The Engaged Patient:
Partnering for Improved Outcomes

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What are we trying to accomplish

- Understand patient activation
- Describe at least two strategies for increasing patient activation
Definitions

Self-care: The care of oneself without medical, professional or other assistance or oversight. (American Heritage Medical Dictionary, 2007)

Self-management: The individual’s ability to manage the symptoms, treatment, physical and social consequences and lifestyle changes inherent in living with a chronic condition. (Barlow)
More definitions

• Patient activation: a person’s ability to manage their health and health care (Hibbard & Cunningham, 2008)

• Patient engagement: actions individuals take to obtain the greatest benefit from the health care services available to them (Center for Advancing Health, 2010)
1. Conceptualizing activation
   
   – Literature review
   
   – Expert consensus “What are the knowledge, beliefs, and skills that a consumer needs to successfully manage when living with a chronic disease?
   
   – Patient focus groups

Hibbard, Stockard, Mahoney and Tusler, HSR2004; 39(4)1005-1026
<table>
<thead>
<tr>
<th>Believes patient is important in:</th>
<th>Self-manage</th>
<th>Collaborate with provider</th>
<th>Maintain function/prevent decline</th>
<th>Access appropriate and high quality care</th>
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<tr>
<td>Experts and patients</td>
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| Has the knowledge to:           | Experts and patients | Experts and patients | Experts and patients |                           |

| Has the skills to:              | Experts and patients | Experts and patients | Experts and patients | Experts identified as key, patients as secondary |

| Can access emotional support to:| Experts*             | Experts*             |                           |                           |

* Omitted from further development of scale
Studies continued

2. Preliminary Scale development
   – 80 items
   – 100 respondents
   – 21 items became preliminary measure

3. Refining the Patient Activation measure
   – 486 respondents
   – Discovered a hierarchy of behaviors
Studies, cont.

4. National sample
   - 1515 respondents
   - 22 item PAM
   - Performed well for people without chronic conditions
   - Stable across ages
   - Stable across conditions
   - Compared scores with reported behaviors and saw a good match
Match what I do to activation level

Accepting role: peer interactions, stories, linking behavior to health status, analogies, skills to understand the patient (open-ended questions, reflections, summaries, listening),

Gaining knowledge and skills: clear language information, programs, training

Using skills to manage health: goal setting, action planning, problem solving, follow-up. Motivational support!

Use skills under stress: Problem-solving
Skills for Understanding the Patient

• Open-ended questions
• Facilitation
• Checking and Summarizing

Checking and Summarizing

• Purpose: to check on shared understanding
• Pick up important points in the conversation
• End with a question “Is that about right?” or “What did I miss?” “Where does that leave us?”