

Patient Activation Assessment® Guidelines

IDEALLY THE PAA GUIDES THE COACH'S BEHAVIOR AS MUCH AS THE PATIENT'S BEHAVIOR SO THIS SHOULD BE REVISITED AT EACH ENCOUNTER

Purpose:

The Patient Activation Assessment®, or PAA®, provides Transitions Coaches® with a method of tracking patients' progress in skill transfer and activation along the Four Pillars® during their participation in the Care Transitions Intervention®.

This tool guides activation as a feedback loop for reinforcing the Four Pillars during the follow up phone calls.

Process:

The first PAA serves as a baseline measure of the patient's activation before having received any coaching. It reflects how activated the patient was when you first arrived at the home visit. Then at each phone call progress across the Four Pillars is ascertained. The final PAA forms the basis for an overall determination of activation.

Timing:

Separate evaluations are to be completed by the coach:

- After the home visit
- After each telephone contact
- The evaluations are documented on the Patient Activation Assessment form after the home visit and at the end of the 30 day intervention.

Medication Management	Baseline	Final
<ul style="list-style-type: none"> ▪ Demonstrates effective and reliable use of medication management approach (this could be of their own design or suggested by the Coach such as a weekly medication organizer) 	<p>If <u>prior to coaching</u> the pt/cg <u>already</u> have an approach in place that works for them, score a 1.</p> <p>If no system exists, or the approach in place is not working for them, score a 0.</p>	<p>If <u>after completing coaching</u> pt/cg have a system in place that works for them, score a 1.</p> <p>If no system exists, or the system in place is not working for them, score a 0.</p>
<ul style="list-style-type: none"> ▪ For each medication, understands the purpose, when and how to take, and possible side effects 	<p>If <u>prior to doing any coaching</u> when you ask them what they are taking meds for, etc., the pt/cg <u>already</u> demonstrate a working knowledge-base, score a 1.</p> <p>If not, score a 0.</p>	<p>If <u>after completing coaching</u> pt/cg demonstrate a working knowledge-base, score a 1.</p> <p>If not, score a 0.</p> <p><i>We should clarify that this is across all medications—not pill by pill.</i></p>
<ul style="list-style-type: none"> ▪ Demonstrates ability to accurately update medication list 	<p>If <u>prior to coaching</u> the pt/cg <u>already</u> have a medication list they keep current, score a 1.</p> <p>If not, score a 0.</p>	<p>If <u>after completing coaching</u> pt/cg have a medication list they keep current, score a 1.</p> <p>If not, score a 0.</p>

<ul style="list-style-type: none"> Agrees to share medication list with PCP and/or specialist 	<p>If <u>prior to coaching</u> the pt/cg <u>already</u> take their med list to appointments and confirm it with physician(s), score a 1 If not, score a 0.</p>	<p>If <u>after completing coaching</u> pt/cg take their med list to appointments and confirm it with physician(s), score a 1 If not, score a 0.</p>
Red Flags	Baseline	Final
<ul style="list-style-type: none"> Demonstrates understanding of Red Flags, or warning signs that condition may be worsening 	<p>If <u>prior to doing any coaching</u> when you ask them about Red Flags they can <u>already</u> tell you what they are and what to look for, score a 1. If not, score a 0.</p>	<p>If <u>after completing coaching</u> pt/cg they can tell you what they are and what to look for, score a 1. If not, score a 0.</p>
<ul style="list-style-type: none"> Can articulate how to respond to Red Flags 	<p>If <u>prior to coaching</u> the pt/cg <u>already</u> can articulate or demonstrate they already know how to react appropriately to Red Flags, score a 1. If not, score a 0.</p>	<p>If <u>after completing coaching</u> pt/cg can articulate or has reacted or knows how to react appropriately to Red Flags, score a 1. If not, score a 0.</p>
Medical Care Follow Up	Baseline	Final
<ul style="list-style-type: none"> Can schedule and follow through on appointment(s) 	<p>If <u>prior to coaching</u> the pt/cg <u>already</u> can tell/show you how they schedule and follow-through with appointments or has already done so, score a 1. If not, score a 0.</p>	<p>If <u>after completing coaching</u> pt/cg schedule and follow-through with appointments score a 1. If not, score a 0.</p>
<ul style="list-style-type: none"> Writes a list of questions for PCP and/or specialist and brings to appointment 	<p>If <u>prior to coaching</u> the pt/cg <u>already</u> developed a list of questions for providers and took them to appointments, score a 1. If not, or if they began doing so only after being given the PHR in the facility or home visit, score a 0.</p>	<p>If <u>after completing coaching</u> pt/cg developed a list of questions for providers and take them to appointments, score a 1. If not, score a 0.</p>
Personal Health Record	Baseline	Final
<ul style="list-style-type: none"> Understands the purpose of the PHR and the importance of updating PHR 	<p>If <u>prior to coaching</u> the pt/cg <u>already</u> has a PHR in some form that is kept current, score a 1. If not, score a 0.</p>	<p>If <u>after completing coaching</u> pt/cg has a PHR keeps it current, score a 1. If not, score a 0.</p>
<ul style="list-style-type: none"> Agrees to bring PHR to every health encounter 	<p>If <u>prior to coaching</u> the pt/cg <u>already</u> brought their PHR to every health encounter, score a 1. If not, score a 0.</p>	<p>If <u>after completing coaching</u> pt/cg bring their PHR to every health encounter, score a 1. If not, score a 0.</p>