

# Can Increasing Patient Activation Improve the Outcomes of Care?

Judith H. Hibbard, DrPH

Institute for Policy Research and Innovation

University of Oregon

## What is Patient Activation?

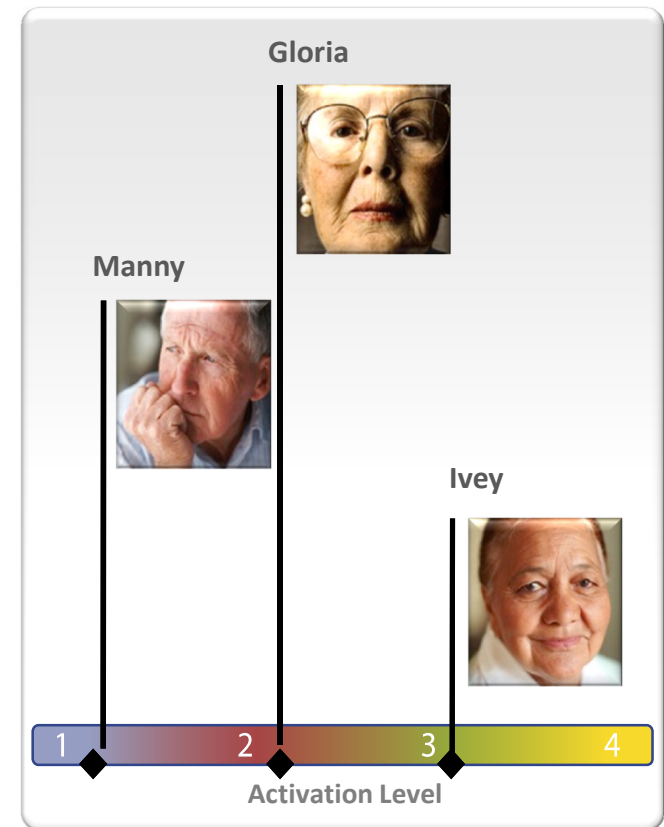
### An activated consumer:

- Has the knowledge, skill and confidence to take on the role of managing their health and health care
  - Informed choices
  - Partner in care
  - Self management/prevention
- Activation varies within age, income, education groups, even among people with low literacy skill
- Demographics tend to account for 5% to 6% of PAM score variation

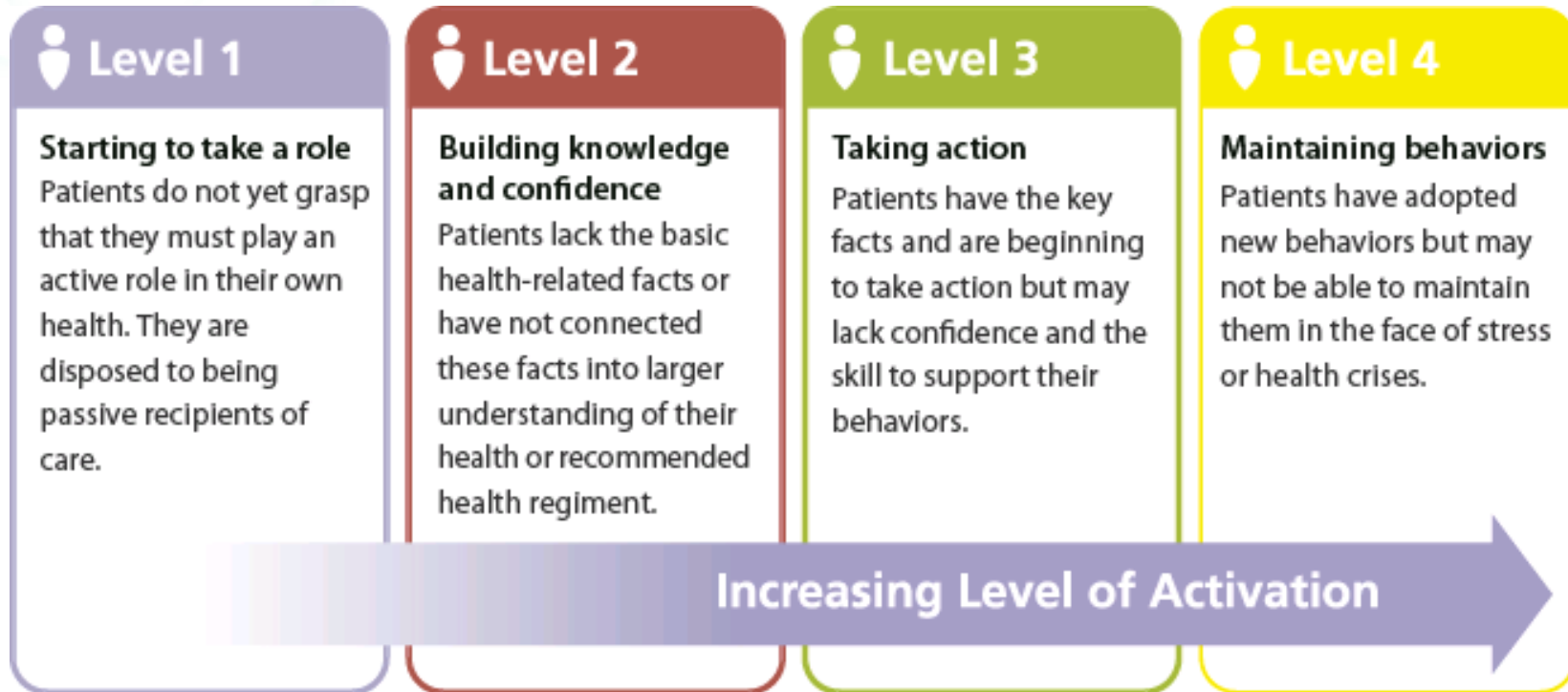


# Patient Activation Measure

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



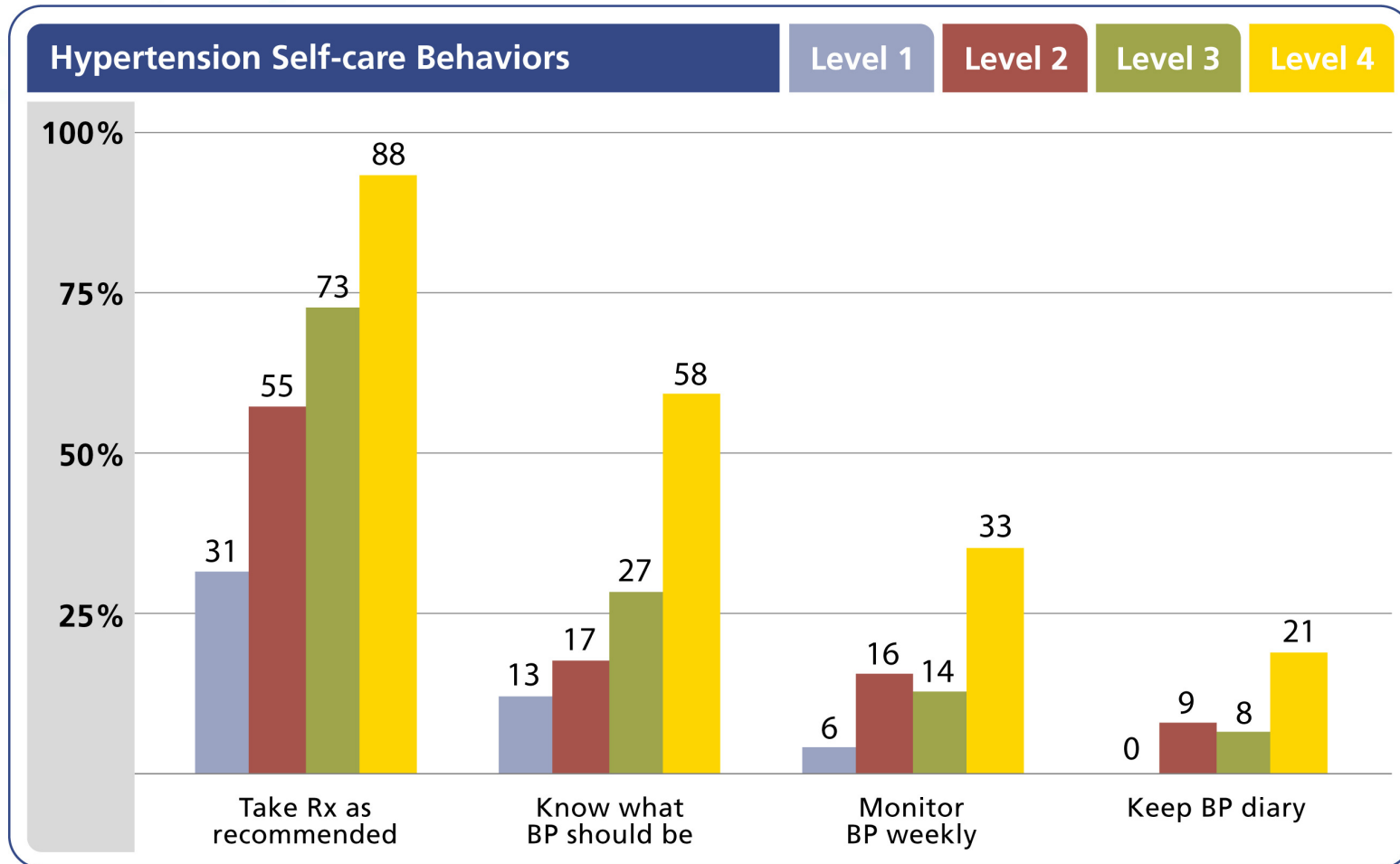
Source: J.Hibbard, University of Oregon

# 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
- Engaged in more health information seeking behaviors

# Level of activation is linked with each behavior



Source: US National sample 2004

# Insights

- ❖ Use activation level to determine what are realistic “next steps” for individuals to take
- ❖ 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

# What is the Evidence that Patient Activation is Linked with Better Outcomes?

Reviewed findings from over 100 studies that quantified patient activation

- Higher activated individuals are more likely to engage in positive health behaviors and to have better health outcomes
- Lower activated individuals more likely to be hospitalized and to use the ED
- Activation also linked with better care experiences



# Activation can predict utilization and health outcomes two years into the future for diabetics

	% change for a 1 point change in PAM Score	10 Point Gain in PAM Score 54 (L2) vs. 64(L3)	<b>P</b>
Hospitalization	1.7% decline	17% decreased likelihood of hospitalization	.03
Good A1c control (HgA1c < 8%)	1.8% gain	18% greater likelihood of good glycemic control	.01
A1c testing	3.4% gain	34% greater likelihood of testing	.01
LDL-c testing			

Carol Remmers. *The Relationship Between the Patient Activation Measure, Future Health Outcomes, and Health Care Utilization Among Patients with Diabetes*. Kaiser Care Management Institute, PhD Dissertation.

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

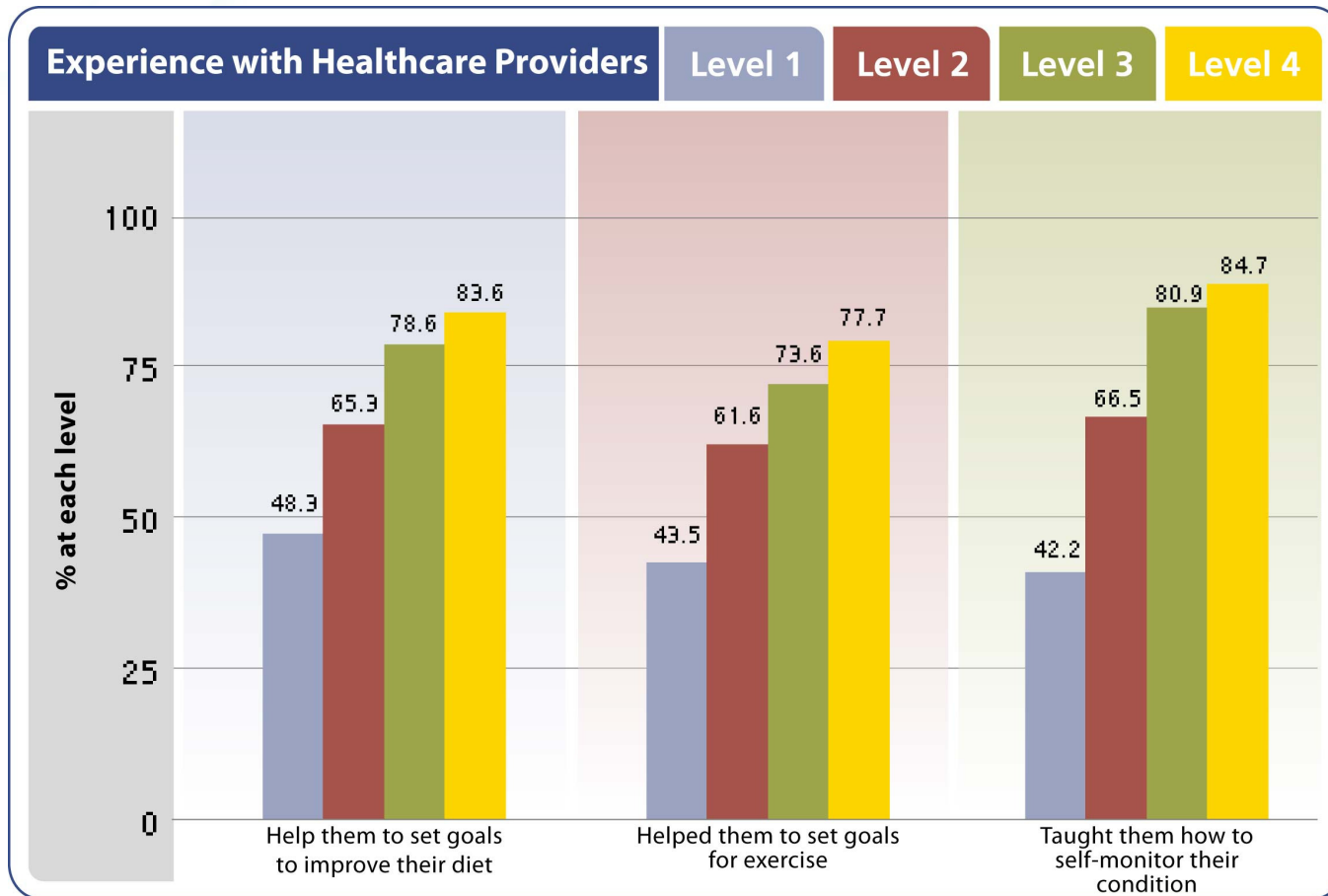
# Less Activated Patients have Higher Healthcare Costs

- After controlling for demographics and severity, less activated patients have 8% higher costs in the base year 21% higher costs in the following year than more activated patients.
- Similar differences when looking within disease categories.

# Physician Support for Patient Activation Varies

- Measurable with the CS-PAM, (clinician support for patient activation)
- Clinicians can help patients gain in their ability manage
  - Tailor support to the patient's level of activation. Encourage steps that are realistic setting patients up for succes

# Patients who get more support from their Doctors are more activated.



Source: Center For Studying Health System Change 2007 Household Tracking Study  
Differences between level 4 and other levels significant at  $p < .05$

# Innovative Delivery Systems

- PAM score is a Vital Sign– used by all team members to tailor care
- Allocate resources based on both patient clinical profile and PAM score– providing more help to those patients less able to self-manage
- More efficient use of resources: target those who need more help
- Used as an intermediate outcome of care measure