Activating Surgical Patients to Increase Self-Management Ability

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The Problem

Vulnerable Population
- Surgery patients represent a vulnerable population
- Risk for complications: SSIs, Pain, Hemodynamic Instability

Post-Surgical Care
- Requires self-management competence
- Ability to self-advocate

Barriers to Goals
- Health Illiteracy
- Knowledge deficit
- Skill deficit

Activation
- Propensity to appropriately engage in care
- Ability to effectively manage care
- Empowered from 1)Knowledge, 2) Skills, 3) Confidence

Organizational Data
- 46% of incidents reflect an aspect of low activation
  - Unmet needs
  - Unrealistic expectations
  - Misunderstanding instructions
  - Disempowerment
  - Knowledge & Skill deficit

Project Purpose

The purpose of this project is to integrate patient activation science into the care planning and delivery process of surgical patients in effort to increase patient empowerment and engagement in their health and healthcare by increasing their self-management ability.

Theoretical Framework

Self-Determination Theory

- Emphasizes human motivation
- Focuses on the extent to which behavior is self-motivated and self-determined
- Three innate psychological needs must be satisfied for humans to achieve optimal function and growth:

Competence	Relatedness	Autonomy
Master Challenges	Relational Needs	Psychological Freedom
Environment Response	Connectedness	Causal Agent

- **Activation:** refers to the patient's propensity to actively engage with their care.
- **Activation Level:** the degree of knowledge, skill, and confidence a patient possesses for self-managing their health & healthcare
- **Self-Management:** taking independent responsibility and control of healthcare by using one's own knowledge, skills, and abilities to effectively prioritize, coordinate, and manage health through the appropriate use of available healthcare resources.

Results

Patient Activation Measure (PAM®) Levels

Level 1
DISENGAGED & OVERWHELMED
"My doctor is in charge of my health"
- Lacks confidence
- Knowledge is low
- Poor compliance

Level 2
BECOMING AWARE BUT STILL STRUGGLING
"I could be doing more for my health"
- Some knowledge
- Believes health is largely out of their control
- Can set simple goals

Level 3
TAKING ACTION & GAINING CONTROL
"I'm part of my health care team"
- Goal oriented
- Building self-management
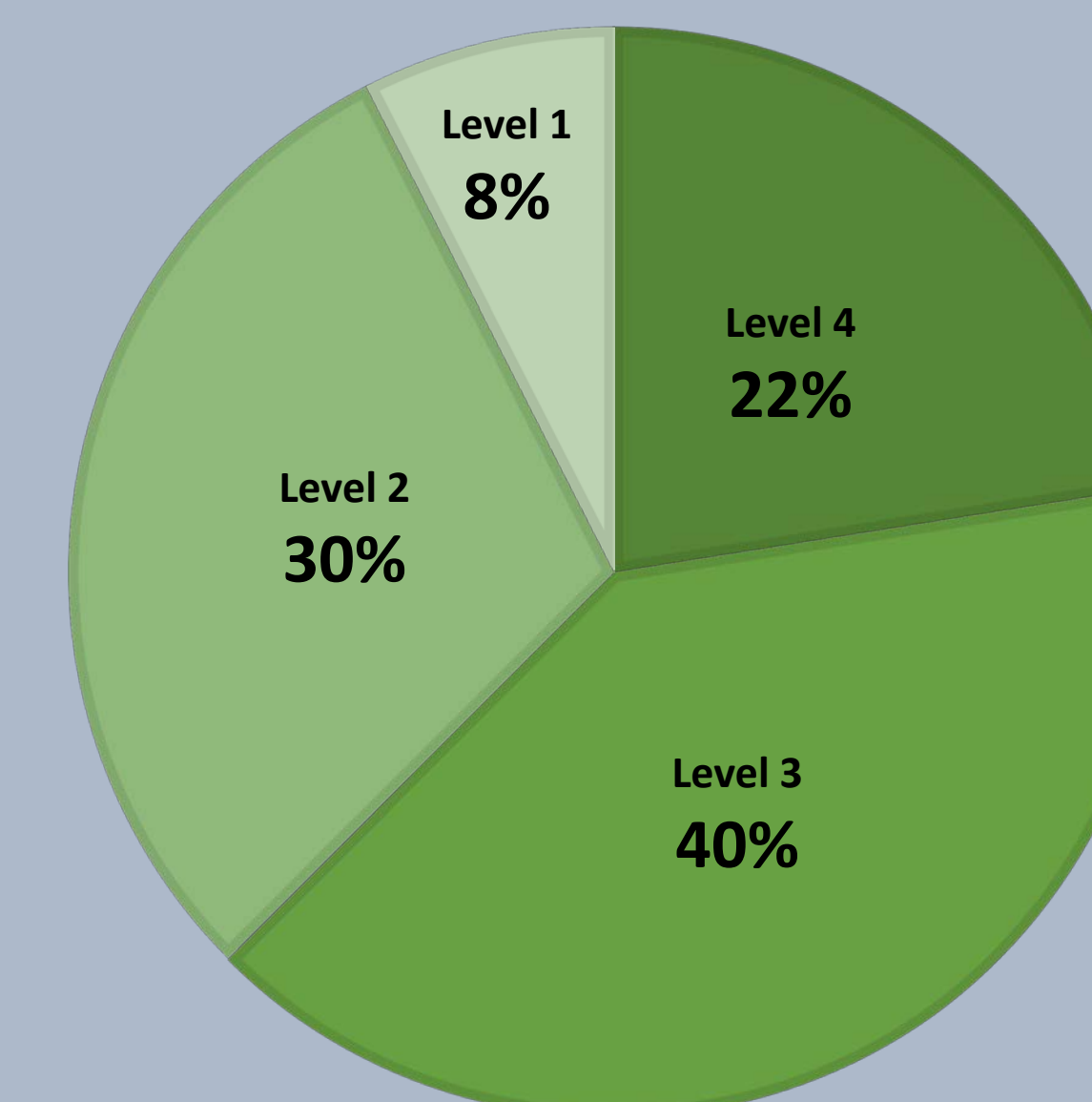- Growing knowledge & skills

Level 4
MAINTAINING BEHAVIORS & PUSHING FURTHER
"I'm my own health advocate"
- Adopted new behaviors
- Engaged consumer
- Knowledge, skills, & confidence

ACTIVATION LEVELS
- Level 1: 8%
- Level 2: 30%
- Level 3: 40%
- Level 4: 22%

40 Patients Participated in both Pre-Surgical & Post-Surgical Sessions

- 25 participants (62.5%) measured in highest activation levels (3 & 4)
- 15 participants (37.5%) measured in lowest activation levels (1 & 2)
- 22 participants (55%) utilized MyChart® resource for self-management
- 31 participants (78%) reported confidence in their self-management ability
- 5 participants (12.5%) self-reported post-discharge complications
- 1 participant was re-admitted for additional treatment/monitoring
- 34 participants (85%) reported extreme satisfaction with pre-surgical session
- Highest activated patients were 3x more likely to be satisfied with experience

Methodology

Setting
- Academic medical center (OHSU)
- Unit: Periop: Perianesthesia

Population
- Adult surgical
- Day-Surgery (Outpatient)

Participants
- 40 adult surgical participants

Concepts
- Patient-centeredness
- Ownership
- Empowerment
- Engagement
- Self-management

Pre-Surgical Session
- Motivational interviewing
- Patient Activation Measure (PAM®) survey
- Education: MyChart® resource

Post-Surgical Session
- Satisfaction survey
- Outcome assessment
- Care Support

Care Delivery Model

Pre-Surgical:
- In-person, Face-to-Face, Pre-Op
- Active listening
- Eye contact
- Patient-validation (express care & value)
- Identify 1 or more small next steps for patients that promote engagement (goal setting)

Post-Surgical:
- Phone Encounter
- 3-7 days post-discharge
- Assess satisfaction/outcomes
- Cheer successes
- Problem solve
- MyChart® utilization

Practice Implications

Patient-activating nurse behaviors improve patient engagement & empowerment

Motivational interviewing & goal-setting facilitates the acquisition of knowledge, skills, & confidence

Integration of activation science recruits patient engagement and improves operative outcomes

Patient-activating interventions in the perioperative setting is feasible & efficacious