



How could Person Centred care be Valuable
to Barnsley
Dr Ollie Hart (GP)
Sept 2017

The image shows the exterior of the Sloan Medical Centre. The building features a modern design with a red facade on the ground floor and a grey upper floor. Large windows are visible on both levels. The text is overlaid on the red section of the building.

What am I going to talk about

- Person centred care
- Activation
- Measuring Activation
- New ways of doing longterm condition management
- You do less, Patients do better



Travel Agents



Please come in, we are

OPEN

























Who makes the most important contribution to successful LTC management?

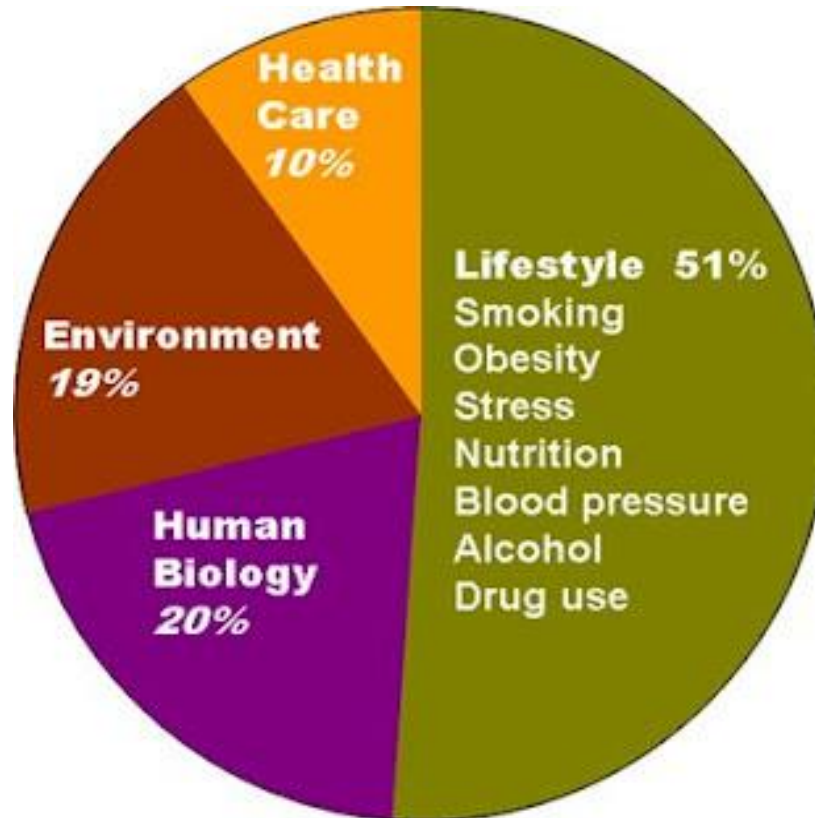
Patients themselves

The Healthcare System



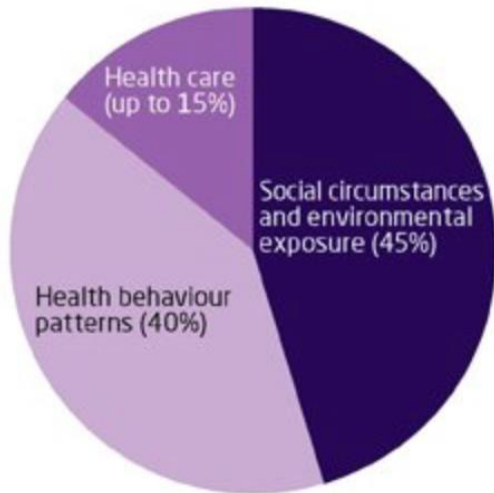
The importance of patient self-management is well established

Determinants of Health

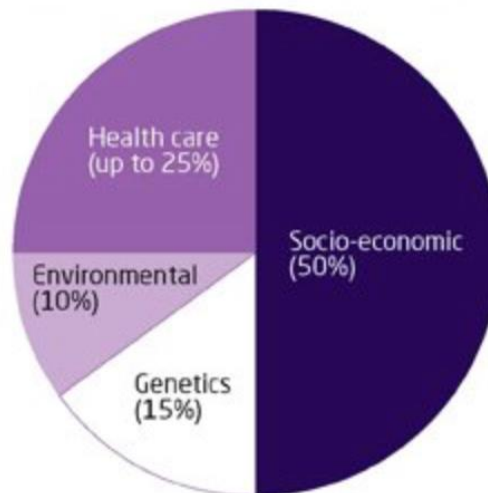


Source: World Health Organization. Commission on Social Determinants of Health Final Report 2007

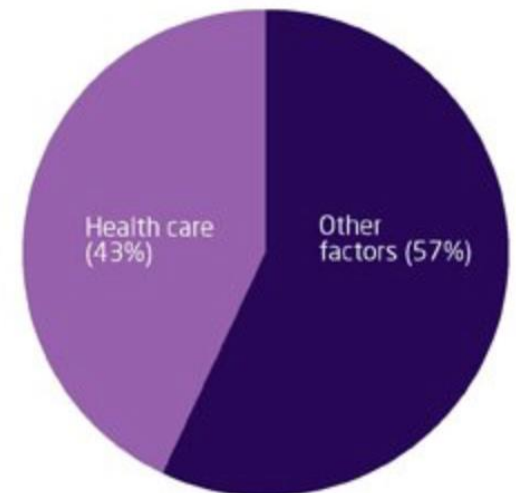
Mc Giniss et al (2002)



Canadian Institute of Advanced Research (2012)



Bunker et al (1995)



Oct 2014- New NHS Plan

- 1 of 4 chapters – self management
- ‘Renewable energy’
- Person Centred Care



The four principles of person-centred care



Person-centred principles

Dignity, respect, compassion

Personalisation

Coordination

Enablement

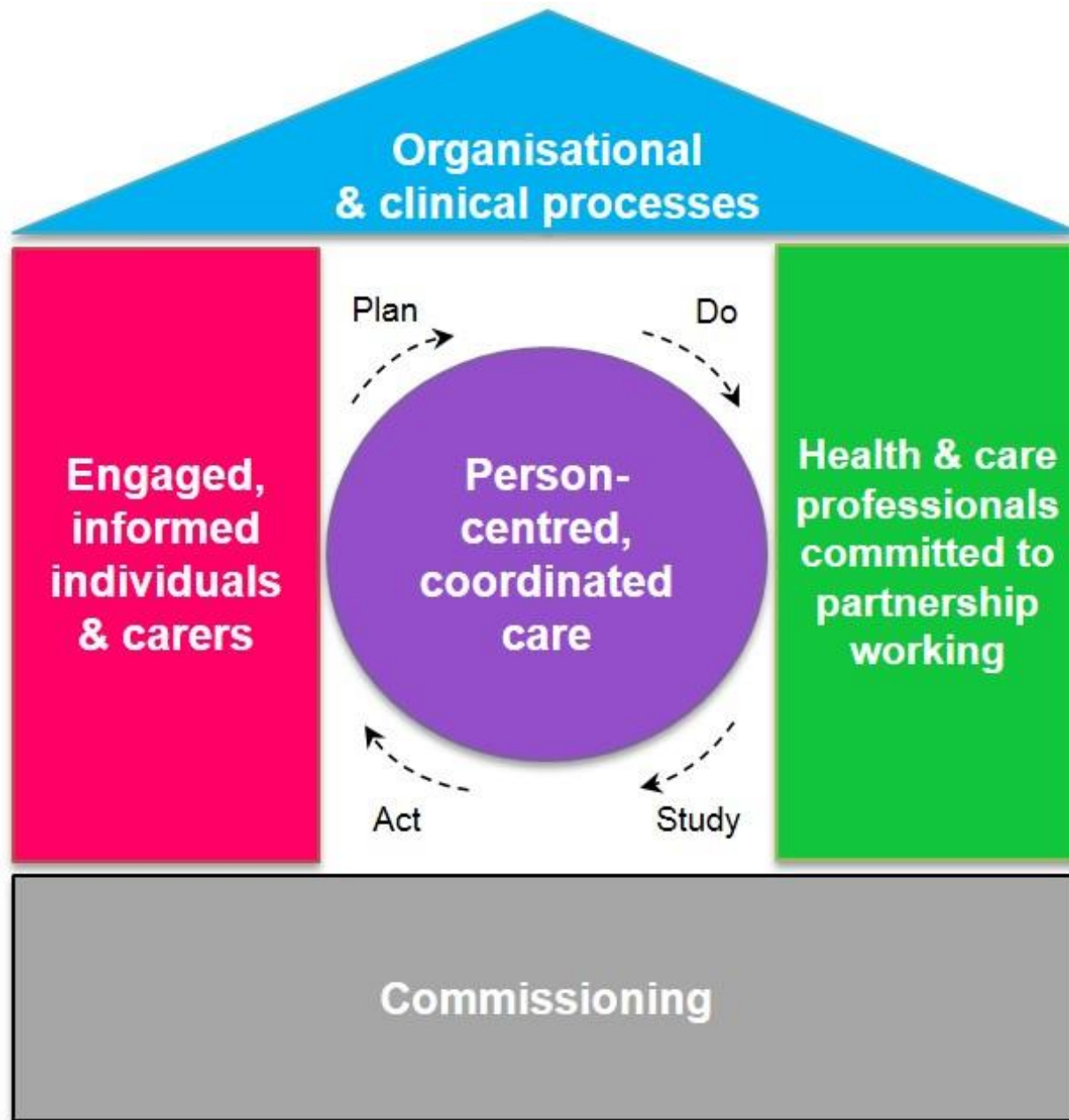


Person-centred activities

Self-management support

Shared decision making

**Collaborative care and
support planning**





Royal College of General Practitioners

Home >> Clinical >> Our programmes >> Collaborative care and support planning

Collaborative care and support planning

The King's Fund Ideas that change health care



National Voices

People shaping health and social care



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Person Centred Care 2020

Person and Community Centred Care

- People, families and communities at heart of Health and Wellbeing
- New Values
- How to do it
 - New conversations
- Economic case

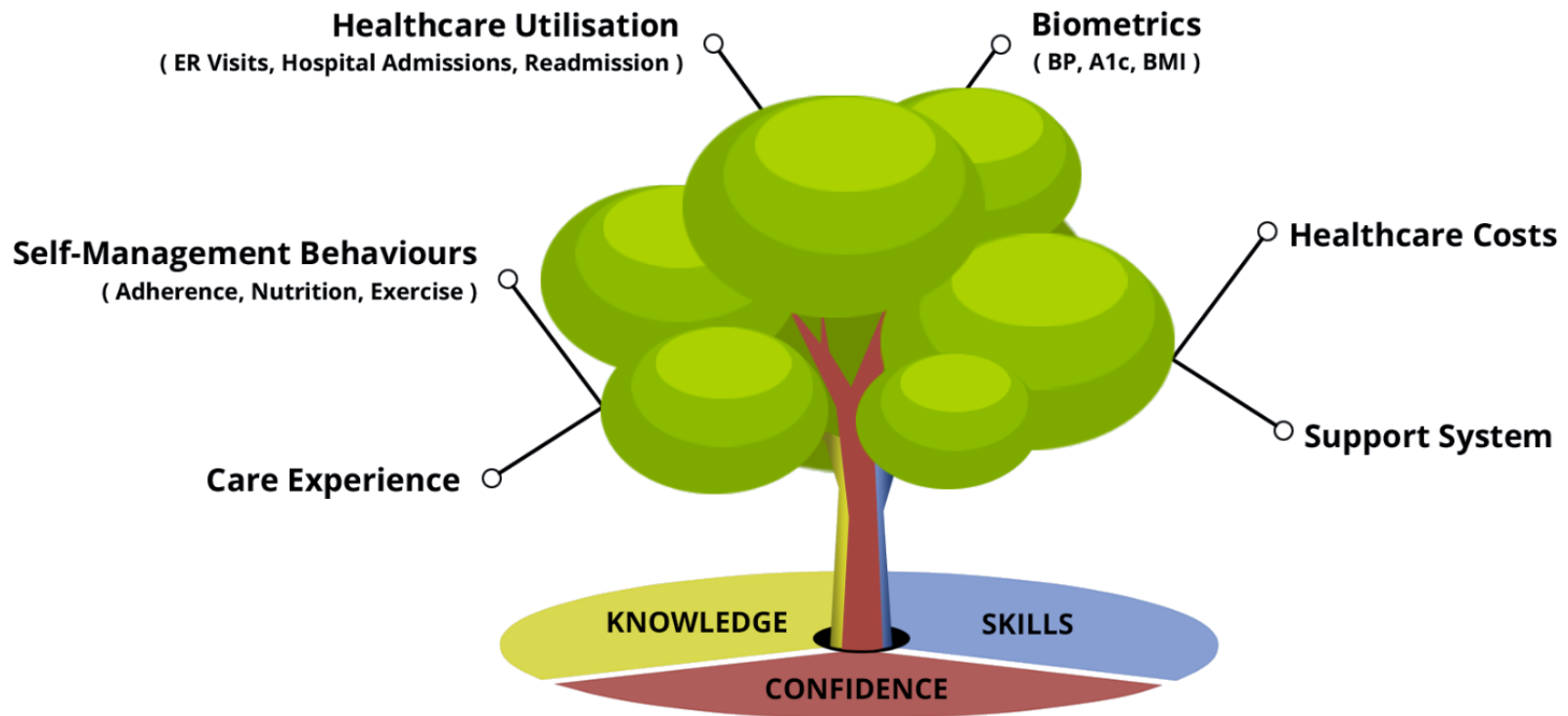


Patient Activation:

Possessing the **skills, knowledge** and **confidence** to actively engage in your health and change behaviours where needed to achieve **better health outcomes**



Understanding a person's underlying self-management ability unlocks a wealth of insight



Like the roots of a tree, activation is not easily observed, but fundamental to growth in a person's self-management ability.



Below are some statements that people sometimes make when they talk about their health. Please indicate how much you agree or disagree with each statement as it applies to you personally by circling your answer. Your answers should be what is true for you and not just what you think others want you to say.

If the statement does not apply to you, circle N/A.

1. When all is said and done, I am the person who is responsible for taking care of my health	Disagree Strongly	Disagree	Agree	Agree Strongly	N/A
2. Taking an active role in my own health care is the most important thing that affects my health	Disagree Strongly	Disagree	Agree	Agree Strongly	N/A
3. I am confident I can help prevent or reduce problems associated with my health	Disagree Strongly	Disagree	Agree	Agree Strongly	N/A
4. I know what each of my prescribed medications do	Disagree Strongly	Disagree	Agree	Agree Strongly	N/A
5. 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	Disagree Strongly	Disagree	Agree	Agree Strongly	N/A
6. I am confident that I can tell a doctor concerns I have even when he or she does not ask	Disagree Strongly	Disagree	Agree	Agree Strongly	N/A
7. I am confident that I can follow through on medical treatments I may need to do at home	Disagree Strongly	Disagree	Agree	Agree Strongly	N/A
8. I understand my health problems and what causes them	Disagree Strongly	Disagree	Agree	Agree Strongly	N/A
9. I know what treatments are available for my health problems	Disagree Strongly	Disagree	Agree	Agree Strongly	N/A
10. I have been able to maintain (keep up with) lifestyle changes, like eating right or exercising	Disagree Strongly	Disagree	Agree	Agree Strongly	N/A
11. I know how to prevent problems with my health	Disagree Strongly	Disagree	Agree	Agree Strongly	N/A
12. I am confident I can figure out solutions when new problems arise with my health	Disagree Strongly	Disagree	Agree	Agree Strongly	N/A
13. I am confident that I can maintain lifestyle changes, like eating right and exercising, even during times of stress	Disagree Strongly	Disagree	Agree	Agree Strongly	N/A

How was PAM developed

- 2000-2004
- 18 expert professionals & patients/ Literature
 - Domains
- 480 purposefully selected- range of conditions
 - Questions refined and tested
- 1500 general public- phone survey
 - Validated, reliable, consistent

- 22 questions → 13 → 10

The *Patient Activation Measure*® (*PAM*®)



Survey instrument that assigns an individual an **activation level** (1 - 4) and a **numeric score** (0 – 100)

- Activation Level 1 – Score 0 – 45.2
- Activation Level 2 – Score 45.3 – 55.1
- Activation Level 3 – Score 55.2 – 67
- Activation Level 4 – Score 67.1 – 100

How Does the PAM[®] Work?

Level 1

Starting to take a role

Individuals do not feel confident enough to play an active role in their own health. They are predisposed to be passive recipients of care.

Level 2

Building knowledge and confidence

Individuals lack confidence and an understanding of their health or recommended health regimen.

Level 3

Taking action

Individuals have the key facts and are beginning to take action but may lack confidence and the skill to support their behaviors.

Level 4

Maintaining behaviors

Individuals have adopted new behaviors but may not be able to maintain them in the face of stress or health crises.

Increasing Level of Activation 

10-30% of Nat'l population

20-25% of Nat'l population

35-40% of Nat'l population

25-30% of Nat'l population



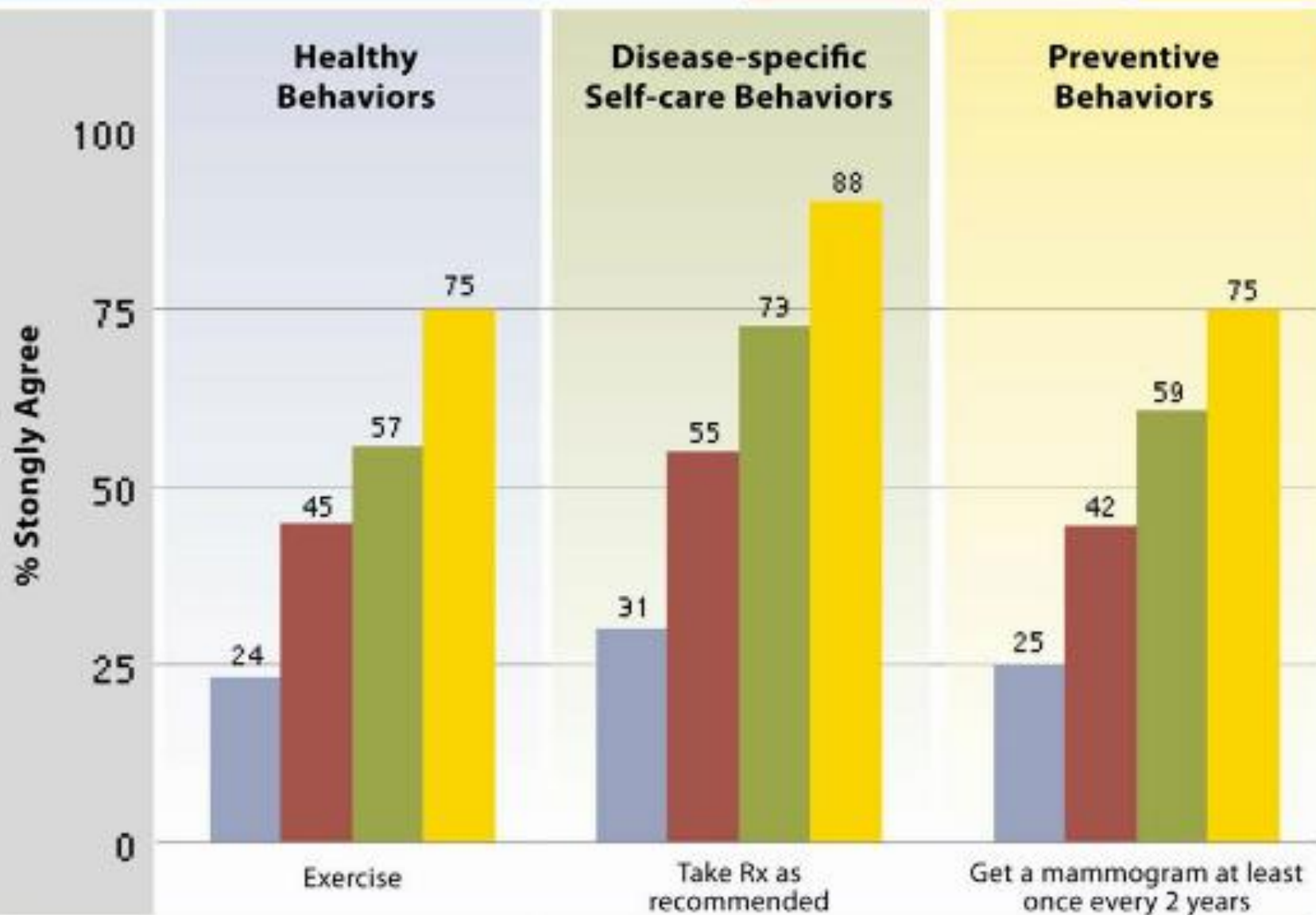
Self-Management Insights

Level 1

Level 2

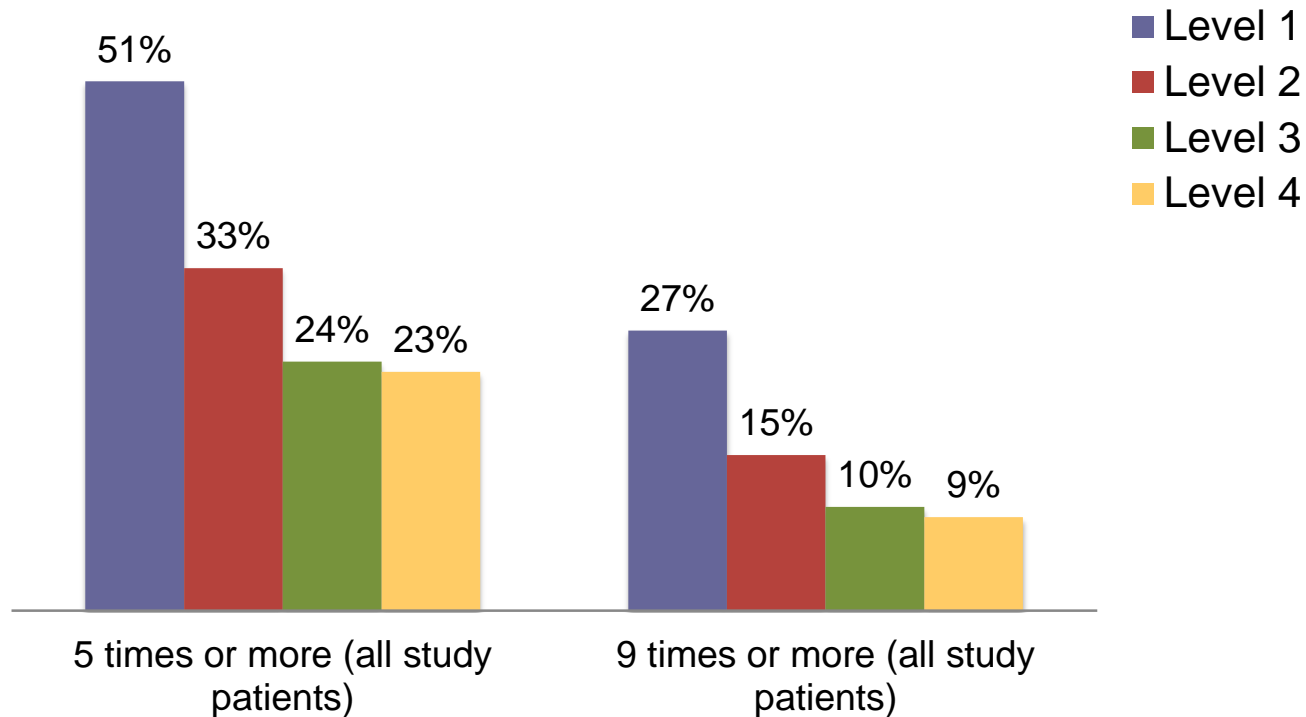
Level 3

Level 4



Patient lower in activation report more frequent doctor visits

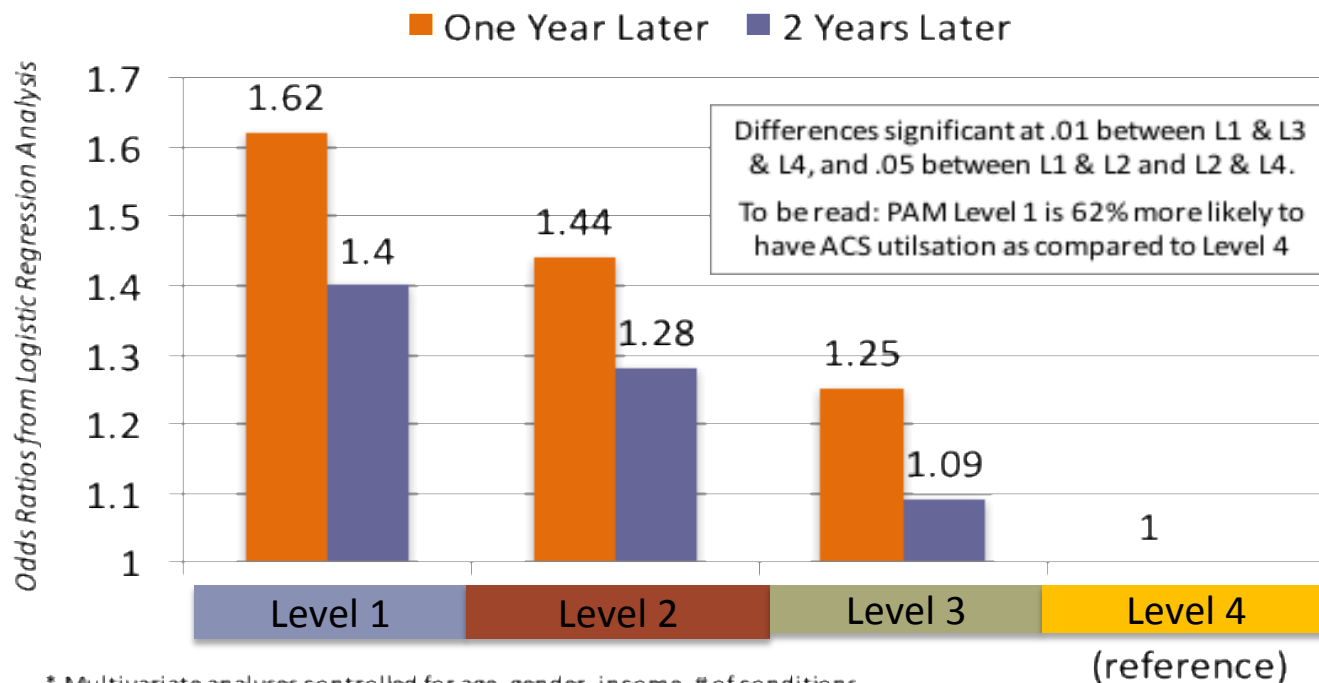
Doctor Visit Frequency Previous 12 months
Long Term Condition Patients



Source: Picker Institute UK Study 2005. N=2,890

PAM identifies patients at risk for ambulatory care sensitive utilisation

Ambulatory Care Sensitive (ACS) Hospital Use by PAM Level



* Multivariate analyses controlled for age, gender, income, # of conditions

Improving Population Health Management Strategies: Identifying Patients Who Are More Likely to Be Users of Avoidable Costly Care and Those More Likely to Develop a New Chronic Disease, **Health Services Research**, September 2016

A PAM *score* is predictive of utilisation and outcomes

Diabetes Patients	% change for 1 point change in PAM score	<i>For illustration</i> 10 point gain impact 54 (L2) to 64 (L3)
Hospitalisation	1.7% decline	17% decrease likelihood of hospitalisation
Good A1c control (HgA1c <8%)	1.8% gain	18% greater likelihood of good glycemic control
A1c testing LDL-c testing	3.4% gain	34% improvement in testing

Source: Is Patient Activation Associated with Future Health Outcomes and Healthcare Utilization Among Patient with Diabetes? Journal of Ambulatory Care Management Oct/Dec 2009

- A single point change in activation is meaningful
- 5 point change associated with behaviour change

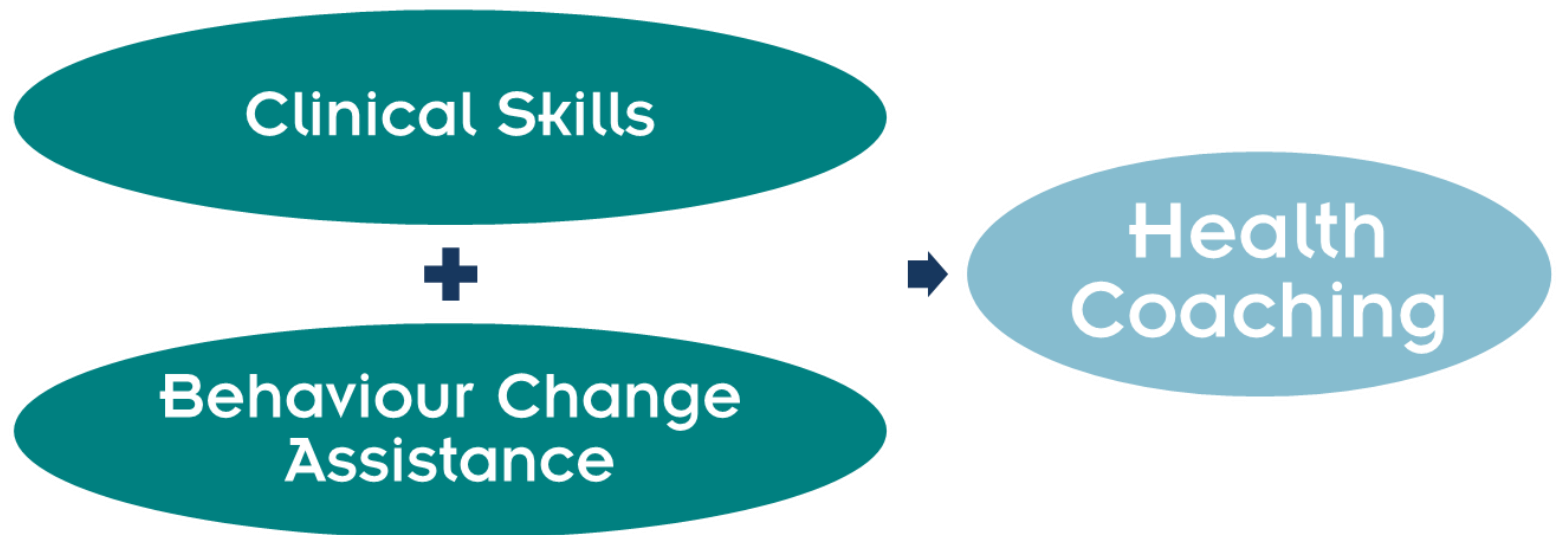
What 12 years of research across 25 countries suggests...

- **More highly activated patients...**
- Make more informed choices
- Are better with self-management and prevention
- Partner in their care
- Use less healthcare resource.
- Report higher QoL
- Are more satisfied with care they receive.

One size does not fit all



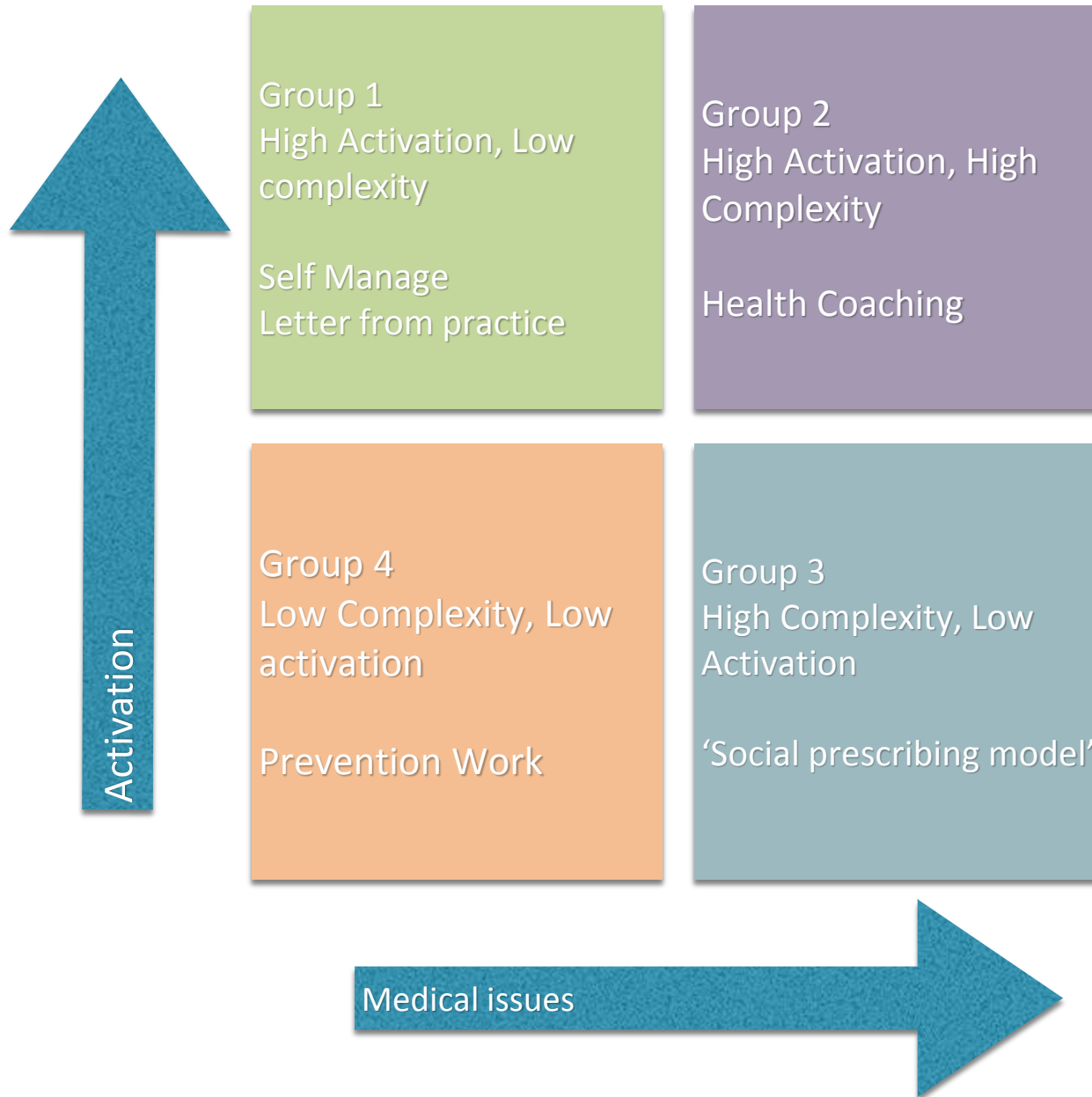
Health Coaching provides



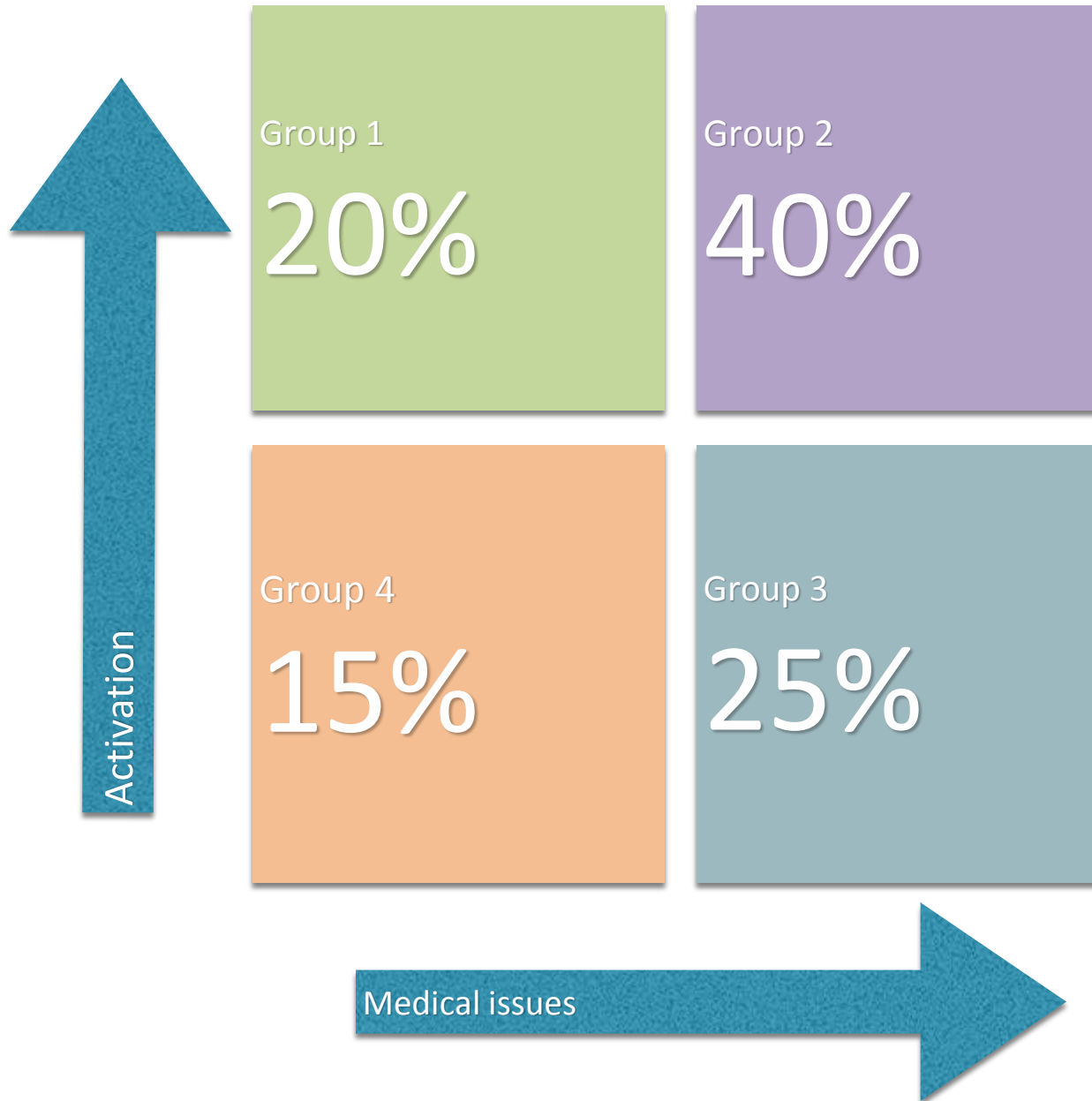
Elements of coaching

- Understand what is important
- Establish a desired outcome
- Understand what is happening now
- Generate new perspectives (persons ideas)
- Make a plan (care plan)

New system of care for LTCs



New system of care for LTCs



Social prescribing



Age UK
Love later life

Love later life
A brand platform
delivering for campaigns



Beverley Sullivan
Senior Brand Identity Manager
Age UK



How effective are Health Trainers in Chronic Pain?

Harris et al BJGP 2013

Measure	Before	After	% Change
Self-efficacy	68.4	74.1	8.32
General Health	38.3	51.7	35.1
WHO Five-Wellbeing	29.1	44.5	52.95

Measures were developed for the National Health Trainers Data Collection and Reporting System (Department of Health, 2011)

Benefits

- Reduce wasted clinical time
 - Avoid overtreatment
 - Avoid overwhelming
- Systematically make best use of wider teams
- Prevention

Sheffield CCG- Person Centred Care

- 4th year of 5 year program (£600k/yr)
- 69/86 GP practices
- Started careplanning- building skills
- ‘The Conversation’
- How to engage primary care
 - System changes
- How to Measure change

Final Word

- New 'Value Set'- Person Centred Care
 - With appropriate measures
- Tailor your system and interventions
 - Save time in GP
 - More enjoyable
 - Get better patient outcomes
 - Patients use less resource

