

## 2.5 hour PAM (Patient Activation Measure) Workshop – Virtual via Zoom



Patient activation describes the knowledge, skills and confidence a person has in managing their own health and care.

### What is Patient Activation?

It is widely acknowledged that people who have the knowledge, skills and confidence to manage their own health tend to have better health outcomes than those that may have a more passive approach.

Patients/clients with high levels of activation usually understand their role in the care process and feel capable of fulfilling that role.

People who have low levels of activation are usually less likely to play an active role in staying healthy. They are less good at seeking help when they need it, or at following advice given by healthcare professionals or managing their health when they are no longer being treated.

If we want clients/patients to take ownership of their health and care we have to make them part of the process.

- We need to listen, problem-solve, and collaborate
- We need to help them gain the skills and confidence they need, not just the transfer of information.

Various studies show that targeted interventions can help increase patient activation.

Least activated patients/clients can make the most gains when they are appropriately supported.

Tailoring interventions to individual needs, significantly increases the likelihood that people will adopt behaviours that contribute to better health.

May – December 2024

**PAM 2.5 hour Workshop Date – All dates below are virtual via Zoom Link**

**20 places available per workshop**

<b>Friday 3rd May</b>	<b>09.30 – 12.00pm</b>
<b>Friday 21st June</b>	<b>09.00 – 11.30am</b>
<b>Friday 5th July</b>	<b>12.30 – 3.00pm</b>
<b>Friday 9th Aug</b>	<b>12.30 – 3.00pm</b>
<b>Wed 18th Sep</b>	<b>09.30 – 12.00pm</b>
<b>Friday 11th Oct</b>	<b>09.30 – 12.00pm</b>
<b>Friday 8th Nov</b>	<b>12.30 – 3.00pm</b>
<b>Friday 6th Dec</b>	<b>12.30 – 3.00pm</b>

The Patient Activation Measure (PAM) is a validated patient-reported outcome measure owned by Insignia Health.

PAM was created to identify which patients/clients may need additional resources to manage their health.

The PAM tool is made up of 13 questions, which assesses a patient's knowledge, skills and confidence in managing their health. Answers provide a score on a scale from 0 to 100. PAM scores between 1 and 99 are considered to be valid responses and allow any respondents to be categorised into one of four defined levels, ranging from level 1 (patients who do not actively contribute to their healthcare) to level 4 (patients who are proactive in managing their health and engage in healthy behaviours) which in turn determine the person's 'activation' score on a level of 1, 2, 3 or 4.

### Measuring activation can:

- Improve outcomes and reduce costs
- Reduce re-admissions and fewer episodes of unplanned and emergency care.
- Improve patient experience

## Using PAM to tailor support for people with long-term conditions.

The rising demand for healthcare services, a large proportion of which is due to the growing population of people with long-term conditions, has led to a need to manage the increasing pressure placed on primary and secondary care.

Adults with a long-term condition(s) can report the lowest level of PAM, and may feel overwhelmed by their condition(s). Supported patient self-management is a widely used strategy for trying to address the challenges of managing long-term conditions and multi-morbidity, including helping patients to change lifestyle behaviours and to learn core skills, such as responding to symptoms, managing medicine, improving diet, increasing exercise, stopping smoking, and managing interactions with professionals. People who can achieve this are described as 'informed or activated clients/patients'. Self-efficacy (a sense of control over actions and outcomes) has been noted to be a key driver.

Why would more activated clients/patients tend to use less healthcare?

- They may be better engaged in the ongoing management of their condition(s), consequently their need for healthcare to manage deterioration in their condition is reduced compared with less activated clients/ patients.
- Clients/patients may also be better equipped to co-ordinate their care, leading to fewer missed general practice and outpatient appointments.

There are twenty places available per each virtual PAM workshop. Please ensure you are able to join from an individual computer/laptop terminal and have a working camera and microphone.

To apply for a place please fill out the attached PAM Application form in full and send to:

[workforcetraining@activelancashire.org.uk](mailto:workforcetraining@activelancashire.org.uk)

Once all delegates have been registered on a PAM Workshop a confirmation e-mail will be sent to you inc your Zoom Link.

Please note all applications are registered on a first come, first serve basis.

Once the workshop has been completed PAM outputs/Flourish info's will then be sent to all participants who have completed the course in full.

Please note that registration on to Flourish is not automatic after completion of a PAM workshop.

Some colleagues will benefit from using Flourish for PAM calculator use within their roles. If you wish to access the Flourish System for PAM use, please contact: [workforcetraining@activelancashire.org.uk](mailto:workforcetraining@activelancashire.org.uk) to request this after you have completed your PAM workshop session.

**The PAM workshops are being delivered by Lancashire & South Cumbria ICB & Active Lancashire for the benefit of Lancashire & South Cumbria population, to assist people to become more active in their own health and care.**