





Supporting Patient Self-Management to Improve Care Coordination and Outcomes at Lower Cost

Patient Activation



Increasing a patient's knowledge, skills, and confidence to empower them to participate in the self-management of their health and wellness.

Improves Outcomes¹




Lowers the Cost of Care²



1. More activated patients are more likely to have normal blood pressure, cholesterol, and hemoglobin A1c levels while being less likely to have high-risk indicators such as obesity. See endnotes for references.
2. Multiple studies indicate that increased patient activation can reduce overall costs by in range of 10%. See endnotes for references.

Chronic Disease Epidemic: The Biggest Challenge in Healthcare Today



Global cost of the five leading non-communicable diseases – cardio vascular disease, chronic respiratory diseases, cancer, diabetes and mental ill-health – is expected to total **\$47 trillion** over the next 20 years.

World Economic Forum

Increasing Self-Management is Essential

Patient Activation Measure® (PAM)

An assessment to gauge the knowledge, skills and confidence essential to managing one's own health and healthcare.

Level 1	Level 2	Level 3	Level 4
<p>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.</p>	<p>Building knowledge and confidence. Individuals lack confidence and an understanding of their health or recommended health regimen.</p>	<p>Taking action. Individuals have the key facts and are beginning to take action but may lack confidence and the skill to support their behaviors.</p>	<p>Maintaining behaviors. Individuals have adopted new behaviors but may not be able to maintain them in the face of stress or health crises.</p>

Increasing Level of Activation →

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Predicts Health & Disease Self-Management

Evidence to Support Patient Activation

"The research shows that more activated patients have better health outcomes and better care experiences than patients who are less activated."
- Hibbard J, Greene J, Overton V. Patients With Lower Activation Associated With Higher Costs: Delivery Systems Should Know their Patients' Scores. Health Affairs February 2013 vol. 32 no. 2 216-222.

"Our results indicate that more highly activated patients may indeed incur substantially lower costs than those who are less activated."
- Hibbard J, Greene J, Overton V. Patients With Lower Activation Associated With Higher Costs: Delivery Systems Should Know their Patients' Scores. Health Affairs February 2013 vol. 32 no. 2 216-222.

"Results suggest that Web-based interventions increase patient activation and have the potential to enhance the self-management capabilities of the growing population of chronically ill people."
- Solomon M, Wagner SL, Goes J. Effects of a Web-based Intervention for Adults with Chronic Conditions on Patient Activation: Online Randomized Controlled Trial. J Med Internet Res. 2012;14(1):e32.

Improves Care Coordination and Patient Outcomes at Lower Cost

A Thought ...

Patient-outcomes are heavily influenced by others outside of the provider's or payer's control. This includes the patient's family, friends, as well as other health care professionals.

Health Care Requires a New Approach

Patient Engagement	Patient Activation
<ul style="list-style-type: none"> Patients can access their health information Patients can communicate with their healthcare organization <ul style="list-style-type: none"> Online scheduling Email Patient helplines Providers may gather input from patients to improve care delivery <p>A passive approach to healthcare, focused on improving provider-patient interactions</p>	<ul style="list-style-type: none"> Patients are given their health information, can easily understand it and know what to do Patients are empowered to acquire the skills, knowledge and confidence to manage their own health and healthcare Patients are provided with on-going support to achieve positive, sustainable behavior change <p>An active approach to healthcare that is proven to improve outcomes and lower the cost of care</p>

Research Shows...

Incenting the social network to influence patients is **8x more effective** on improving patient behavior than just incenting patients alone

Social Physics: How Good Ideas Spread – The Lessons From a New Science.
Pentland, A., New York: The Penguin Press, 2014.

Resulting in :

- Improved Health Outcomes
- Lower Health Care Costs

Connected Wellness A Cloud-based Platform for Patient Activation

Educate Deliver **point-of-care education** and allow patients to share it with family, friends and advocates

Collaborate Share **patient-friendly care plans** with the patient and their circle of care

Motivate Deliver **personal health coaching** to patients to encourage sustainable behavior change

Empowering Patients

BLACK CREEK COMMUNITY HEALTHCARE Diabetes Pilot Study

Pilot Study
12 Type II diabetics, over 6-months

Average Results Across Cohort

- Lowered HbA1C from 8.26% 'out of control' to 7.8% 'closer to control' (*P-value of 0.037*)
- Equals benefit** of Metformin or other Biguanide category medication

Model Patient

Model Patient Results After 3 Months

- Lowered blood glucose readings by **18%**
- Reduced need for Oral Hypoglycemic drugs by **50%** saving **\$45 (CDN)** per year

It Works

Impact of Personal Care Plans

Patient Satisfaction & Shared Decision Making Pilot
108 patients, 7 physicians

- 96%** of patients were satisfied with their physician using the TRUST encounter versus 38% satisfaction with their prior doctor visit
- 97%** of the patients found the written **summary** of the plan to address their concerns very **helpful**
- 69%** of the patients **shared** this written summary **with family and/or friends**
- 80%** reduction of patient phone calls to their physician

Beth Israel Deaconess Medical Center | Harvard Medical School | HARVARD SCHOOL OF PUBLIC HEALTH

NexJ Connected Wellness at Southlake

Full-service hospital serving more than 1 million residents

SOUTHLAKE REGIONAL HEALTH CENTRE
Cardiac Care Centre

- Patient activation** through delivery of patient health information, patient-friendly care plans, and personal health coaching **for chronic disease management**
- Aggregate and normalize **patient health information from multiple internal systems** to improve access to patient clinical data and cardiology stress tests
- Enable authoring of **patient-friendly care plans** and delivery to patients and their circle of care to **drive improved care coordination and collaboration**
- Cardiac patients complete **online assessments** pre- and post-appointment to **deliver greater clinical efficiencies**
- Personal health coaching** using smartphones for 24 hour ambulatory blood pressure monitoring and on-going support to **manage uncontrolled hypertension**

“Southlake is a forerunner in the adoption of new technologies to optimize the healthcare experience.”
— Dr Dave Williams, President & CEO, Southlake Regional Health Centre

Activating Patients

Quote from Edward Smith-Stanley

“Those who do not find time for Exercise will have to find time for illness.”

Twitter from Andre Picard @Picardonhealth



Thank You



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To see a live demo of our patient activation solutions and for a chance to win great prizes!

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