

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)

Patient Activation Studies, Hibbard, 2004

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

	Self-manage	Collaborate with provider	Maintain function/prevent decline	Access appropriate and high quality care
Believes patient is important in:	Experts and patients	Experts and patients	Experts and patients	
Has the knowledge to:	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

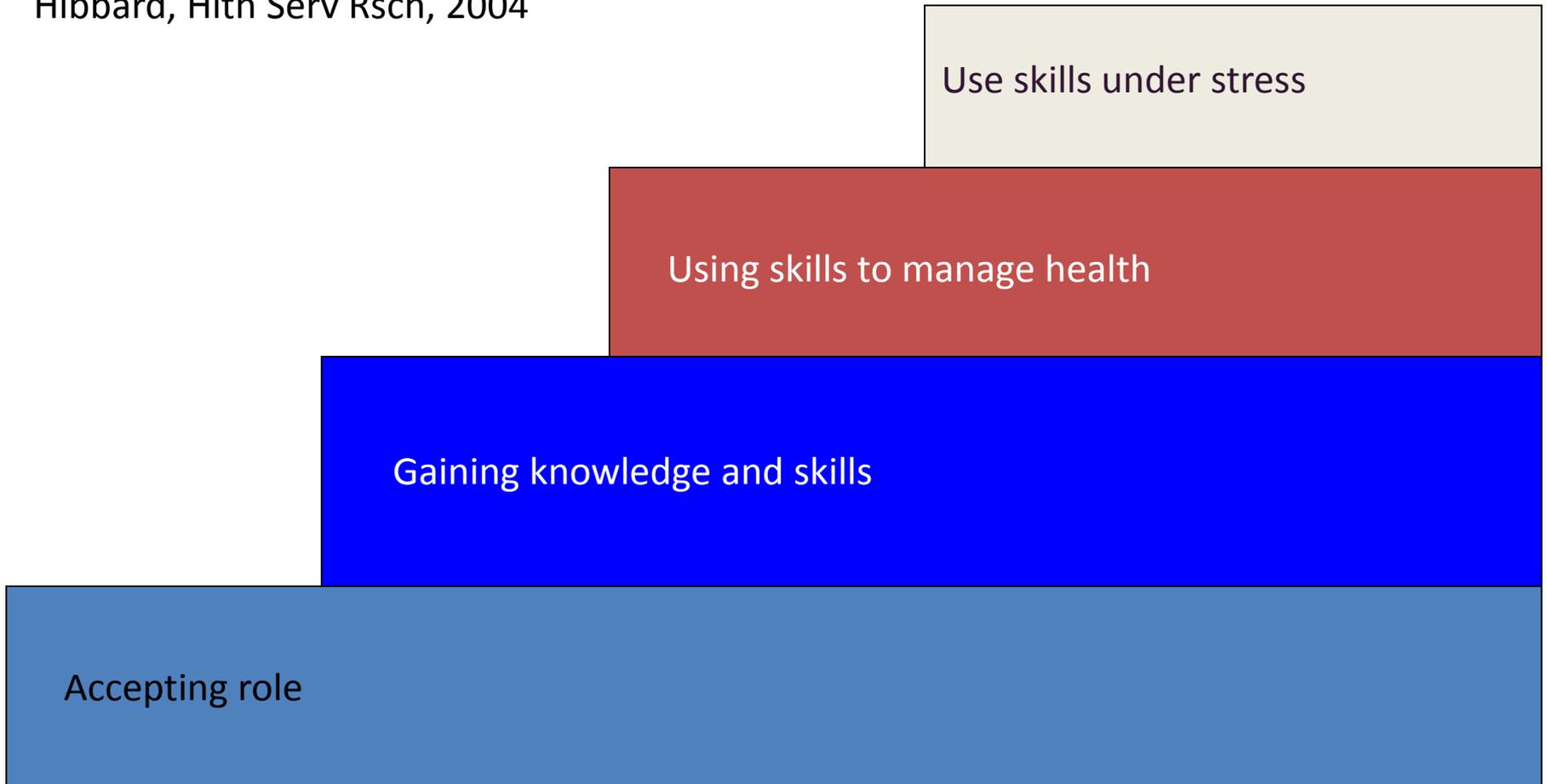
Studies, cont.

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

Activation

Hibbard, Hlth Serv Rsch, 2004



Match what I do to activation level

Use skills under stress:
Problem-solving

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

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

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

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?”