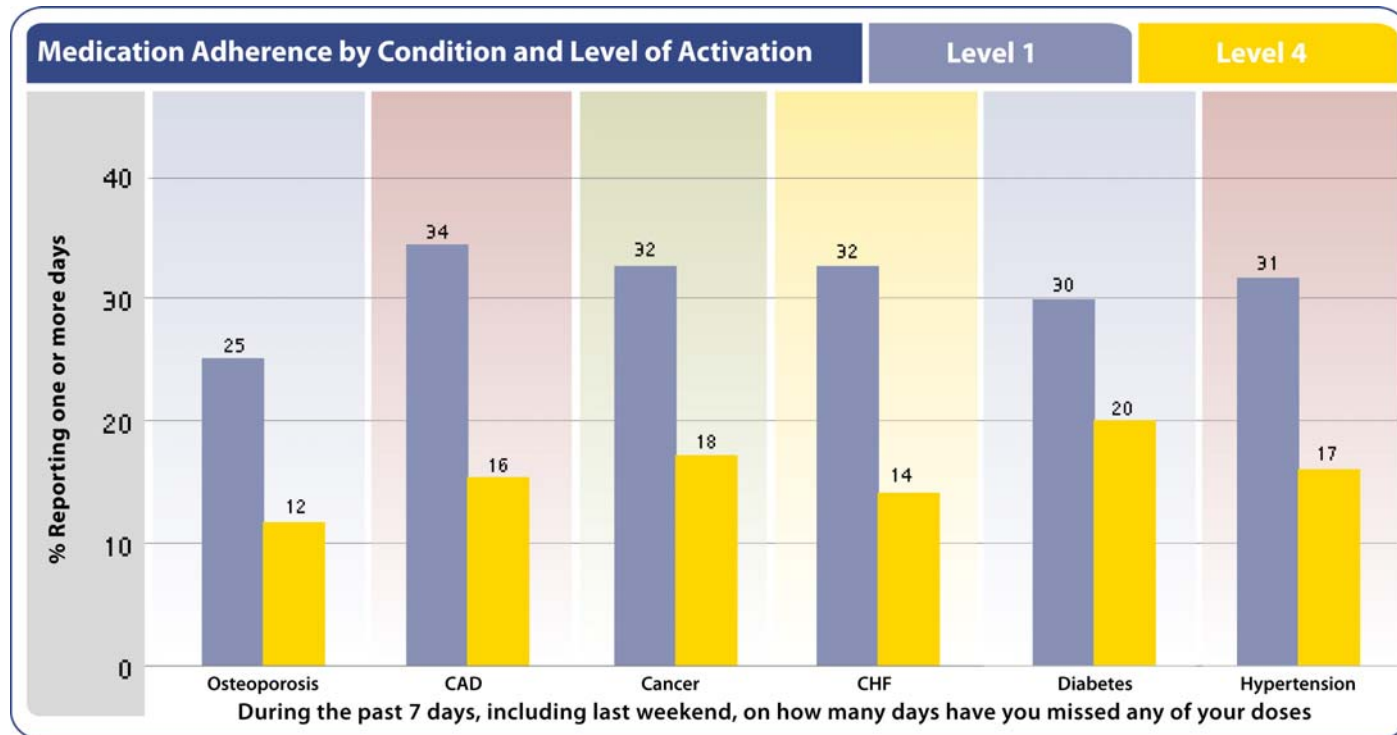


Source: National Study 2005, n=1,411

II. Medication Self-Management

The lowest activated are twice as likely to miss medication when compared to the highest activated

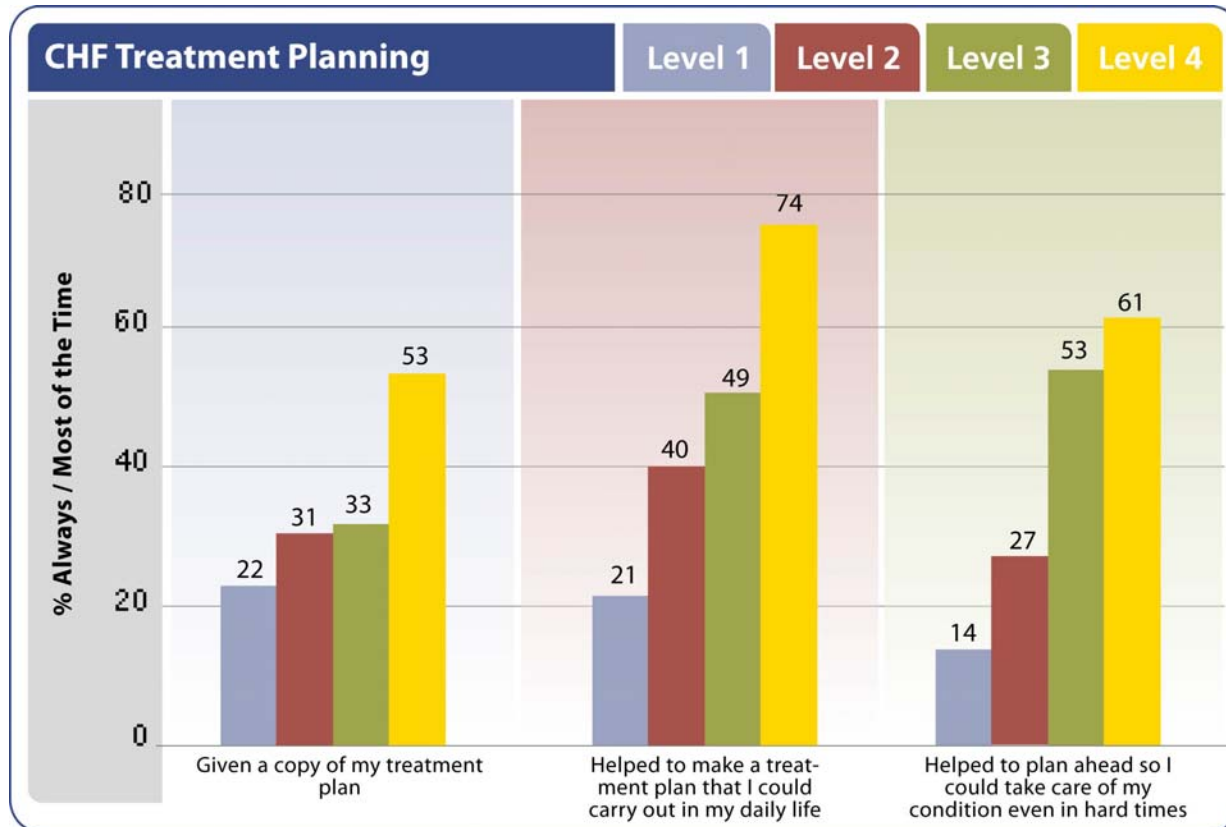
During the past 7 days, including last weekend, on how many days have you missed any of your doses?



Source: Kaiser Center for Health Research 2006

III. Active participation

Patients who get more support from their doctors are more activated



Source: Kaiser Center for Health Research, n=702, p<0.03

Implications

- The low activated are much more likely to be readmitted, to be hospitalized or to use the ED
- Patient Activation score can be used to tailor support during hospitalization and in the post discharge period
 - PAM is be used to tailor support in 12 including a number of CMS demo sites
 - Provide more support to low activated
 - Work to reduce feelings of being overwhelmed