

Findings from piloting the use of Patient Activation Measure (PAM) in Housing Associations

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What is PAM?

According to NHS England 'Patient Activation' describes the knowledge, skills and confidence a person has in managing their own health and care. When people are supported to become more activated, or engaged, in their own personal care, they benefit from better health outcomes, improved experiences of care and fewer unplanned care admissions.

PAM is a tool that enables healthcare professionals to understand a patient's activation level, or their level of knowledge, skills and confidence to manage their long term conditions.

Aims

With the support of Optivo Housing Association, Swale, we aimed to establish the benefits and challenges of the use of PAM within a housing environment.

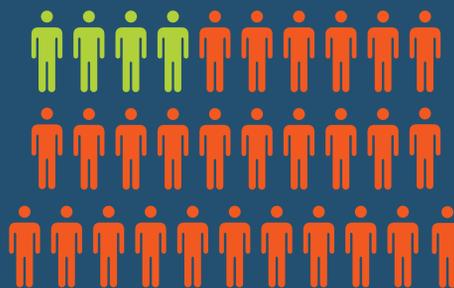
To establish whether it's application can improve health, PAM was piloted within four schemes of a housing association.

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Findings



55% of residents' PAM score increased
37% stayed the same



4 staff and **27** residents took part

100% of staff thought they would be able to **apply their learnings** in the workplace

Optivo is funding **Health and Wellbeing specialists** across its whole organisation, which contains **28,000** properties

30% increase in attendance at **activities** promoting movement, reducing social isolation and balanced diet

Yearly medication review now forms part of the annual risk assessment **for each resident**

The programme comprised of:



Presentations to staff and residents



An online training module



The collation of a directory of resources



Face to face sessions

Over half of participants increased their ability to take an active role in managing their own health.

The project was a national finalist in the 2019 Great British Care Awards.

The key to supporting Patient Activation is to determine every individual's level of engagement at an early stage so that adequate support is put in place to optimise the role they play themselves in staying healthy.