Patient Activation

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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

Health System Organization of Health Care

Informed, Activated PATIENT

Productive Interactions

Prepared, Proactive Practice TEAM

Functional and Clinical Outcomes
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
Patient Activation

- Do these 4 levels resonate with you?
- “this is the future” [encouraging greater levels of patient self-management, shared decision-making]
- “I spend 40% of my time with 1% of my patients!”
- activate, train *staff*