



Welcome to October's newsletter, which focuses on Patient Activation between PAM[®] Levels 1 to 2

Moving from PAM Level 1 to PAM Level 2

Level 1

DISENGAGED AND OVERWHELMED

"My doctor is in charge of my health."

Individuals are passive and lack confidence. Knowledge is low, goal-orientation is weak, and adherence is poor.

Healthcare utilization:

Very high ED/ER use, very high risk of Ambulatory Care Sensitive (ACS) utilization, very high risk of readmission, very low use of preventive care and screens.

PAM Level 2 patients had **29% fewer** emergency admissions than **PAM Level 1** patients,¹ **8% fewer** GP appointments and **10% fewer** outpatient appointments.²

PAM Level 2 patients are **24% less likely to attend A&E**, therefore up to 504,000 A&E attendances could be avoided if the least able (**PAM Level 1**) were better supported to manage their condition. This is equal to **5% to 6%** of the total of admissions.¹

Tailoring interventions by level of activation

Low activated patients (both Level 1 & 2) can easily be overwhelmed and anxious. Initial sessions with social prescribers aim to build self-awareness & understanding, to not overwhelm and instead focus on easy and realistic goals.

Level 2

BECOMING AWARE BUT STILL STRUGGLING

"I could be doing more for my health."

Individuals have some knowledge, but large gaps remain. They believe health is largely out of their control, but can set simple goals.

Healthcare utilization:

High ED/ER use, high risk of ACS utilization, high risk of readmission, low use of preventive care and screens.

(1) <https://www.health.org.uk/publications/emergency-hospital-admissions-in-england-which-may-be-avoidable-and-how>

(2) The Health Foundation. *Psycho-social interventions to improve self-management of long-term conditions*. Available at: www.health.org.uk/programmes/innovating-improvement/projects/psycho-social-interventionsimprove-self-management-long

“Barbara” is a 38-year old with a history of bipolar disorder, morbid obesity and sleep apnoea. She has dyslexia, and was referred to the service to help with social support.



Background

Intervention

- Evoked and discussed motivations for change
- Explored strengths and previous successes
- Referred to telephone befriending and specialist employment support agency
- Introduced daily affirmations

Measures

Initial PAM (05/06/2020)
Level 1 Score 43.7

Second PAM (21/08/2020)
Level 2 Score 51

Outcomes

- Found a new job and started an evening course
- Increased physical activity: started walking to work
- Increased self-confidence
- Intervention period saw a reduction in GP appointments

“The daily affirmations help me to feel better about myself - they help to shift my mindset”

