I'm right on target, my aim is straight
So you're in love, I say what of it?
Things can change, there's always changes
I want to try some rearranging, I say

Drop the pilot, try my balloon
Drop the monkey, smell my perfume
Drop the mahout, I'm the easy rider
Don't use your army to fight a losing battle
Animal, mineral, physical, spiritual
I'm the one you need, I'm the one you need

Drop the pilot
Project goal

To establish and routinely implement processes for administering, and using PAM to tailor care for 70% of patients (new enrolments and other usual assessment capture) by July 2017.
<table>
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<tr>
<th>GOAL/AIM</th>
<th>PRIMARY DRIVERS</th>
<th>SECONDARY DRIVERS</th>
<th>CHANGE IDEAS</th>
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| **To establish and routinely implement processes for administering, and using PAM to tailor care for 70% of patients (new enrolments and other usual assessment capture) by July 2017.** | **Staff recognise and use PAM to tailor care**  
- Staff possess the skills to assess PAM  
- Staff possess adequate knowledge on PAM  
- Staff are willing to assess PAM  
- Staff have skills to discuss and design care with patients using PAM results (motivational interviewing/health coaching)  
- Staff understand the process of capturing PAM results and using it to tailor care  
- Use PAM instrument to obtain the patient's activation score and level  
- Use responses to individual PAM items to open a discussion  
- Negotiate an action plan  
- Check to see if patient feels confident and has competence to carry out agreed actions |  
- Patients/carers are able to participate in a PAM assessment and tailoring intervention  
- Patients/carers are able to comprehend and understand the PAM questions  
- Patients and carers are able to collaborate in planning/tailoring of care |  
- Develop and trial a process of assessing PAM  
- Develop a process to capture & share PAM data  
- Design a PAM intervention to tailor care that suits your clinic/area  
- Build a central shared database for recording PAM scores  
- Design calculating, recording (including interpretation), storage & retrieval of individual & aggregate PAM scores |
| **Patients/carers participate in the care planning process**  
- Patients/carers are able to participate in a PAM assessment and tailoring intervention  
- Patients/carers are able to comprehend and understand the PAM questions  
- Patients and carers are able to collaborate in planning/tailoring of care |  
- There is a process and procedure to collect PAM  
- There is a process to monitoring PAM  
- There is a process and procedure to use PAM to tailor care  
- There is a process to use PAM and tailoring intervention to prioritise referrals  
- There is a process to record PAM results  
- Staff are able to review & understand previous PAM assessments  
- Staff are able to share PAM scores with relevant care team members  
- Staff are able to record PAM scores in a central database  
- There is a well understood process to assess PAM  
- There is a well understood process to tailor care/intervention using PAM results  
- PAM is assessed as usual routine for monitoring and follow-up |  
- Patients are assessed for health literacy  
- Patients are assessed for anxiety and depression and referred appropriately  
- Patients are provided interpreters where required  
- Materials used for PAM assessment and planning are written for the appropriate literacy level |
Plan your changes

- Use the knowledge in the room
- Start small and build over time
- Use the change package
- Use your own ideas
- Be creative
Monthly Reporting and teleconference

- Information will be emailed prior

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