Implementation of the PAM tool

Patient Activation Training Day
Monday 17\textsuperscript{th} October 2016

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What have we learnt so far?

What is PAM?
- What is PAM/patient activation?
- Rationale for using PAM
- How to administer, score and interpret PAM.

Using the PAM score to tailor patient care
Afternoon sessions

1. Considerations for implementing PAM

2. Breakthrough collaboratives improvement method

3. Intervention planning
Implementation of PAM

Project purpose:
To develop and test the use of the PAM tool as part of clinical and team/service practice to improve the quality of care for patients with chronic conditions in SESLHD.

Project goal:
To establish and routinely implement processes for administering, and using PAM to tailor care for 70% of patients.
Enablers and barriers

Organisational level
Clinician level
Patient level
Enablers and barriers

ORGANISATIONAL LEVEL
What are some of the enablers and barriers you might encounter?

• Structures and systems to support implementation - eg. planning, training, protocols, information technology management, ongoing staff support.
• Cultural changes to roles of patients and providers - toward patient centred care and self management
• Leadership and organisational support
Enablers and barriers

CLINCIAN LEVEL

What are some of the enablers and barriers you might encounter?

- Clinician engagement and “buy-in”: Engaging “hearts and minds”.
- Perceptions of PAM and the value of measuring patient activation.
- Confidence to understand the meaning of PAM results and their use in providing tailored support.
- Feasibility of using PAM re: workplace demands, clinical practices/routines
Enablers and barriers

PATIENT LEVEL
What are some of the enablers and barriers you might encounter?

- Ease of understanding PAM survey questions
- Perceptions and motivation toward self management
Enablers and barriers

ORGANISATIONAL LEVEL - Practicalities of using PAM

• **When** to record the PAM score?
• **How** to deliver the PAM survey?
• **Who** will administer PAM survey?
• **Where** will PAM scores be stored?
• **What** additional interpretive information is recorded & how is it made accessible to other care providers?
• **Other issues?** Language issues and literacy.

Group work

• Top 3 ENABLERS

• Top 3 BARRIERS