

# Quality Measurement Meaningful to Patients

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# What is Meaningful to Patients

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- ▶ Data that is patient generated, such a patient experience data, is understandable and often most meaningful
- ▶ Other patient generated data would also likely be meaningful
  - ▶ Improvements in health status and functioning
  - ▶ Improvements in ability to self-manage conditions



# Criteria for Patient Generated Performance Measures

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- ▶ Valid and reliable measures
- ▶ Measures that can be used to improve performance – that are actionable
- ▶ Measures that can be used to inform the medical encounter, and improve the care of the patient providing the information
- ▶ Measures that are sensitive enough to reflect changes resulting from medical intervention
- ▶ Measures that would shift the focus of performance to an area that consumers value and understand.



# Patient Knowledge, Skill and Confidence for Self-Management

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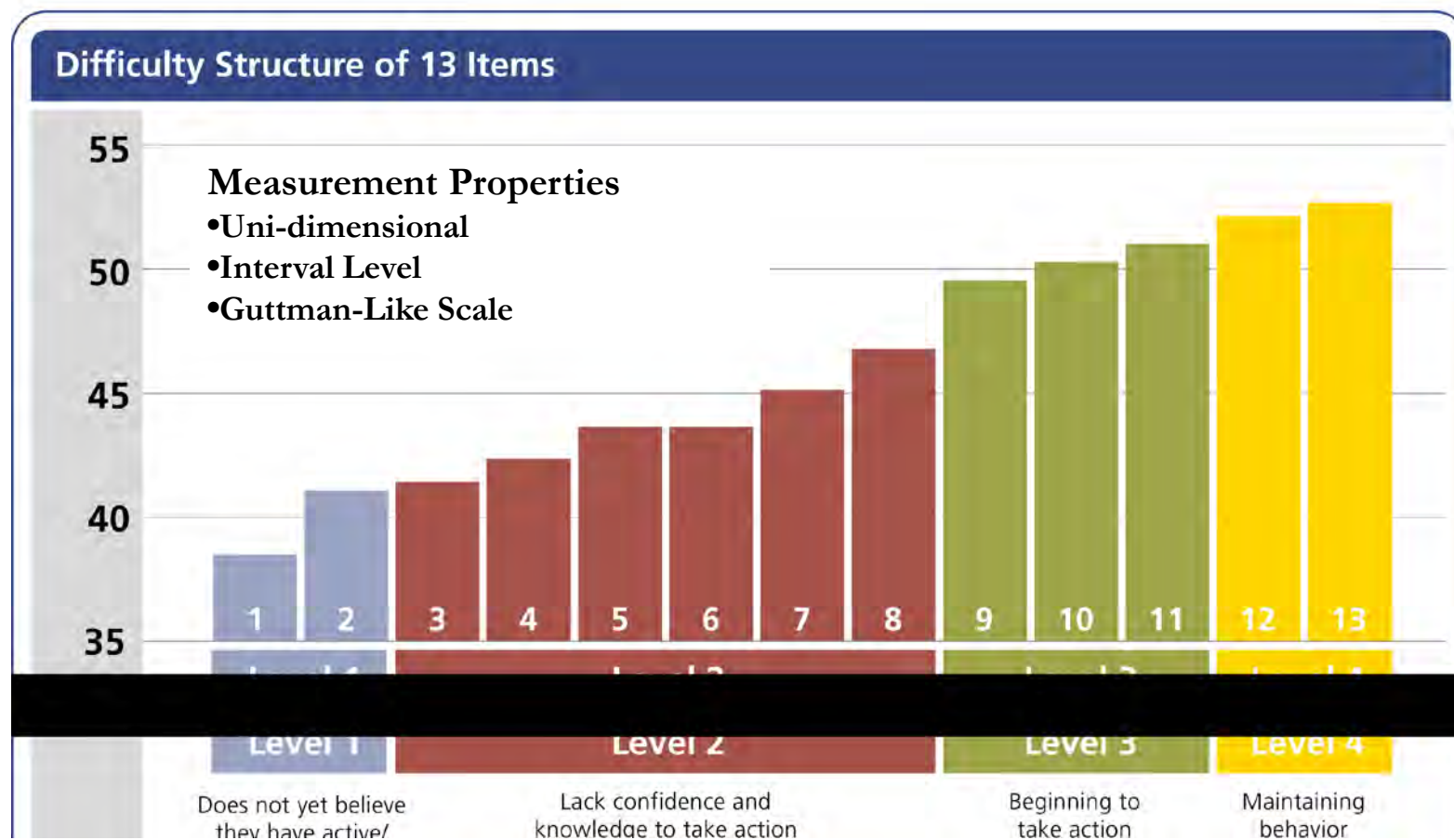
- ▶ If we start with the assumption that an important outcome of high quality care is that patients should be gaining in their ability to self-management.....
- ▶ Then we should be measuring and tracking improvements in activation as an intermediate outcome of care





# Patient Activation Is Measurable

## *Difficulty Structure of 13 Item PAM*

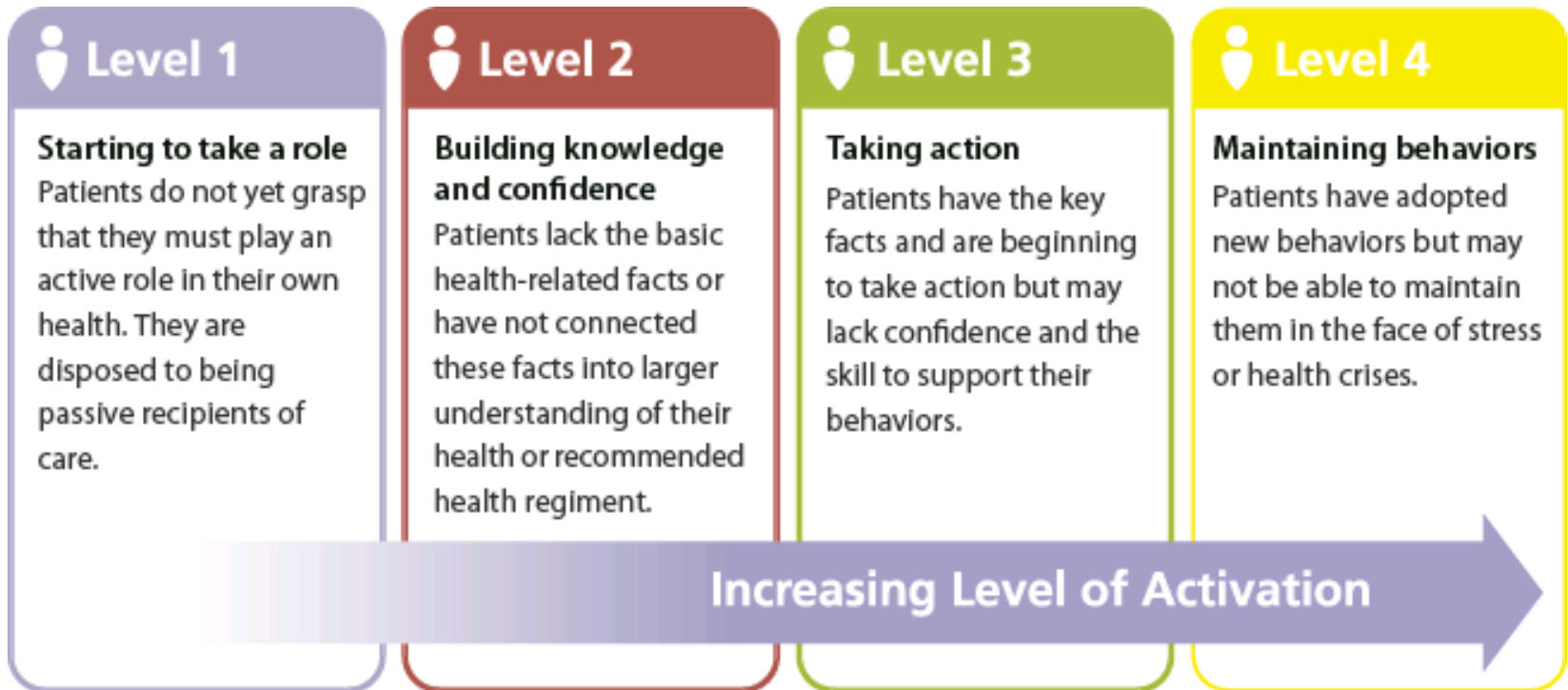


# PAM 13 Question

Level 1	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
Level 2	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
Level 3	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
Level 4	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.

\* Related instruments: PAM 10, PAM 2, Clinician PAM

# Activation is developmental



Source: J.Hibbard, University of Oregon

# Activation Level is Predictive of Behaviors

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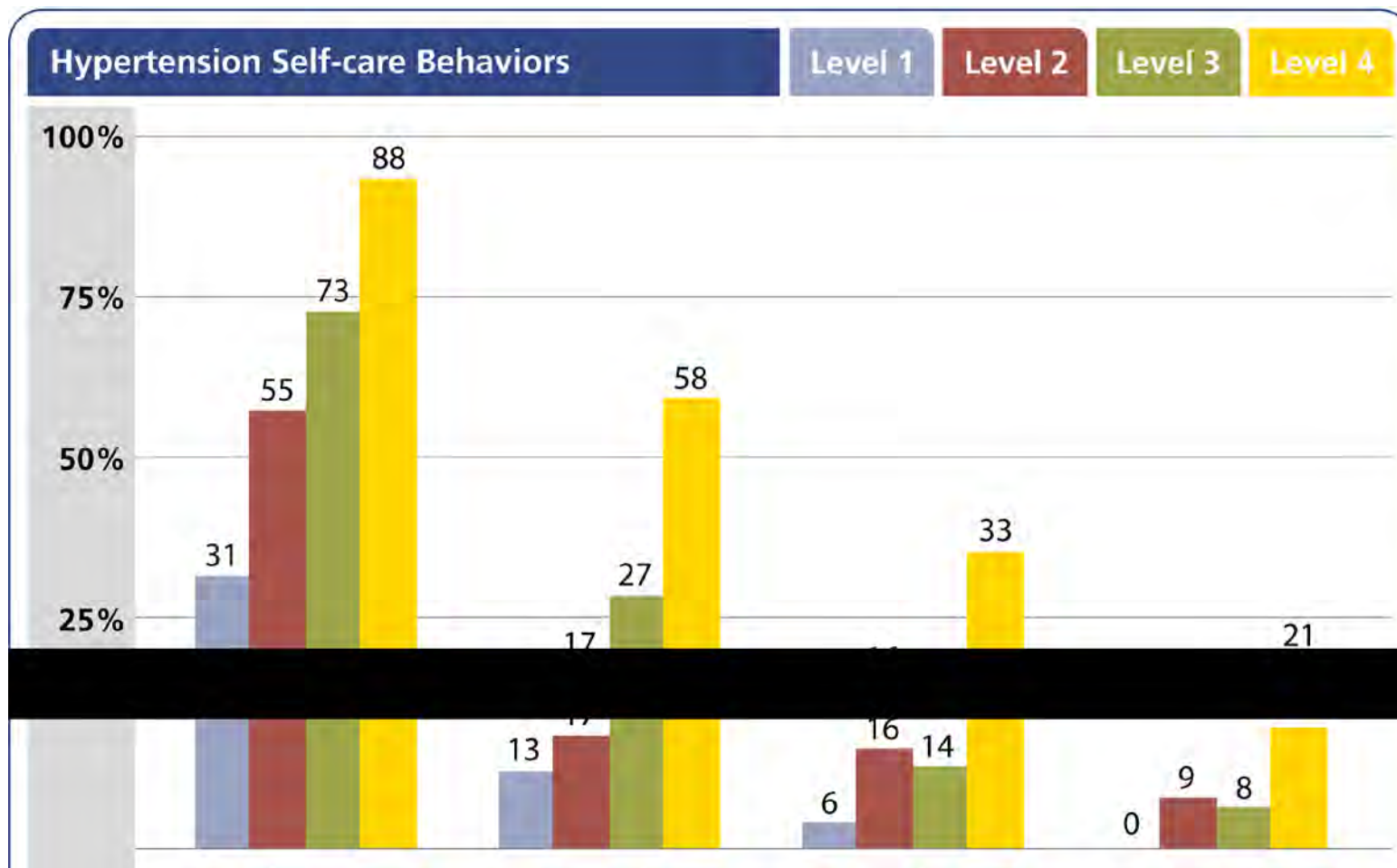
Research consistently finds that those who are more activated are:

- ▶ Engaged in more preventive behaviors
- ▶ Engaged in more healthy behaviors
- ▶ Engaged in more disease specific self-management behaviors
- ▶ Engaged in more health information seeking behaviors



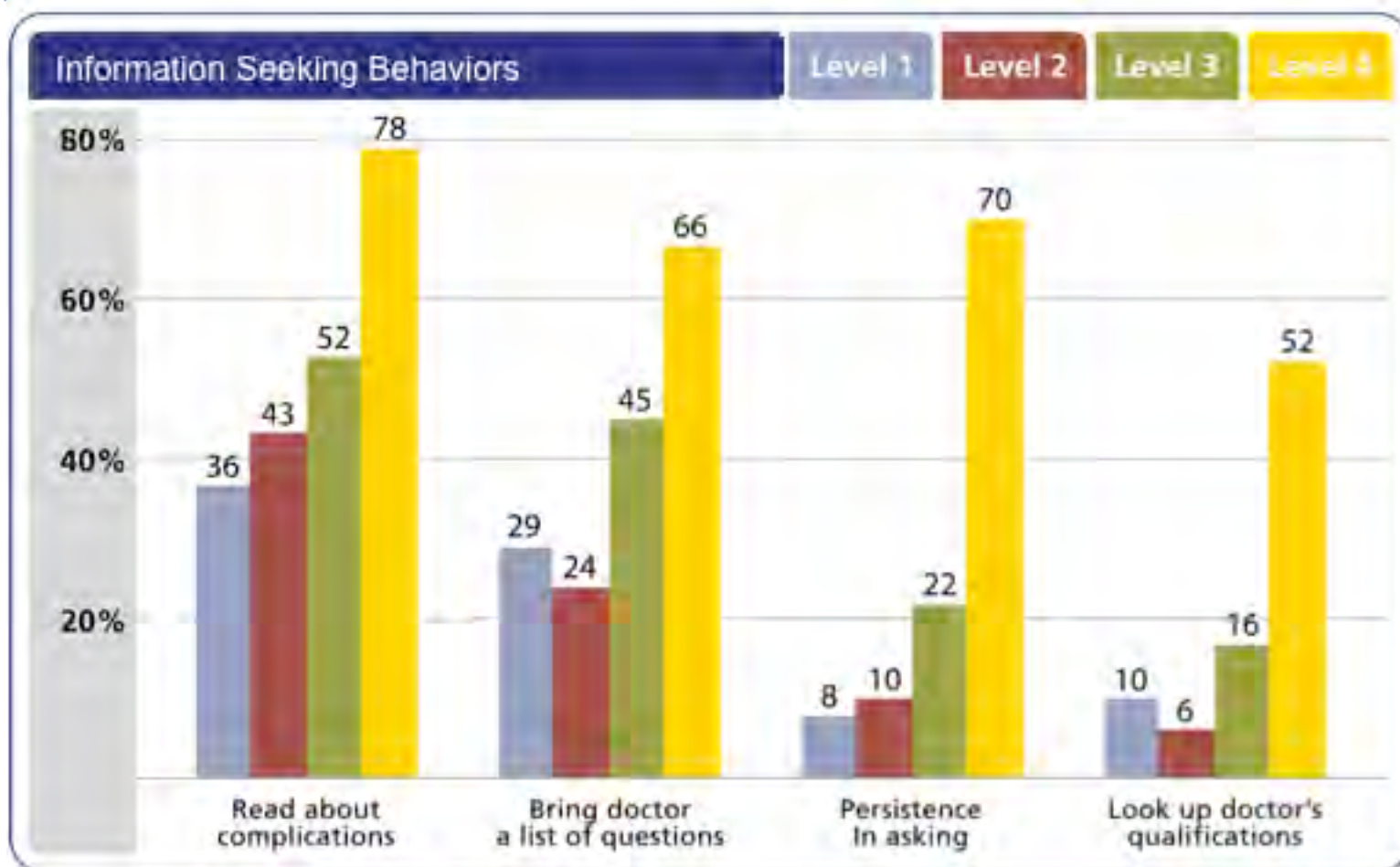


# Level of activation is linked with each behavior



Source: US National sample 2004

# Behaviors in Medical Encounter by Activation Level





# Insights

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- ▶ Use activation level to determine what are realistic “next steps” for individuals to take
- ▶ Many of the behaviors we are asking of people are only done by those in highest level of activation
- ▶ When we focus on the more complex and difficult behaviors— we discourage the least activated
- ▶ Start with behaviors more feasible for patients to take on, increases individual’s opportunity to experience success



# When activation changes several behaviors change

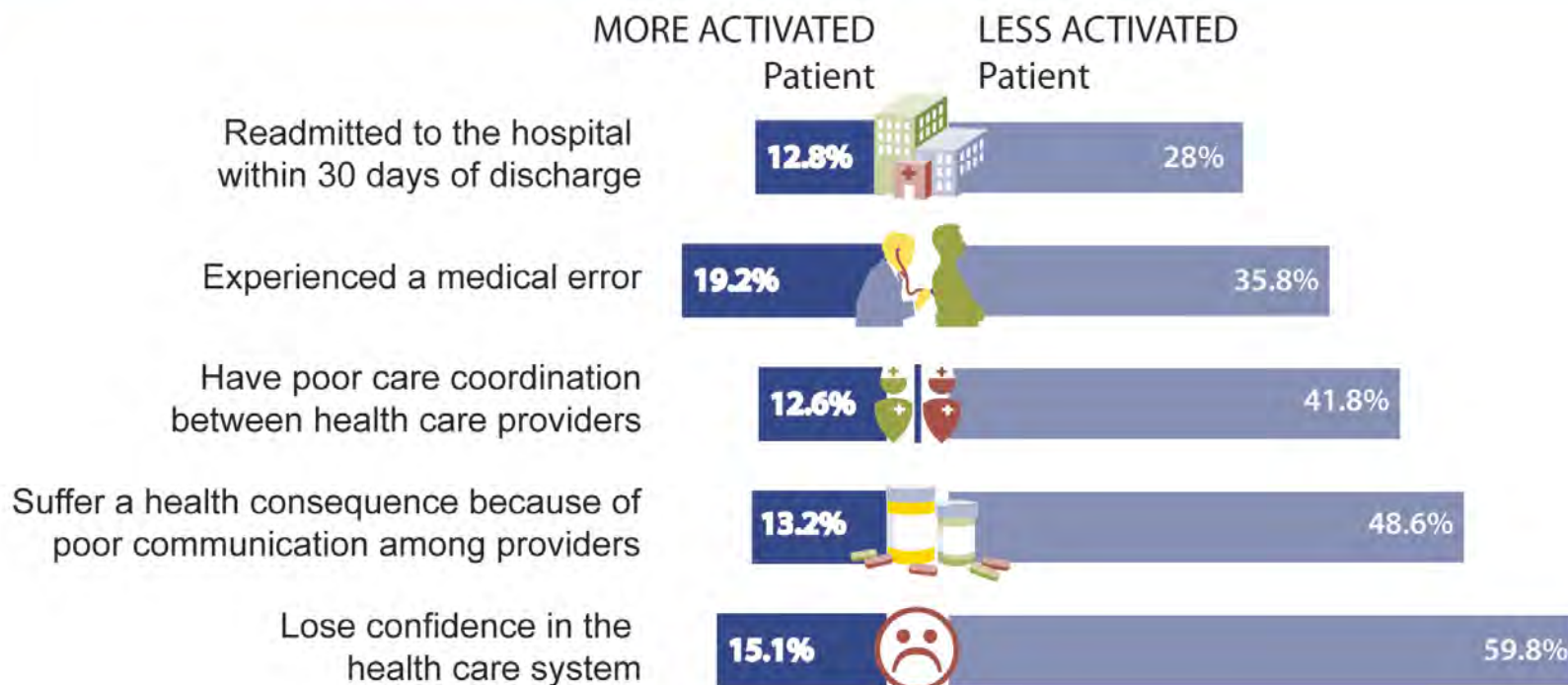
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11 of 18 behaviors show significant improvement within the Increased Growth Class compared to the Stable Growth Class



# Low activation signals problems (and opportunities)

The **MORE ACTIVATED** you are in your own health care,  
the **BETTER HEALTH CARE** you get...



Source: Adapted from AARP & You, "Beyond 50.09" Patient Survey. Published in AARP Magazine. Study population age 50+ with at least one chronic condition. More Involved=Levels 3 & 4, Less Involved=Levels 1 & 2

# Activation can predict utilization and health outcomes two years into the future for diabetics

	% change for a 1 point change in PAM Score	10 Point Gain in PAM Score 54 (L2) vs. 64(L3)	<i>P</i>
Hospitalization	1.7% decline	17% decreased likelihood of hospitalization	.03
Good A1c control (HgA1c < 8%)	1.8% gain	18% greater likelihood of good glycemic control	.01
A1c testing	3.4% gain	34% greater likelihood of testing	.01
LDL-c testing			

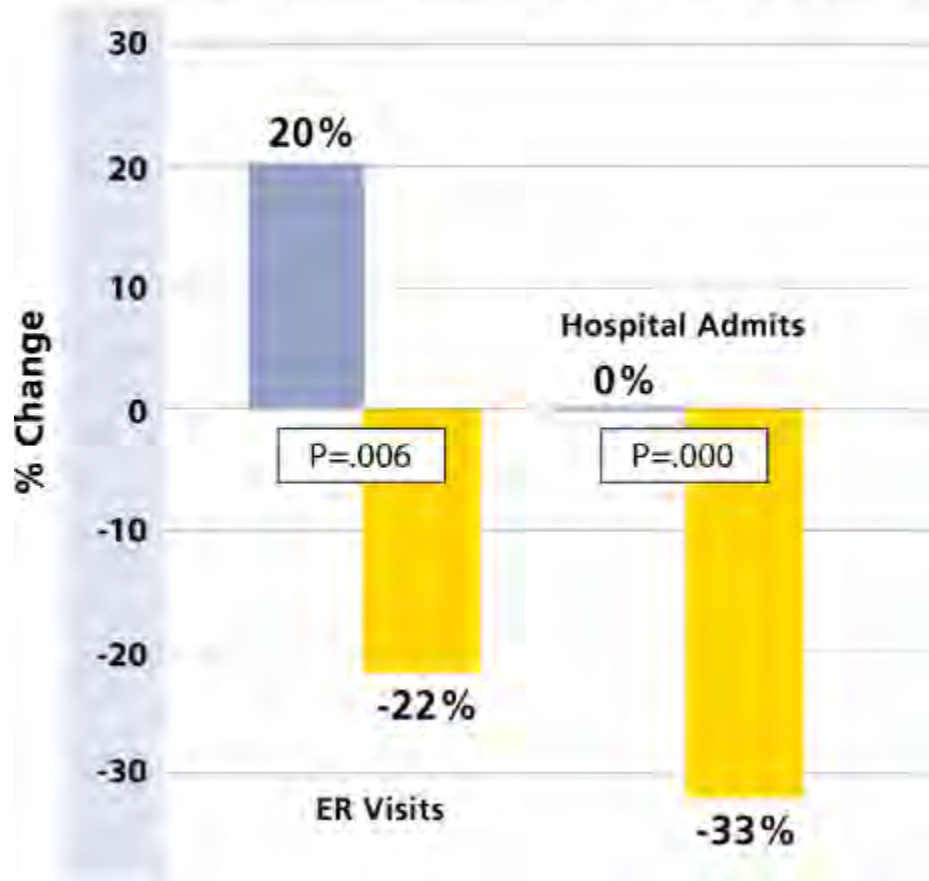
Carol Remmers. *The Relationship Between the Patient Activation Measure, Future Health Outcomes, and Health Care Utilization Among Patients with Diabetes*. Kaiser Care Management Institute, PhD Dissertation.

Multivariate analysis which controlled for age group, gender, race, comorbidities and number of diabetes-related prescriptions.



# Tailored coaching can improve adherence and reduce unwarranted utilization

Change in Key Utilization Metrics Over 6 Months



Hibbard, J, Green, J, Tusler, M. Improving the Outcomes of Disease Management by Tailoring Care to the Patient's Level of Activation. The American Journal of Managed Care, V.15, 6. June 2009

## Clinical Indicators\*

**Medications:** intervention group increased adherence to recommended immunizations and drug regimens to a greater degree than the control group. This included getting influenza vaccine.

**Blood Pressure:** Intervention group had a significantly greater drop in diastolic as compared to control group.

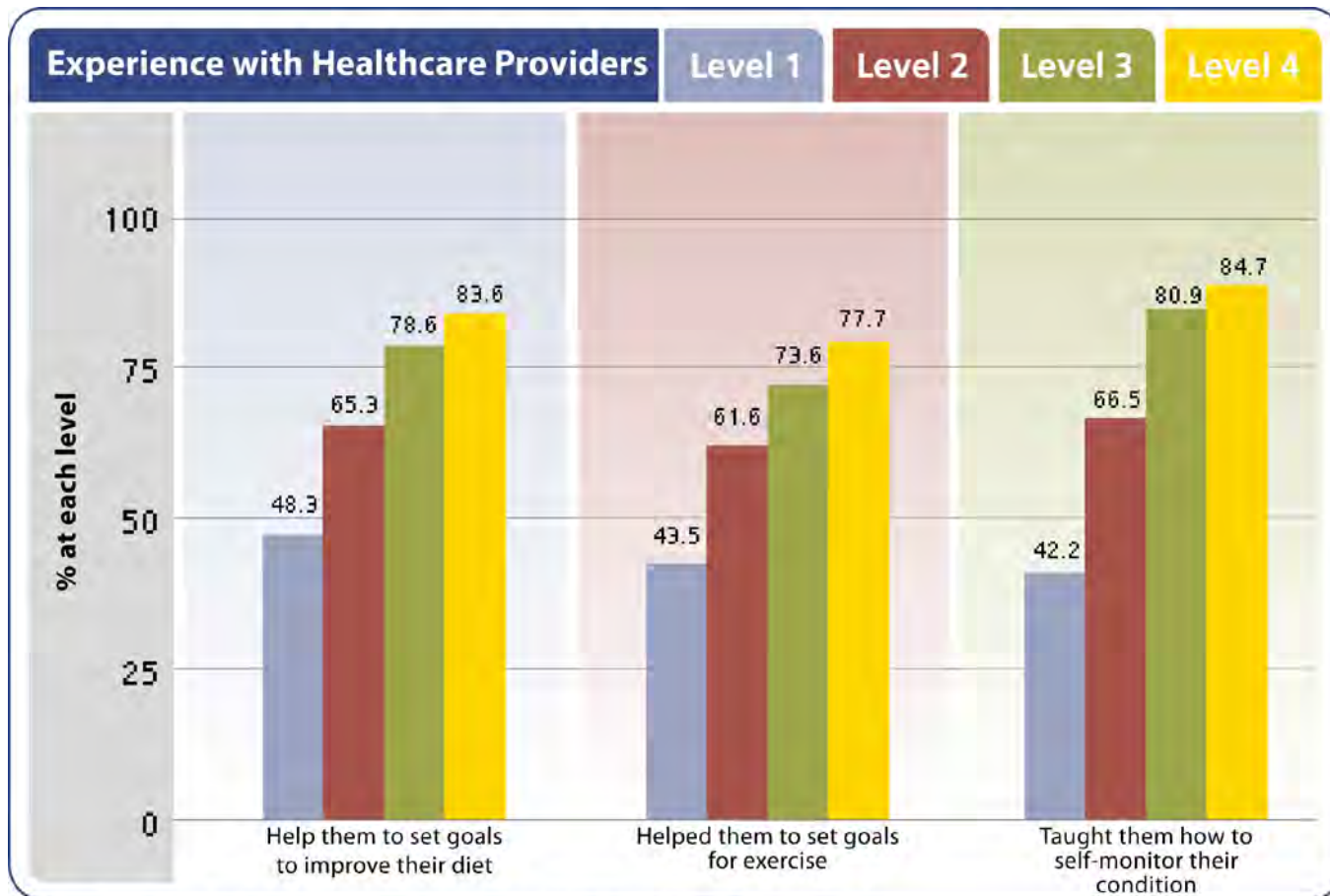
**LDL:** Intervention group had a significantly greater reduction in LDL, as compared to the control group.

**A1c:** Both intervention and control showed improvements in A1c.

\*Using repeated measures, and controlling for baseline measures



# Patients who get more support from their Doctors are more activated.



Source: Center For Studying Health System Change 2007 Household Tracking Study  
Differences between level 4 and other levels significant at  $p < .05$





# Summary

## Patient Generated Measures

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- ▶ **There are valid measures**
  - ▶ Measures that are changeable
  - ▶ Focuses attention on important outcomes of care that currently go unmeasured
- ▶ **Changes assumptions are about what good care entails for both providers and patients.**

