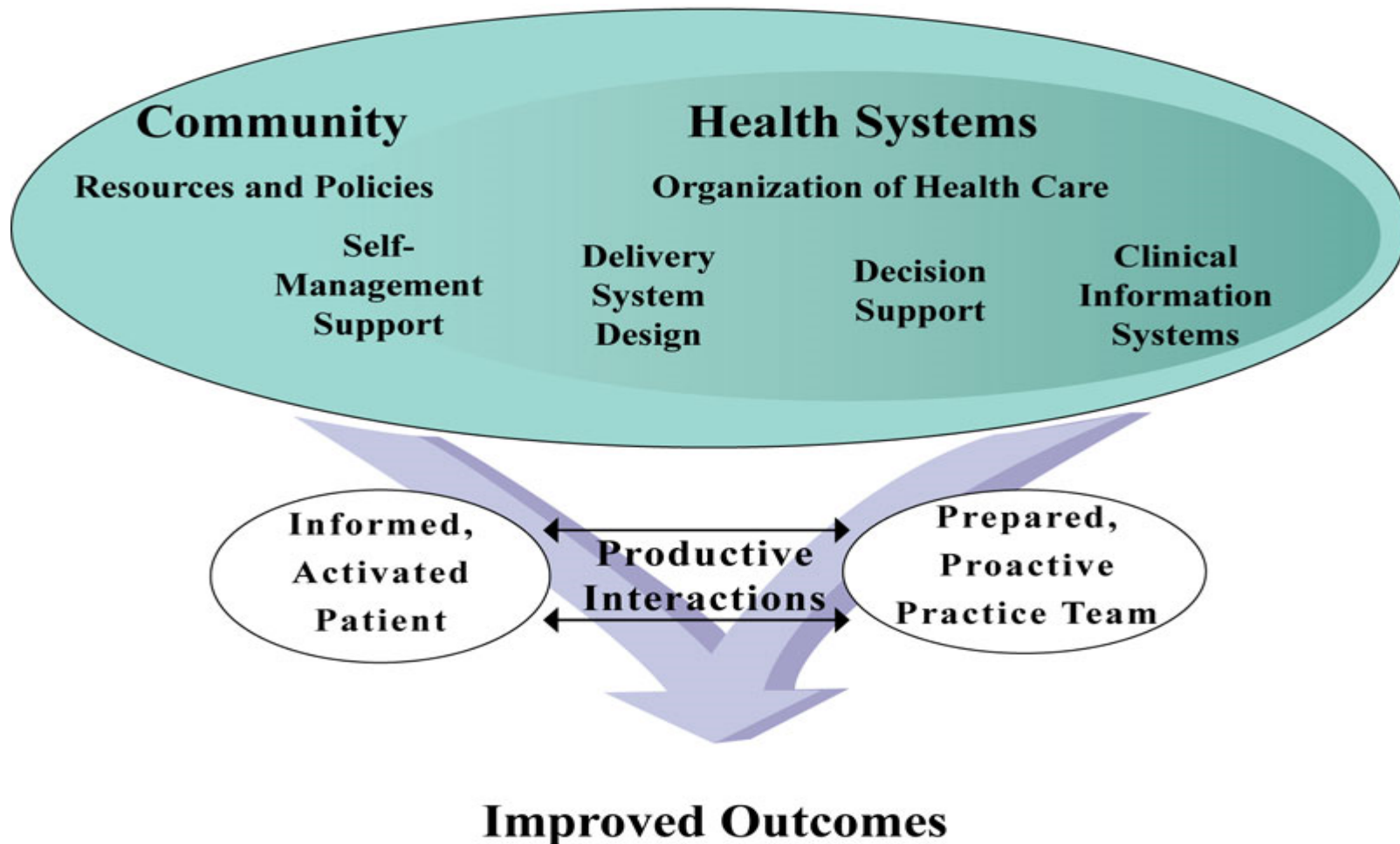




# **Patient Engagement and Activation Strategies**

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**Chief Medical Officer**

## The Chronic Care Model





## **Patient Activation Measure:**

- **Assesses Individuals' Knowledge, Skill, and Confidence for Managing One's Health**
- **13-Item Measurement Tool**
- **Activation Scored on a 0-100 Scale**
- **Can Segment Patients into One of Four Activation Levels**



## **Patient Activation Measure Levels:**

- 1. Disengaged and Overwhelmed**
- 2. Becoming Aware, But Still Struggling**
- 3. Taking Action**
- 4. Maintaining Behaviors and Pushing Further**



## **Patient Activation Measure Used:**

- **As a Metric to Assess the Degree to Which Patients are Prepared and Able to Self-Manage**
- **To Tailor Support and Education to Increase Activation**
- **To Track Impact of Interventions and to Tailor Support on Increasing Activation Levels**
- **For Population Stratification**
- **As a Vehicle for Motivational Interviewing**
- **As a Means to Engage and Develop Working Relationships with Patients**



## **Monroe Plan and Its Affiliates Have Used the PAM Since 2011 for Case Management Activities:**

- **Mean PAM Scores Increased:**
  - **Baseline: 57.9**
  - **Follow-Up: 63.8**
- **Each Point Increase in PAM Correlates to:**
  - **2% Decrease in Hospitalization**
  - **2% Increase in Medication Adherence**
- **Most Effective Face to Face to Facilitate Development of a Trusting Relationship**



## **Monroe Plan and YourCare Health Plan:**

- **Collaborating with Local DSRIPS**
- **Arranging to Provide Training in Administration, Use, and Analysis of PAM**
- **Developing Improved Informatics Capabilities Integrating Multiple Data Sources (Claims, PAM, etc.)**