Patient Activation: part of the Chronic Care Model of Disease Management

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Overview of the Chronic Care Model
Robert Wood Johnson Foundation/Sandy MacColl Institute

Community
Resources and Policies

- Self Management Support
  - Advocacy
  - Resources
  - Skills Training
  - Role adaptation

- Delivery System Design
  - Providers
  - Roles Clear
  - Communication & Follow-up system

- Decision Support
  - Guidelines
  - Provider Education
  - Specialty support
  - Feedback

- Clinical Information Systems
  - Registries
  - Reminders
  - Measurement
  - Feedback

Informed, Activated
PATIENT

Productive Interactions

Prepared, Proactive
Practice TEAM

Functional and Clinical Outcomes
What is Patient Activation?

- Understanding that one must take charge of one’s health and that actions determine health outcomes.
- A process of gaining skills, knowledge, and behaviors to manage health
- Confidence to make needed changes
- Increased activation results in improved health behaviors
**Me and My Health**

**INSTRUCTIONS:** For each statement below please mark an X in the box to the right that best describes how much you disagree—agree with the statement as it applies to you personally.

There are no right or wrong answers. Your answers should be what is true to you and not just what you think the doctor wants you to say.

<table>
<thead>
<tr>
<th></th>
<th>Strongly Disagree</th>
<th>Disagree</th>
<th>Agree</th>
<th>Strongly Agree</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. When all is said and done, I am the person who is responsible for managing my health condition.</td>
<td>☐</td>
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<td>2. Taking an active role in my own health care is the most important factor in determining my health and ability to function.</td>
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<td>3. I am confident that I can take actions that will help prevent or minimize some symptoms or problems associated with my health condition.</td>
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<td>4. I know what each of my prescribed medications do.</td>
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<td>5. I am confident that I can tell when I need to go get medical care and when I can handle a health problem myself.</td>
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<td>6. I am confident I can tell a doctor concerns I have even when he or she does not ask.</td>
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<td>7. I am confident that I can follow through on medical treatments I need to do at home.</td>
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<td>8. I understand the nature and causes of my health condition(s).</td>
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<td>9. I know the different medical treatment options available for my health condition.</td>
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<td>10. I have been able to maintain the lifestyle changes for my health condition that I have made.</td>
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<td>11. I know how to prevent further problems with my health condition.</td>
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<td>12. I am confident I can figure out solutions when new situations or problems arise with my health condition.</td>
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<td>13. I am confident that I can maintain lifestyle changes, like diet and exercise, even during times of stress.</td>
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Intervention Strategies for the 4 PAM Patient Stages

- **Stage 1**: Promote the belief that an active patient role is important
- **Stage 2**: Support the building of confidence and knowledge necessary to take action
- **Stage 3**: Encourage the patient to actually take action to maintain and improve one’s health
- **Stage 4**: Reinforce the importance of staying the course, even under stress
Stage 1: Promote the Belief that an Active Patient Role is Important

- Patients in Stage 1 typically do not understand that they need to play a role in their own health. They likely do not have the basic knowledge about their condition, treatments options, or self-care.

**Intervention:**

- Have patients **think about** how their actions impact their health.
- Encourage them to use a tool such as a food diary so they can start to **self-monitor** their behaviors.
Stage 2: Support the Building of Confidence and Knowledge Necessary to Take Action

- Patients in stage 2 may lack basic knowledge about their condition, treatments options, and/or self-care. They likely have had little experience or success with behavior change. They feel less in charge of their own health and care.

**Intervention:**
- Have patients make a list of questions about what they do and do not understand about their treatment options and medications.
- Work with patients to create an action plan with the initial goals being easily obtainable.
Stage 3: Encourage the Patient to Actually Take Action to Maintain & Improve One’s Health

- Patients in Stage 3 likely have the basic facts of their conditions and treatments. They have had some experience and success in making behavioral changes. They have some confidence in handling limited aspects of their condition.

**Intervention:**
- continue working with patients to develop their action plan and relate it to their larger “quality of life” goals.
- patients should assess progress so far: which situations were handled well and which situations were difficult?
Stage 4: Reinforce the Importance of Staying the Course, even under Stress

- Patients in Stage 4 have made most of the necessary behavioral changes, but may have difficulty maintaining behaviors over time or during stress.

**Intervention:**
- Identify stressful situations and work with patients on problem-solving exercises to maintain lifestyle changes.
Real-World Applications

- How would this work in your practice?
- Would you get buy-in from
  - the staff?
  - the patients?
- Would it help to “activate” your patients?
- Would this lead to a more productive patient visit?
- Other suggestions?