Can Increasing Patient Activation Improve the Outcomes of Care?

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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

<table>
<thead>
<tr>
<th></th>
<th>Question</th>
<th>Strongly Disagree</th>
<th>Disagree</th>
<th>Agree</th>
<th>Strongly Agree</th>
<th>N/A</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>When all is said and done, I am the person who is responsible for taking care of my health</td>
<td>Disagree Strongly</td>
<td>Disagree</td>
<td>Agree</td>
<td>Agree Strongly</td>
<td>N/A</td>
</tr>
<tr>
<td>2</td>
<td>Taking an active role in my own health care is the most important thing that affects my health</td>
<td>Disagree Strongly</td>
<td>Disagree</td>
<td>Agree</td>
<td>Agree Strongly</td>
<td>N/A</td>
</tr>
<tr>
<td>3</td>
<td>I know what each of my prescribed medications do</td>
<td>Disagree Strongly</td>
<td>Disagree</td>
<td>Agree</td>
<td>Agree Strongly</td>
<td>N/A</td>
</tr>
<tr>
<td>4</td>
<td>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.</td>
<td>Disagree Strongly</td>
<td>Disagree</td>
<td>Agree</td>
<td>Agree Strongly</td>
<td>N/A</td>
</tr>
<tr>
<td>5</td>
<td>I am confident that I can tell a doctor concerns I have even when he or she does not ask.</td>
<td>Disagree Strongly</td>
<td>Disagree</td>
<td>Agree</td>
<td>Agree Strongly</td>
<td>N/A</td>
</tr>
<tr>
<td>6</td>
<td>I am confident that I can follow through on medical treatments I may need to do at home</td>
<td>Disagree Strongly</td>
<td>Disagree</td>
<td>Agree</td>
<td>Agree Strongly</td>
<td>N/A</td>
</tr>
<tr>
<td>7</td>
<td>I have been able to maintain (keep up with) lifestyle changes, like eating right or exercising</td>
<td>Disagree Strongly</td>
<td>Disagree</td>
<td>Agree</td>
<td>Agree Strongly</td>
<td>N/A</td>
</tr>
<tr>
<td>8</td>
<td>I know how to prevent problems with my health</td>
<td>Disagree Strongly</td>
<td>Disagree</td>
<td>Agree</td>
<td>Agree Strongly</td>
<td>N/A</td>
</tr>
<tr>
<td>9</td>
<td>I am confident I can figure out solutions when new problems arise with my health.</td>
<td>Disagree Strongly</td>
<td>Disagree</td>
<td>Agree</td>
<td>Agree Strongly</td>
<td>N/A</td>
</tr>
<tr>
<td>10</td>
<td>I am confident that I can maintain lifestyle changes, like eating right and exercising, even during times of stress.</td>
<td>Disagree Strongly</td>
<td>Disagree</td>
<td>Agree</td>
<td>Agree Strongly</td>
<td>N/A</td>
</tr>
</tbody>
</table>
Activation is developmental

**Level 1**
Starting to take a role
Patients do not yet grasp that they must play an active role in their own health. They are disposed to being passive recipients of care.

**Level 2**
Building knowledge and confidence
Patients lack the basic health-related facts or have not connected these facts into larger understanding of their health or recommended health regimen.

**Level 3**
Taking action
Patients have the key facts and are beginning to take action but may lack confidence and the skill to support their behaviors.

**Level 4**
Maintaining behaviors
Patients have adopted new behaviors but may not be able to maintain them in the face of stress or health crises.

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

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

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