



TWO STEPS FORWARD

PATIENTS AS PARTNERS IN PRE-OPTIMIZATION

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Faculty/Presenter Disclosure

Faculty: Claire Snyman

Relationships with commercial interests: N/A

Support: N/A

Speakers Bureau/Honoraria: Brain Tumour Foundation of Canada

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Other: Member of CMA Patient Voice

Overview

1. Welcome & Objectives
2. Patient Activation Spotlight
3. Workshop Activity & Discussion
4. T.E.A.M Approach to Activating Patients[©]
5. Workshop Activity & Discussion
6. Wrap Up

** Post workshop summary document – email sign up form*

Welcome & Objectives

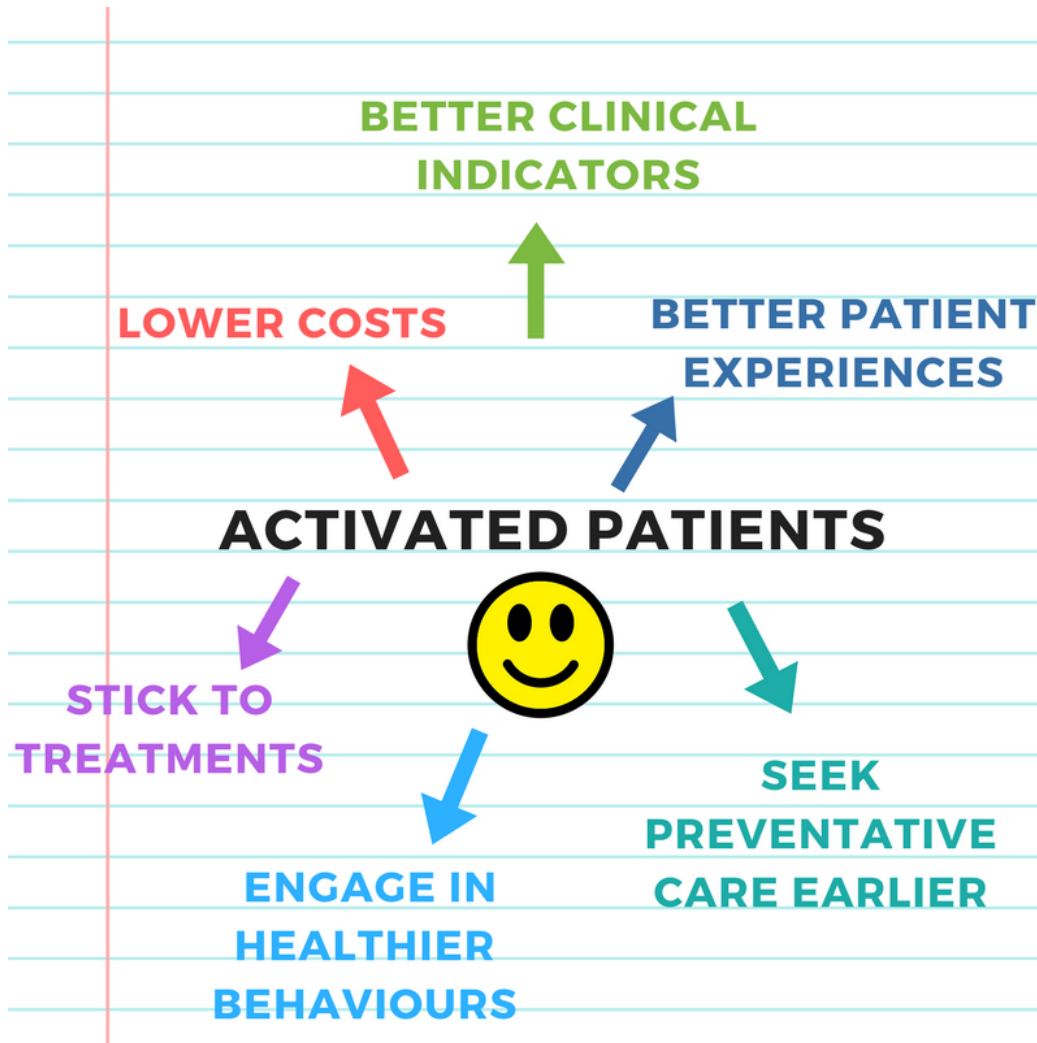
- **Objective**

- To identify effective and collaborative ways to activate patients, families and networks in their health care prior to surgery

Patient Activation Spotlight

- **Patient Activation (PA)**- *“Individual's knowledge, skills and confidence to manage their health and health care”* Hibbard, JH & Gilbert H (2014)
- **Why is it important?**
 - Improving health behaviors & outcomes is key
 - PA increases our insight & understanding
 - Complex health care systems & increase in aging & chronic diseases = challenges

Activated Patients have better outcomes



Meet the patient where they are

- **Measurement of PA**

- Patient Activation Measure (PAM)
- Need to measure PA to determine if patient activation intervention is working

- **Meet the patient where they are**

- Tailor messages and support to level of activation = SUCCESS!
- *Highly activated* ~ support to adopt more challenging & difficult behaviors
- *Less activated* ~ encourage to take small steps

Workshop Activity

How

- Write down your answer to the question stated on a post-it note on the table.
- One answer per note
- Put the post it notes up on the boards shown
- You have 5 minutes

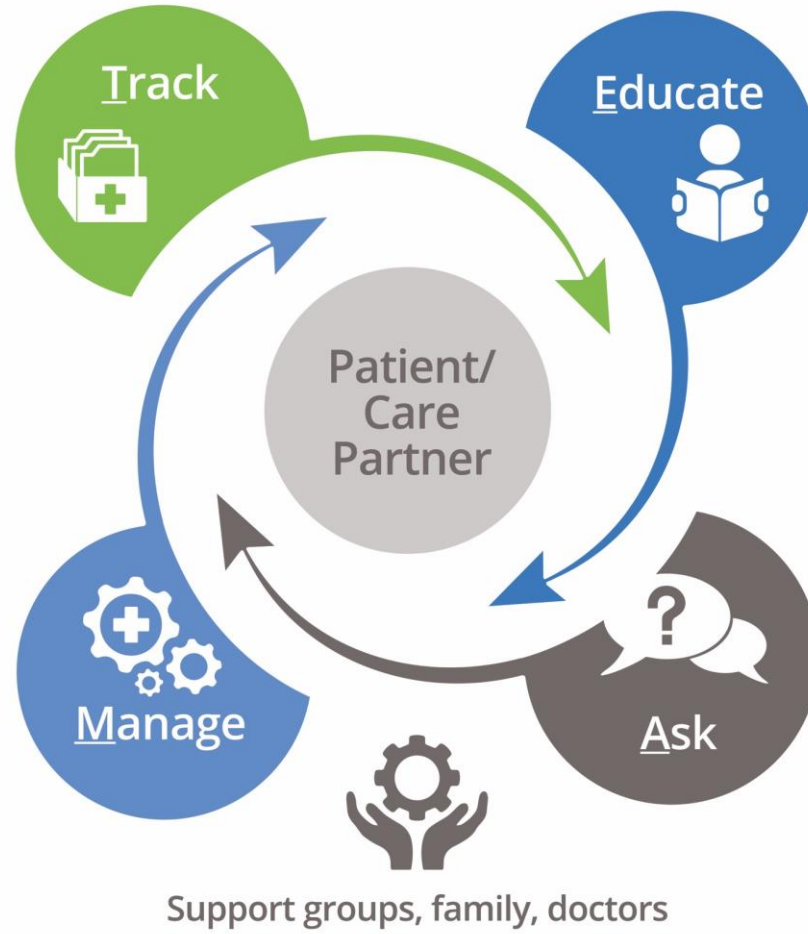
Question

What barriers and challenges do you face or think you will face in activating patients/care partners in your line of work?





T.E.A.M Approach to Activating Patients[©]





ACTIVATE YOURSELF WITH THE T.E.A.M. Approach[®]

TRACK Keep records of everything important about your health e.g. medical history, symptoms, medications, health records and copies of test results.

EDUCATE Be an informed and educated, but not overwhelmed individual. Access and understand information in an understandable and reliable format to help you make informed decisions.

ASK Ask questions such as: Why, What if and How can we do this together? Asking questions can open up communication between you and your health care professionals.

MANAGE Set objectives for your health care by asking questions such as: What do I want for my health care, from my medical team and from the doctor's appointment I am about to attend?



Support groups, family, doctors

TEAM APPROACH[®] BY CLAIRE SNYMAN 2017

Adapted from "ACTIVATE: How to Save your Life in a Complex Health Care System" by Claire Snyman

Visit www.twosteps.ca for more info.

Copy of T.E.A.M Approach © flyer on tables

ACTIVE PATIENT PULSE



Where are you on the Patient Activation Scale?

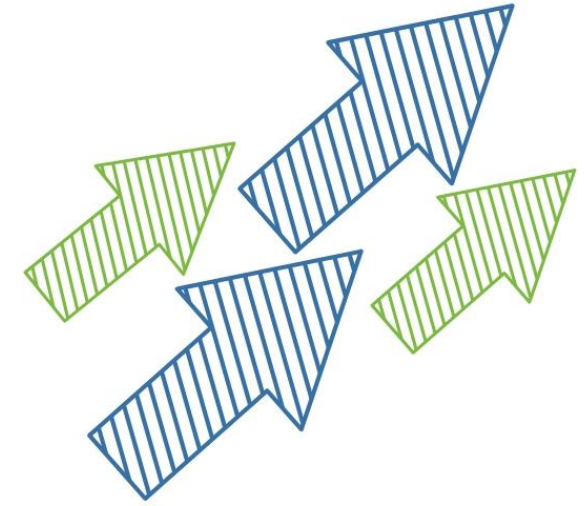
LEVEL 1	LEVEL 2	LEVEL 3	LEVEL 4
More passive	Building confidence & knowledge	Taking Action	Maintaining behaviors
You struggle with the confidence to play an active part in your health. It is overwhelming to manage your own health.	You have some knowledge and can set simple goals, but large gaps still remain on overall health understanding. You still feel a lack of confidence about managing your health.	You have the key facts and are beginning to take action. Sometimes it is hard to support your behaviors.	You have adopted new behaviors, but it may be a challenge to maintain them during times of stress or health crises.
<i>"My doctor is in charge of my health"</i>	<i>"I could be doing more"</i>	<i>"I'm part of my health care team"</i>	<i>"I'm my own advocate"</i>



Adapted from "The King's Fund: Supporting people to manage their health. An Introduction to patient activation"

TWO STEPS FORWARD

What increases Activation?



- Use interventions that **include**:
 - Skill development, problem solving and/or peer support
 - Change the environment
 - Tailor support to the individual's level of activation
 - Have supportive clinician & health care team behavior
 - Individualized education vs. one-size-fits-all
 - Community-level engagement

Workshop Activity

How

- 25:10 Crowd Sourcing
- Question:

What bold idea (PAI) do you have on how to activate patients or care partners before surgery?

Wrap up



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Back up

Additional Patient Activation Interventions (PAI)

- Telephone counselling
- Videos on health maintenance
- Teaching patients how to ask questions
- Use of decision aids to understand health care choices
- Allowing access to patient records (EHR)
- Structured personalized report on health condition
- Tailored letter with health condition results and educational brochure

PAM and Activation

	Level 1	Level 2	Level 3	Level 4
Dialog	<i>"My doctor is in charge of my health"</i>	<i>"I could be doing more"</i>	<i>"I'm part of my health care team"</i>	<i>"I'm my own advocate"</i>
Characteristics	<ul style="list-style-type: none"> • Lack the belief they have an important role in their health • Lack confidence in ability to manage health • May have experienced failures in managing their health • Feel discouraged, disempowered, passive • Tend to have fewer problem solving skills, less likely to report unmet medical needs • Vulnerable to barriers in system, given up seeking care when encounter problems 	<ul style="list-style-type: none"> • May have some but not all skills necessary for maintaining effective self-care 	<ul style="list-style-type: none"> • Adopting many skills to maintaining effective self-care 	<ul style="list-style-type: none"> • Know about Tx guidelines for chronic conditions • Persistent about asking questions when providers unclear • Use quality info to select a health care provider <ul style="list-style-type: none"> • Goal orientated • Proactive • Seek workable partnerships with providers • Future orientated with regards their health care
Ways to Support & Engage	<ul style="list-style-type: none"> - Focus on a behavior that is highest priority to individual that will motivate the most - most likely to experience success. <ul style="list-style-type: none"> - Success builds confidence - Change one behavior at a time, encourage small achievable steps and goals - Single source of information at one time (not multiple) <ul style="list-style-type: none"> - Increase problem solving skills - Focus on awareness of their role in health care <ul style="list-style-type: none"> - Focus on awareness of health condition - Direct follow up is required with less activated individuals 	<ul style="list-style-type: none"> - Increase problem solving skills - Make small changes in existing behaviors - Focus on awareness of role in health care - Focus on awareness of health condition - Direct follow up is required with less activated individuals 	<ul style="list-style-type: none"> - Increase amount of information given at one time <ul style="list-style-type: none"> - Set goals for health care - Adopt new behaviors - Develop problem solving skills further 	<ul style="list-style-type: none"> - Look at how to manage health under stressful conditions and change in environment - Send information to activated individuals rather than direct follow up (they will mostly likely action themselves)