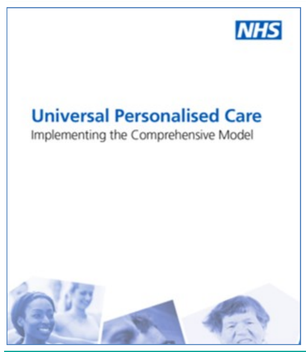
The Personalised Care Revolution

Stephanie MacGlashan, Anna Pearson, Rachel Bryers, Susannah Green

INTRODUCTION



The ambition of the NHS is for personalised care to become business as usual across the health care system[1]. Personalised care gives choice and control in the delivery of care to the patient based on asking 'what matters to you?'. This represents a fundamental shift and a new relationship between people and professionals by allowing the patient to take positive control of the conversation by making decisions based on informed choices thus leading to improved care outcomes.

North West Boroughs Healthcare Foundation NHS Trust (NWBH) is committed to delivering patient centred care and has embedded this in the Trust Quality Strategy 2019-21 with a strategic priority centred around delivering whole person care through targeted growth. This project aims to provide evidence of clinicians using a person centred approach to care in two physical health services within NWBH.

PATIENT ACTIVATION MEASURE® (PAM)

The Patient Activation Measure® is a well evidenced, reliable tool which captures elements of self-efficacy and readiness for change to ultimately support patients to take better control of their own health[2]. It makes a valuable contribution to personalisation of care by measuring a person's knowledge, skills and confidence managing their well-being.

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Responses match patients to one of four levels of activation giving clinicians insight in to specific health behaviours and characteristics to then support a tailored, collaborative approach to care planning and goal setting.

IMPLEMENTATION PROJECT

Local Implementation Group
- Involves key stakeholders, including public advisor
- Key decision making around implementation plan
- Monthly meeting

Pre Implementation
- 1:1 interviews & focus groups with staff from physical health teams
- Baseline knowledge & identification of potential barriers
- Data used to support development and delivery of training

Training
- Partnering with AQuA to deliver bespoke training programme
- Healthy Knowsley & Community Therapy teams participating in 4 to 5 sessions each

Implementation
- Implementation of the Patient Activation Measure®
- Delivering personalised care to patients
- Production of collaborative care plans

Post Implementation
- Follow up 1:1 interviews & focus groups with staff
- Training evaluation
- Data extraction from RiO patient electronic records

PROGRESS SO FAR & NEXT STEPS

Service is so busy and so many changes, introducing something new is just another thing to staff

No standard approach to introducing PAM

Patients think it's a test

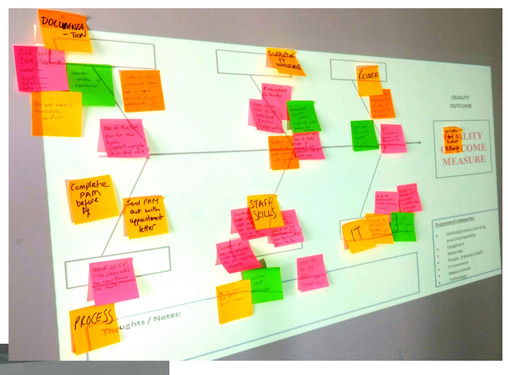
We use the PAM because we were told to

Assessment takes a long time. We've been there for an hour and a half and the patient thinks you haven't done anything hands on

I don't think training will change our interventions with people

I find it difficult to see where the PAM fits into our service

Good to listen to others and discuss concerns and possible solutions



Good opportunity to discuss honestly issues with PAM implementation

TRAINING SESSION

- Training Sessions rated an average 9.25 out of 10
- 85% learning from session relevant to role
- 90% Learning from session worth using at work
- 65% Intend to use learning from session at work

By activating patients re their own management and decision making we can improve how the NHS works

EMBEDDED IN THE TRUST QUALITY STRATEGY

"By 2022 our patients and carers, where appropriate, will be involved in shared decision-making about their treatment and care. We will empower patients to be active participants and partners in their own care, enabling self-care. Coproduction will become business as usual."

"By the end of December 2019, we will have implemented the Patient Activation Measure across a sample of teams and evaluated its impact on patient outcomes and development of personalised care plans. By the end of March 2020, we will have identified potential areas for spread of use of the PAM® and developed a plan for wider spread and sustainability"

NEXT STEPS

- Continue training sessions to embed implementation
- Repeat interviews and focus groups
- Postcode analysis of data in most deprived geographical area
- Analysis of uptake and impact, including development of personalised care planning
- Case studies to support future training and dissemination of implementation work
- Dissemination of results

REFERENCES

1. Universal Personalised Care. Implementing the comprehensive model. (2019) NHS England
2. Morino-Chico, C., Gonzalez-de-Paz, L., Montforte-Roye, C., Arrighi, E., Navarro-Rubio, M., Fernandez-Puebla, A. (2017). Adaptation to european spanish and psychometric properties of the patient activation measure 13 in patients with chronic diseases. Family Practice, 34 (5), 627-634.

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