

Patient Activation Measure

The four levels of activation

Level One



- Passive and feeling overwhelmed about their condition and care
- Doesn't take medication as prescribed
- Self management is 'following doctor's orders'
- Has little knowledge or motivation
- Very low confidence and goal orientation
- Very high risk of A&E use and readmission

Level Two



- Lacks knowledge and confidence to manage their care
- Struggles with medication
- Unsure how best to communicate their issues
- Low confidence
- High risk of A&E use and readmission

Level of support needed by professionals:

- Meet regularly - weekly
- One to one coaching
- Small steps to build confidence
- Focus coaching/intervention on the relationship between symptoms and behaviours, building self-confidence and awareness

When coaching, you might say:

"Let's not try to tackle everything at once." Let's just focus on one thing"

- Contact regularly – weekly/bi-weekly
- Small steps - acknowledge success
- Coaching/intervention should focus on helping them learn to monitor symptoms, behaviours and adverse triggers – adjusting accordingly

When coaching, you might say:

"You're off to a good start, let's build on this success by reducing your portion size at lunchtimes too"

Objectives and outcomes:

To develop basic knowledge, self-awareness and confidence, the person should choose the areas they want to work on without coercion/ suggestion

They should 'own' their development to help build confidence and, by focusing on one issue at a time, can build their knowledge and self-awareness

Increase knowledge and initial skill development by keeping goals manageable and realistic.

Keep the focus on small steps they can control themselves

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Level Three



- Recognises responsibility for their health
- Good with medicine most of the time
- Taking action but still lacks confidence
- Able to communicate issues better
- Accepts and understands goals

Level Four



- Self-aware and more confident but may need help when facing life stressors
- Understands their role in managing their health
- Takes medication as prescribed
- Interacts well with healthcare providers

Level of support needed by professionals:

- Monthly contact
- Help them adopt new behaviours, like *try to get 30 mins exercise 3 x a week*
- Help to develop condition-specific knowledge
- Signpost to self-care resources www.wellbeinginfo.org.uk

When coaching, you might say:
“You’re making great progress. Are you ready to take things up a notch?”

- Bi-monthly or quarterly interactions
- Signpost to self-care resources
- Focus on sticking to good behaviours
- Help trouble-shoot or pre-empt issues before they happen

When coaching, you might say:
“You’ve had terrific success, let’s talk about maintaining that, even when life gets stressful”

Objectives and outcomes:

The person initiates new health-promoting behaviour(s) and works to further refine techniques to monitor and adjust

Coaching/intervention should focus on encouragement, noticing success and problem solving

Maintaining behaviours and techniques to prevent a relapse

The person strives to maintain desired health-related behaviours over time, learns to anticipate difficult situations that might arise and can usually manage them alone

www.atbsunderland.org.uk