

Active Patients in Partnership or CAUGHT IN TRANSITION BETWEEN OUR ENTERPRISES?



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- Whatcom County, Washington
- Member of faith-based three state health care system
- Community approach to healthcare design & delivery
- Whatcom Health Information Network (HIInet)
- Pursuing Perfection, RWJF / IHI
- Washington State Health Record Banking pilot
- Care Transitions, QUALIS / CMS

Pursuing Perfection



- **Key lessons**
 - Patients and their families are the center of care
 - Most patient decisions and behaviors occur in the home
 - They want their own health care information to use
 - They want navigator-coaches
- **Not all patients can play the same role**
- **Much is yet to be learned about supporting patients and families**
 - PAM will likely be key in learning how to help
 - We must tailor support to each individual and family's capabilities

Accountable Care Organizations



- **THREE ESSENTIAL LEVERS (missing?)**
 - To engage patients and families in a coordinated and nuanced manner with their providers
- 1. **Navigator-coaches**
- 2. **PAM**
 - Essential for optimal interaction with patients and families
- 3. **Individual health management system**
 - Community-wide, interoperable, rules and workflow enabled

No Silver Bullets—Only Systems at the Whole Community Level (ACO Plus)

“Research & Learning in Health and Healthcare — by the Community, for the Community”

- Western Washington University
- Healthcare community
- Broader Community



PAM--How Capable is THIS Patient?



- We had no idea how important patient activation is!
- We still have only one pool of one depth?
- **We are still:**
- **Putting Olympic divers in the baby pool.**
- **Putting babies on the three meter diving board.**

Approaches to Effective Patient Discharge



- Coleman Discharge with Coaching
- Re-engineered Discharge (RED)
- STAAR (STate Action on Avoidable Rehospitalizations)
- Center for Medicare and Medicaid Services
- Hospital 2 Home (H2H) by IHI

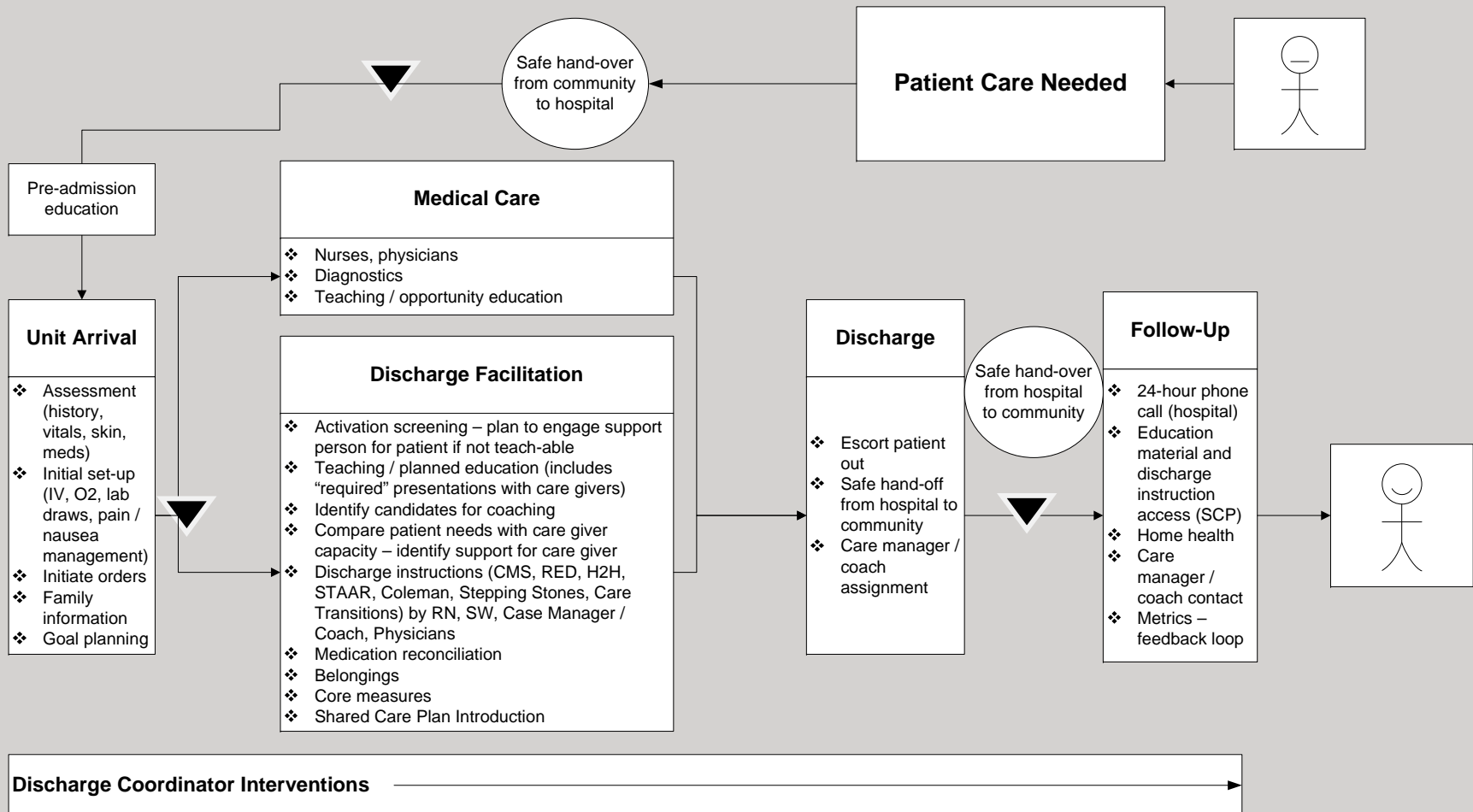
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- **Patient Activation Measure (PAM)**
 - **Web based community care manager dashboard**

PAM as Vital Sign?

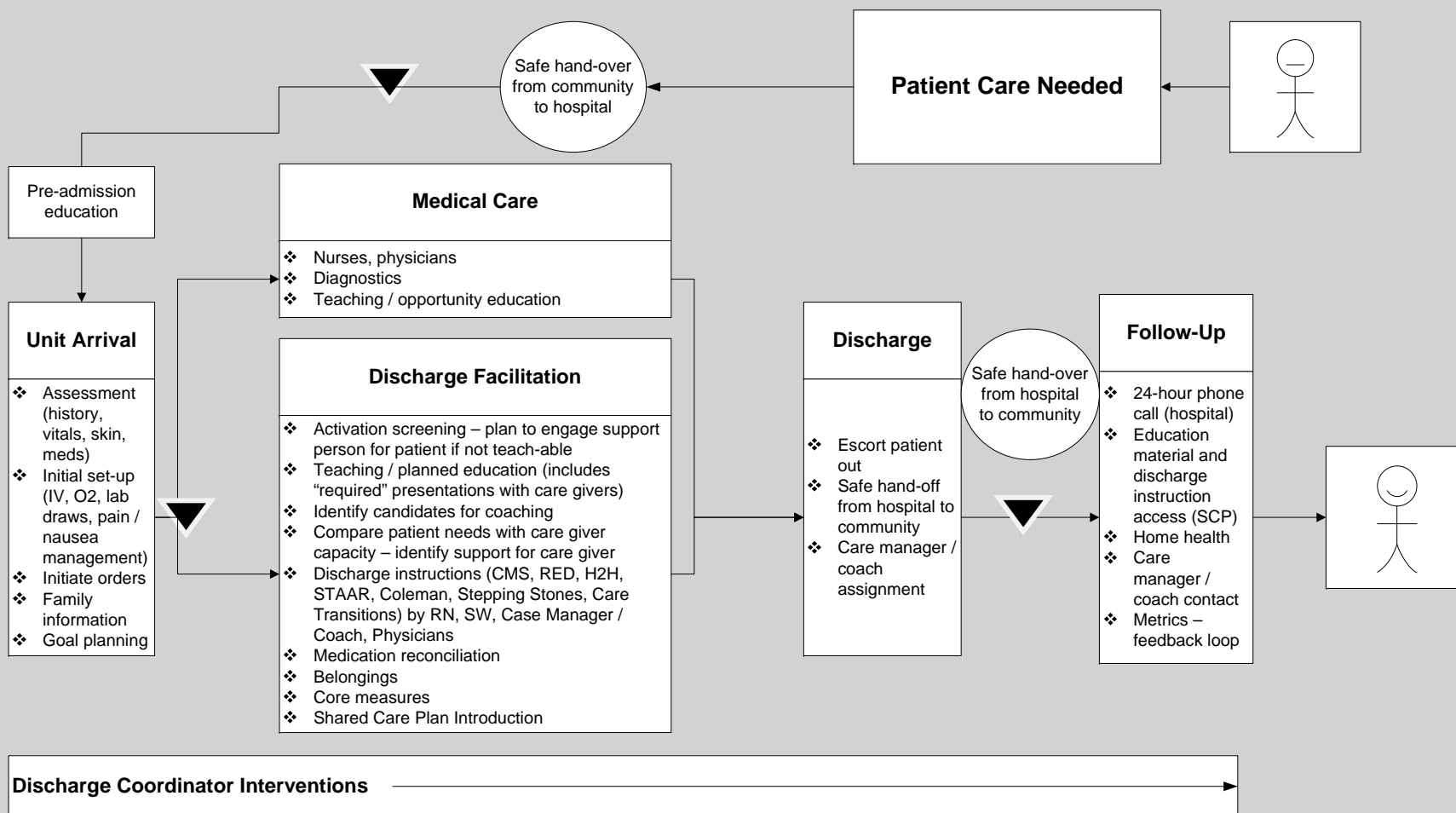


- An indispensable measurement (vital sign)
 - Person-centric (fit our services to customers)
 - Predictive
 - Correlates with clinical outcomes and cost outcomes
-
- Who and where to record it & how to use it?
 - We have just placed PAM into the PHR
 - Making it available for rules based work flow—
electronic community health manager dashboard
 - Based upon the PAM, who should get what alerts to assist the patient?

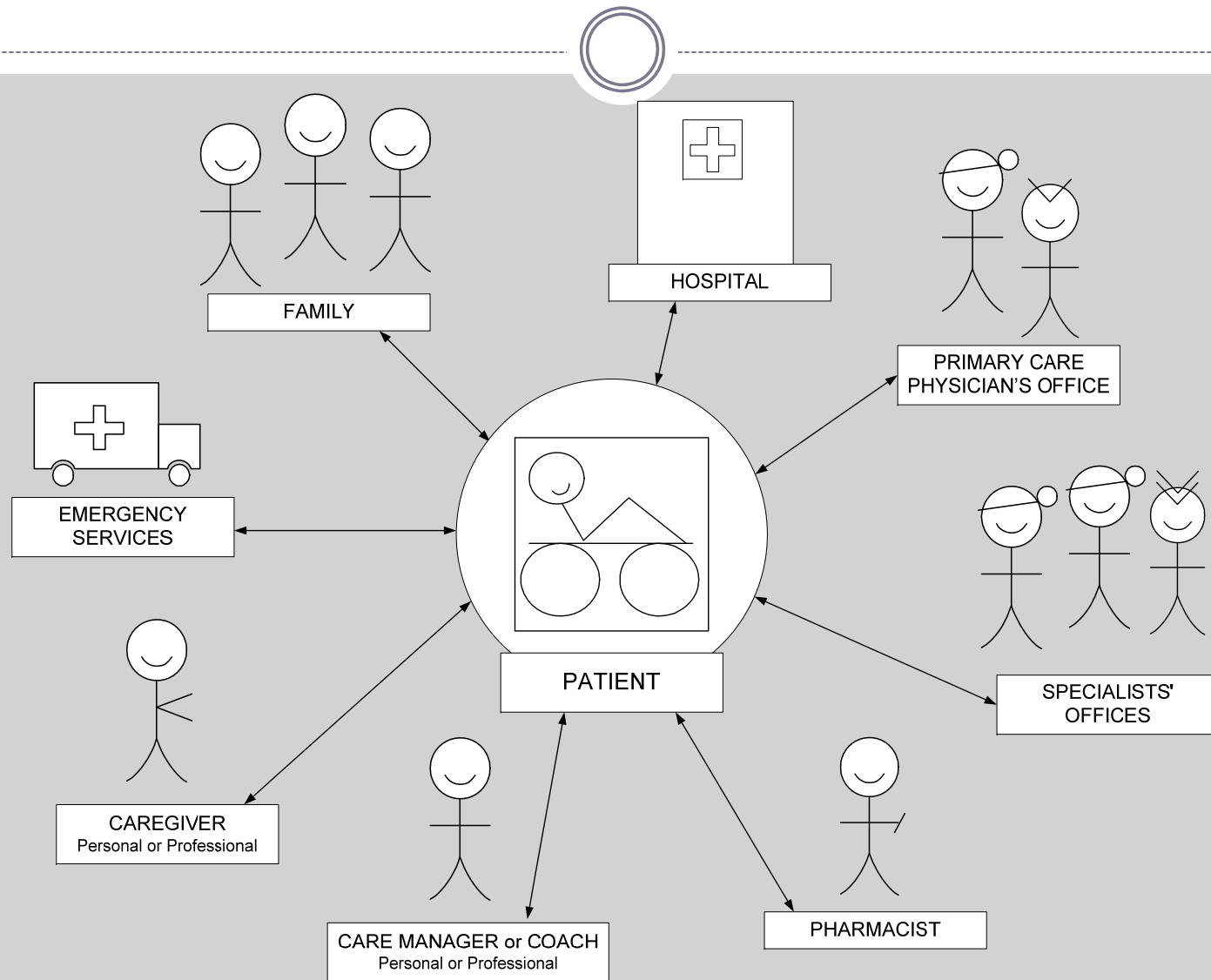
Hospital-Based Patient Flow



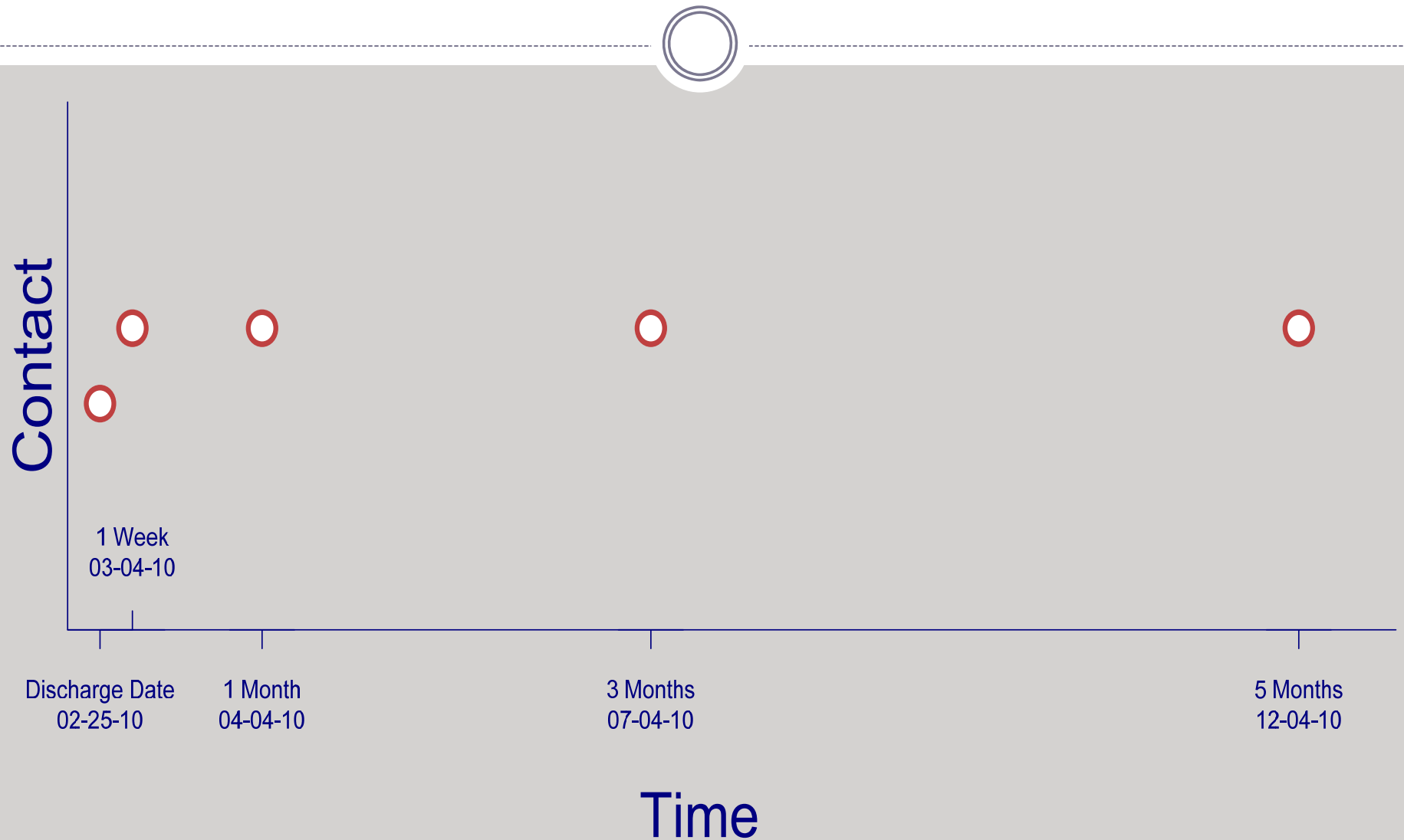
PAM and Patient's Role



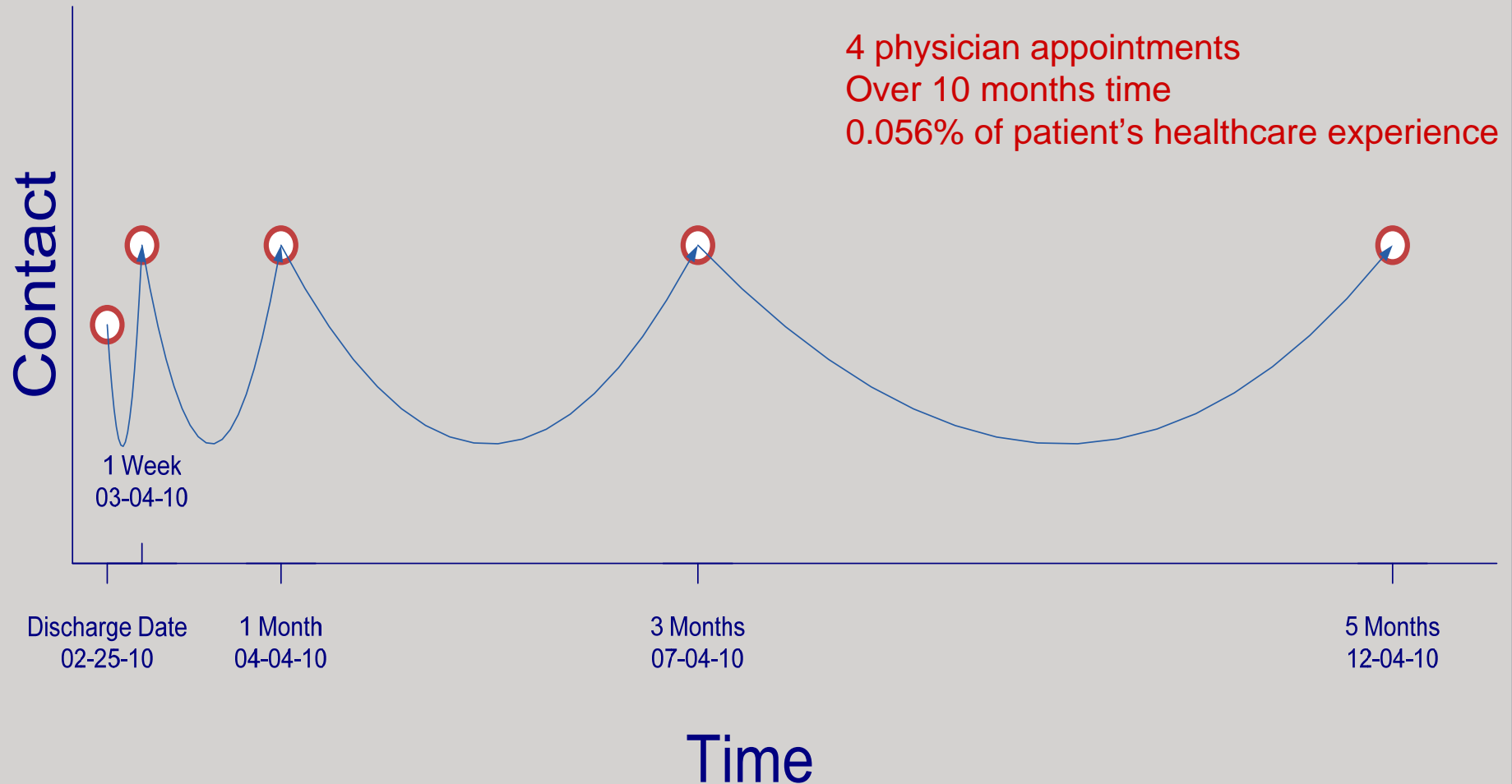
Patient-Centered Community Healthcare Model



Physician Contact After Discharge



Patient's Healthcare Experience




Shared Care Plan -- Connected After Discharge



- **Shared Care Plan—a Community-Based Personal Health Management System**
 - Initial introduction before leaving hospital
 - Access by patient and any caregiver
- **Electronic interface to discharge instructions**
 - Calendar entries, Medications, Symptoms, F/U Appointments
- **Monitoring**
 - Personal and professional
 - Electronic symptom tracking of patient
 - Home devices
 - On-line messaging capability


Shared Care Plan – A Community-wide Personal Health Management System on MS HealthVault


Currently interoperable with EMRs, HealthVault, Labs, State Immunization Data Base, Home Devices, and rules driven community care coordination software.


**James M Pierson**
12/18/1949, 60 years old, male

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[Who's Accessed My Care Plan?](#)

[Home](#) **Health Summary View** [Connections](#) [Care Team](#) [About Me](#) [Conditions](#) [Health Log](#)
[Medications](#) [Allergies](#) [History](#) [Documents](#) [Lab Results](#)

 **Important:** Do not use your browser's back or forward buttons, as this may cause unusual results.

Connects with  Microsoft HealthVault

Summary
 **James Pierson**
12/18/1949, 60 years old, male

Emergency Contacts
Ana Cuevas
Phone: (360) 739-5889
Alt Phone: (360) 733-5606
Angela Cuevas mother in law
Phone: (360) 733-0488
Alt Phone: (360) 650-1920

Insurance Information


About Me
Most Important Info:
I am pretty healthy but in poor physical shape which is a combination of too much focus on work and having let a C5-6 cervical disc limit my preferred exercises for about the last 10 years. I am taking measures to change this.
Blood Type: O+

Care Team
James Pierson
Phone: 360-739-2728
Role: Patient

Allergies/Intolerances
Cats
Reaction: Mild itching of eyes and very slight wheezing.
I have no known medication or food allergies,
Reaction: None ever experienced.

Contraindications
No ContraIndications Entered.

Documents

iPod 6:59 PM 

Logout iSCP 

 **Care Team** >

 **About Me** >

 **Conditions** >

 **Medications** >

 **Allergies** >

 **Documents** >

 **History** >

 **Health Log** >

 **Lab Results** >

A Formula for a Successful eCommunity Health Management



- **Patients**

- Labs, Medications, Immunizations, CCR
- Decision support – relevant information
- Messaging and alerts
- Family care management

- **Doctors / Providers**

- Clipboard information
- Closing communication loops of all sorts with patients and providers

- **Hospitals**

- Transitions of care
- Home care management if at risk for costs

- **Employers**

- Wellness

- **Payers**

- Lower cost, higher quality

- **Schools**


- Immunizations
- Medications

Integrating a New Vital Sign




- **Stepping Stones --Qualis & Whatcom County**
 - A community-wide care transitions project at the halfway point (of phase one)
- **Redesigned the work in the hospital**
- **Spreading throughout the hospital**
- **Creating agreements between clinics and hospital**
- **We are designing the processes for integrating the PAM as a useful vital sign**

PAM 13 Survey and Results --Inside our PHR



Shared Care Plan
Your Health Record Bank



James M Pierson
12/18/1949, 60 years old, male

Home | Health Summary View | Connections | Care Team

Medications | Allergies | History | Documents | Lab Results

Important: Do not use your browser's back or forward buttons, as this may cause errors in your results.


I want the person working with me to know.

This section is for you to record important details about your health so that your professionals understand your needs. Use the "[edit]" button to update your information.

PAM 13 SURVEY

Activation Score	Activation Level	Date
56.4	3	6/7/2010 6:48:06 AM
70.8	4	6/3/2010 1:24:52 PM
75.3	4	6/2/2010 9:45:04 PM

Shared Care Plan
Your Health Record Bank



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12/18/1949, 60 years old, male

PAM 13 SURVEY

QUESTION 1 OF 13

When all is said and done, I am the person who is responsible for taking care of my health

☐ Disagree Strongly ☐ Disagree ☐ Agree ☐ Agree Strongly ☒ Skip

Next

6/7/2010 6:48:06

SCP Manager Dashboard & Active Calendar

Care Manager
Patient Administration Console

FirstName: LastName:

enter the first name and last name of the patient that you are looking for and hit the search button

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0.6 Prototype

Part 1 Part 2

Patient Schedule: test decatur - 03 Jun 2010

! This Patient Schedule is not running yet. When you have finished preparing it, Click 'Execute' to run it.

Activity Type :

< Today >

03 – June 04, 2010

Thursday, June 03

12 AM

1 00

2 00

You need to select "activity type" and hit the add appointment button to see the pop up to create calendar item of the particular type activity



test decatur

1/1/1982, 28 years old, male

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- [Privacy Summary](#)
- [Who's Accessed My Care Plan?](#)

Home Health Summary View Connections Care Team About Me Conditions Health Log Medications Allergies History Documents Lab Results **Transition of Care**

Calendar Mail Chat Symptoms Medications Activities Contacts Education Preferences Condition

! Important: Do not use your browser's back or forward buttons, as this may cause unusual results.



Patient : Discharge Instruction : Activity Type :

< Today >

03 – June 04, 2010

Day Work Week Week Month Timeline

June 03

Friday, June 04

12 AM

1 00

2 00

Measure your blood pressure. (WaitingForReading.)

Select the Patient and the DIDE from the drop down box to see the corresponding appointments

Automated Alerts with Messaging to Anyone



Blood Pressure X

Range:

Under

Over

Systolic

Diastolic

Calendar:

Normal

Alert CM

Missed

Alert CM

Exception

Alert CM

PAM Nursing Guide



Low Activation (Levels 1 and 2)

Characteristic	Implications
People low in activation feel overwhelmed by both the details of life and (especially) dealing with their health.	If you try to get them to understand more than one or two self management elements you will contribute to them being overwhelmed and they will not remember or do anything. You have to make a clinically informed choice as to what the one thing (two if level 2) is they need to understand.
In life in general, and with regard to health in particular, people at high levels experience far	The key for low activation patients is to help them break this negative emotions – poor self

High Activation (Levels 3 and 4)

Characteristic	Implications
Levels 3 and 4 are not overwhelmed (especially level 4) and have a clear goal focus. This is especially true for Level 4	With a strong goal focus and not being overwhelmed high activation patients can handle more information and more complicated information.
Level 4 patients in particular evaluate their return on investment. They tend to already have clear	Ask high activation patients what their health goals are (they are important to them and play a major

We have just begun to develop the **patient and family** PAM guide--how to interpret your PAM score and what to do next.

NEXT



- Collect PAM at time of admission and after discharge
- Train staff, coaches, patients and family to use PAM
- Use PAM to recommend coaching support
- Integrate PAM into post-discharge rules:
 - E.g., with a low PAM score we might engage family care givers or care managers earlier when a patient does not take a suggested action, such as weight themselves or indicate that they have made a follow up appointment.

SHARED CARE PLAN

A Community Health Record Bank



ACKNOWLEDGEMENTS

- **Came from Pursuing Perfection**
 - RWJF – IHI
- **Inspired creation of Microsoft HealthVault**
- **Developer/Vender - Congral, Inc**
 - Synched with MS HealthVault
- **Washington State Health Record Bank Pilots**
 - Ongoing