

**Patient Generated Data Hearing**  
**HIT Policy and Standards Committee**  
**Panel #2 Emerging Trends**

Friday, June 8, 2012 from 9:00 a.m. – 4:00 p.m./Eastern Time  
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Thank you for the opportunity to testify. Ideally, patient generated data can serve the dual purpose of informing the care process for the individual providing the information, and can also be used as an outcome measure to assess the efficacy of care. My remarks focus on the use of the patient activation measure, or the PAM, as an example of such a measure. The PAM measures the Patients knowledge, skill, and confidence for managing their health and health care.

Research indicates that patients who are more activated are more likely to get preventive care, to have biometrics in the normal range, and are less likely to be use the ED or to be hospitalized. These patients also have lower health care costs, and this is true even after controlling for health status factors, risk scores, and demographics. The evidence also suggests that clinicians can make a difference in increasing activation in their patients.

Today, I will share with you some innovative practices being employed to take advantage of this type of patient generated data.

In some delivery systems the PAM is being entered in the EHR at the point of care, or collected as part of a pre-visit process. **Clinicians use the PAM as a vital sign** to know the patient's current capability for self –management, and to tailor their communication and support to the patient's activation level. The idea is to encourage the individual to take small steps that they are likely to succeed at. We know these kinds of small successes can build both confidence and motivation. Because those patients who are less activated are likely to be overwhelmed with the task of managing their health, the approach is to address this with an action plan that is focused and doable and does not further overwhelm the patient with too many instructions, behavioral changes, or information. Further, when the whole clinical team has information on the patients' activation level, as is the case when it is part of the EHR, they can be more effective in providing a consistent approach and reinforce key messages to patients.

**Clinical teams use the PAM to more efficiently allocate their resources.** In Patient Centered Medical Homes, the PAM is paired with information on the patients' acuity levels. They use these two pieces of information are used to allocate

team member resources and time. For example, patients who have a high disease burden and limited self-management skills (low PAM scores) are allocated more team time, and also team members who have a higher skill level (e.g. MD and RN). While patients who have a lower disease burden and a higher PAM score are referred to community programs, web resources, and assistance from the specially trained Medical Assistant. Clinical teams doing this, are finding they care be both more effective in achieving improved outcomes, and they can achieve these ends more efficiently.

Delivery systems are also using **a patient's PAM score to inform care protocols**. This includes adopting approaches for reducing system barriers for low activated patients, or how medication reconciliation is done, or using the patient's activation level to determine the frequency and method they use to follow-up with patients after a hospitalization. For example, when referring a woman for a mammogram, if she has a low PAM score, they arrange for her to have the mammogram during her visit, increasing the chances the mammogram actually gets done. At the same time, higher activated patients are scheduled for their mammogram in the usual way.

Finally, the PAM is being used to determine whether individual patients or whole groups of patients are gaining in their ability to self-manage. This is information that can be used for accountability as well as for practice improvement.

Clinicians and delivery systems are devising innovative ways to use patient generated data, such as the PAM, to better inform how they communicate with, support, and care for patients. As it becomes a more widespread practice to measure patient activation and enter it into the EHR, we will likely continue to see the emergence of innovative uses of the information for improving the care process.