Patient activation in prevention and management of long term conditions

Workshop October 16
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Outline

1. What patient activation is not
2. Interventions applied to preventive care
   A. Tailoring
   B. Enhancing
   C. Handover
3. Role plays
4. Reflection and discussion
What is patient activation

Knowledge, skill, and confidence to manage long-term conditions including engaging in positive health behaviours and management of their health conditions

But how does patient activation relate to:

• Self efficacy?
• Health literacy?
Self management

- Self efficacy
- Patient activation
- Behaviour
Framework for health literacy and health action

Paasche-Orlow & Wolf 2007 and von Wagner et al 2009

Health Literacy

Motivation
Knowledge & understanding
Attitudes and beliefs

Health System
Accessibility
Appropriateness

Intentions
Planning
Implementing

Actions

Use of health care

Patient Provider interaction

Self management behaviours

Health & Quality of life

Centre for Primary Health Care and Equity
How does patient activation inform what we do?

- **Tailoring**: adjust care to patients level of activation
- **Enhancing**:
  - Motivational counselling
  - Building confidence
  - Engagement (eg eliciting questions)
- **Handover**
Relevance of patient activation to preventive care

- Attendance at screening, health checks, immunisations
- Health behaviours such as diet and physical activity
5As of preventive care

Assess
Risk

Advise/agree
Advice, goal setting, teachback

Assist
Referral navigation

Arrange
Follow up
Focus on building self-awareness and understanding behaviour patterns, and begin to build confidence through small steps. ‘Let’s not try to tackle everything right now. Let’s just focus on one thing…’
Help patients to take small steps, such as adding a vegetable to their diet each week or small portions. 

*Eg ‘You’re off to a great start. What about your portion sizes at lunch time too…’*
5As of preventive care: Tailoring: Level 3

Assess
Risk & Activation

Advise/agree
Advice, goal setting, teachback

Assist
Referral navigation

Arrange
Follow up

Work with patients on new behaviours and specific knowledge and skills. Support the initiation of more complex behaviours and work on the development of problem-solving skills. 

Eg How can you increase the level of physical activity. What do you think about a walking group?
Focus on preventing a relapse and handling new or challenging situations as they arise. Problem solving and planning for difficult situations to help patients maintain their behaviours. Eg How will you maintain this when you feel depressed.
1. Motivational counselling

- Express empathy
  Focus on understanding the person’s dilemma
- Roll with Resistance
  Don’t be the one arguing for action
- Develop Discrepancy
  Evoke the person’s own arguments for action
Decision Balance

Benefits of change
Cost of remaining the same

Costs of change
Benefits of remaining the same
Enhancing patient activation

2. Building confidence

- Support Self-Efficacy
  Encourage belief that change is possible
- Elicit small, specific, measurable goals
  Positive reinforcement
- Reflect on abilities and achievements
  Encourage a sense of mastery
Enhancing patient activation

3 Engagement in the consultation

• Ask the patient to explain what they have understood
  Teachback
• Encourage questions
  Ask open questions “what questions do you have” not “do you have any questions”
• Allow time
  Pause to allow space for them to say something.
Handover

- Communicate the level of activation and how this has changed to other providers
When all is said and done, I am the person who is responsible for taking care of my health. Taking an active role in my own health care is the most important thing that affects my health. I am confident I can help prevent or reduce problems associated with my health.

I know what each of my prescribed medications do.

I am confident that I can tell whether I need to go to the doctor or whether I can take care of a health problem myself.

I am confident that I can tell a doctor concerns I have even when he or she does not ask.

I am confident that I can follow through on medical treatments I may need to do at home.

I understand my health problems and what causes them.

I know what treatments are available for my health problems.

I have been able to maintain (keep up with) lifestyle changes, like eating right or exercising.

I know how to prevent problems with my health.

I am confident I can figure out solutions when new problems arise with my health.

I am confident that I can maintain lifestyle changes, like eating right and exercising, even during times of stress.
Role plays
Reflection and discussion
QUESTIONS
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