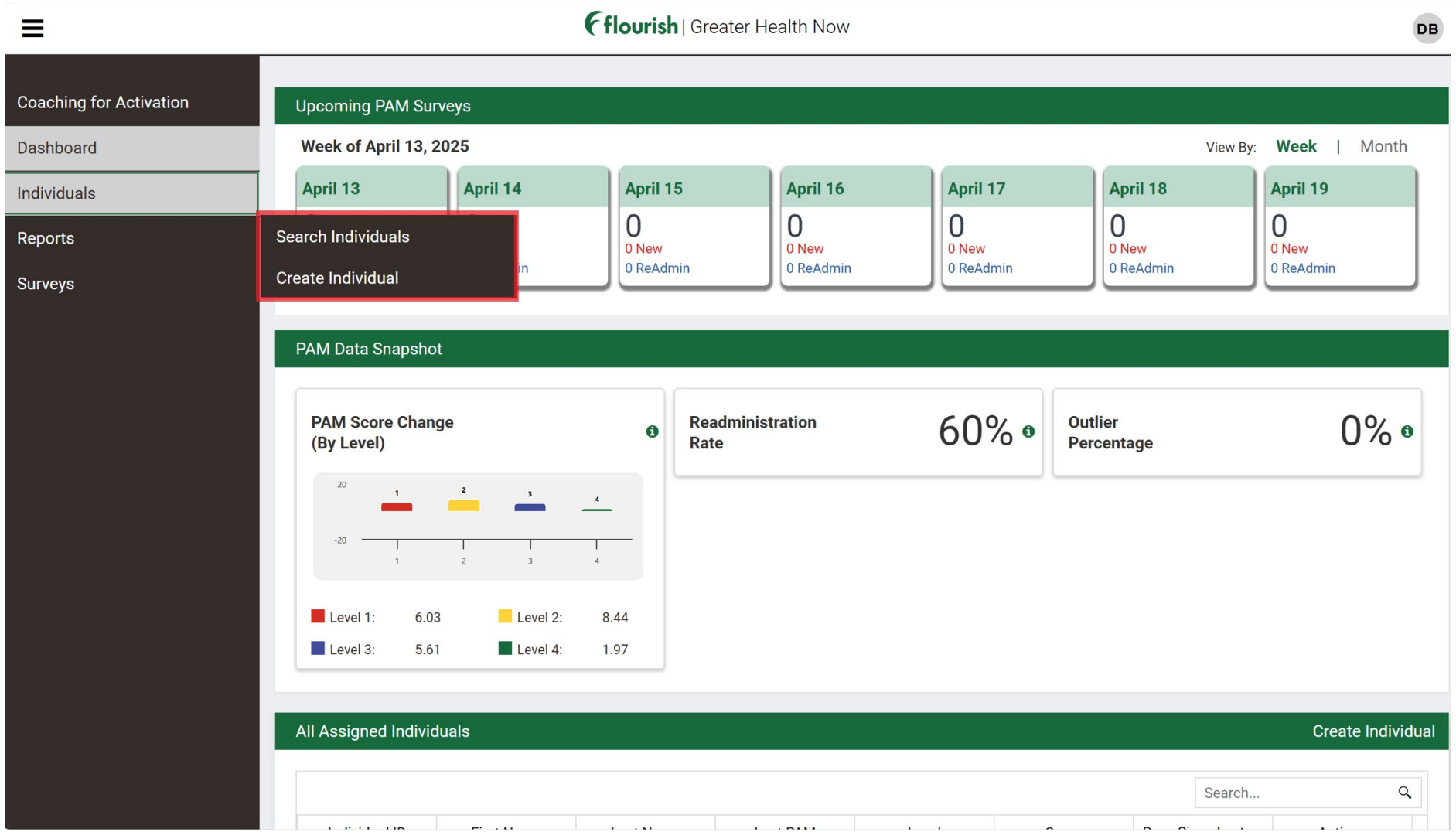
PAM 2025
Fire/EMS Point of View
& Tips/Tricks

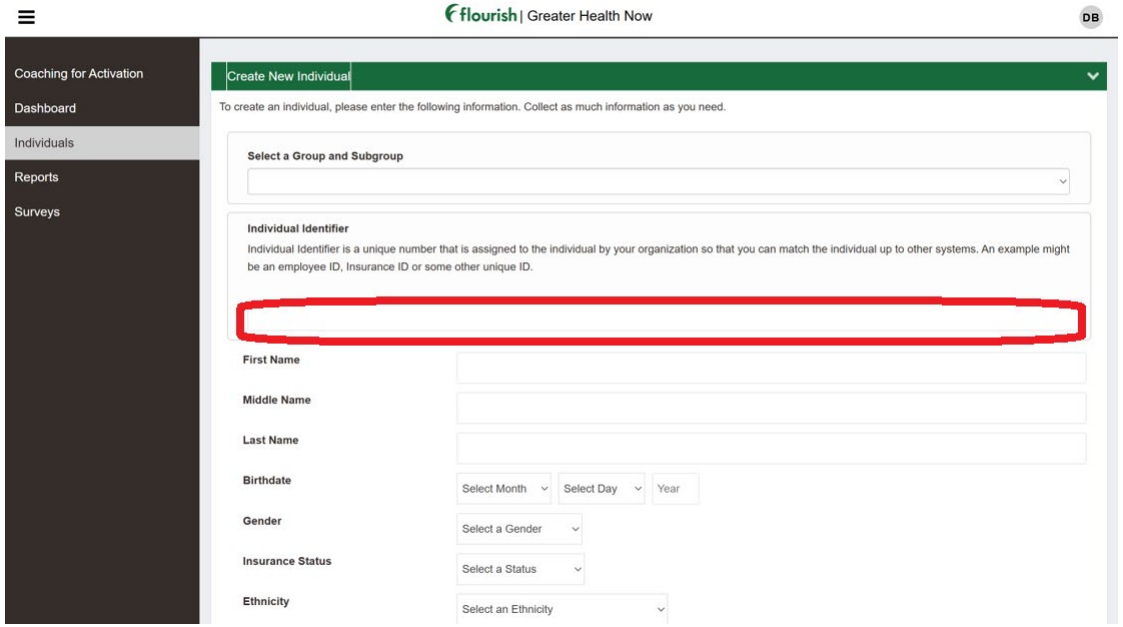


Dashboard

Left column is how you access patients, reports and CFA.

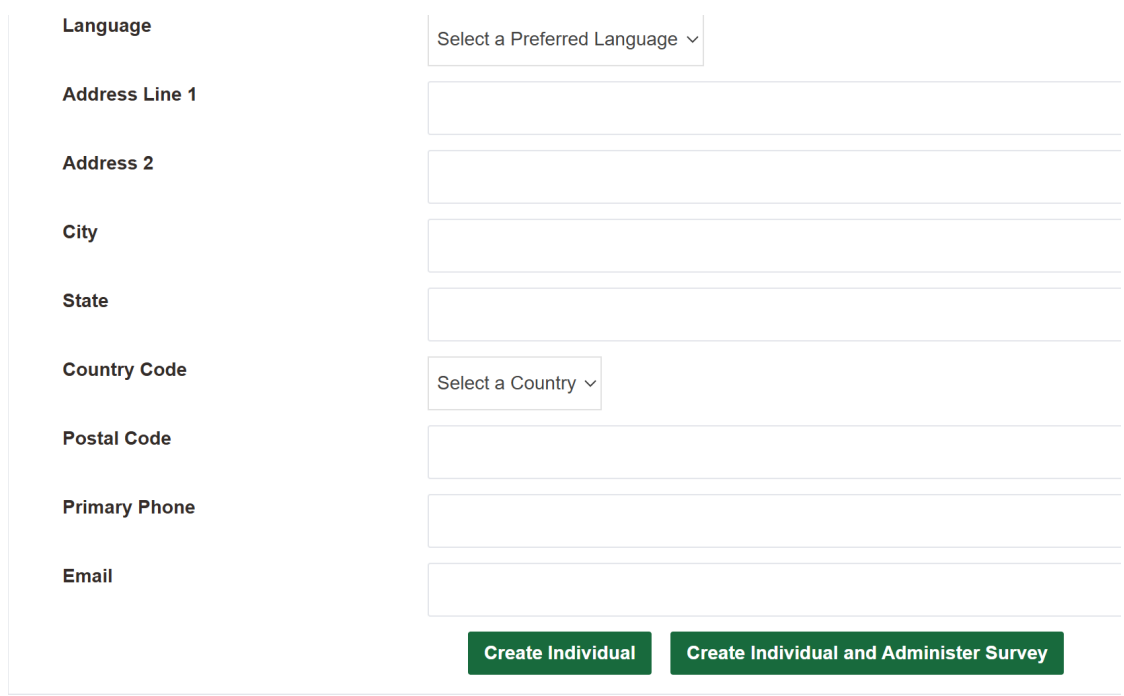
Under individuals, you can search for an existing patient or add a new patient.

“All Assigned Individuals” will actually list patients, starting at the oldest assessment given.



Adding a New Patient

Each patient has a unique identifier; we're using the PointClickCare number, so they match.



Surveys

Outlier: When patient answers "Agree Strongly" to each question

New Survey

Administer Survey | **Schedule Future Survey**

Delivery Method

Paper

Survey Name

PAM10_S

Completion Date

04/16/2025

Language

English

Submit Cancel

The Patient Activation Measure **(PAM)** assesses the **knowledge**, **skills**, and **confidence** of patients to manage their health

How a patient answers questions can also give insight on what challenges they are experiencing, and how you can help.

(2) 10-question surveys: we enter all surveys in at least once a month; you can retro the date

PAM10_S Survey | English

Not everyone approaches their health in quite the same way. In just a few minutes, you can learn more about your personal health style by taking this short survey. It's simple!

Questions 1-10

1. When all is said and done, I am the person who is responsible for taking care of my health.

Disagree Strongly | Disagree | Agree | Agree Strongly | NA

2. Taking an active role in my own health care is the most important thing that affects my health.

Disagree Strongly | Disagree | Agree | Agree Strongly | NA

3. I know what each of my prescribed medications do.

Disagree Strongly | Disagree | Agree | Agree Strongly | NA

4. I am confident that I can tell whether I need to go to the doctor or whether I can take care of a health problem myself.

Disagree Strongly | Disagree | Agree | Agree Strongly | NA

We want to match what's needed; focus on not under or over-serving patients.

High Acuity

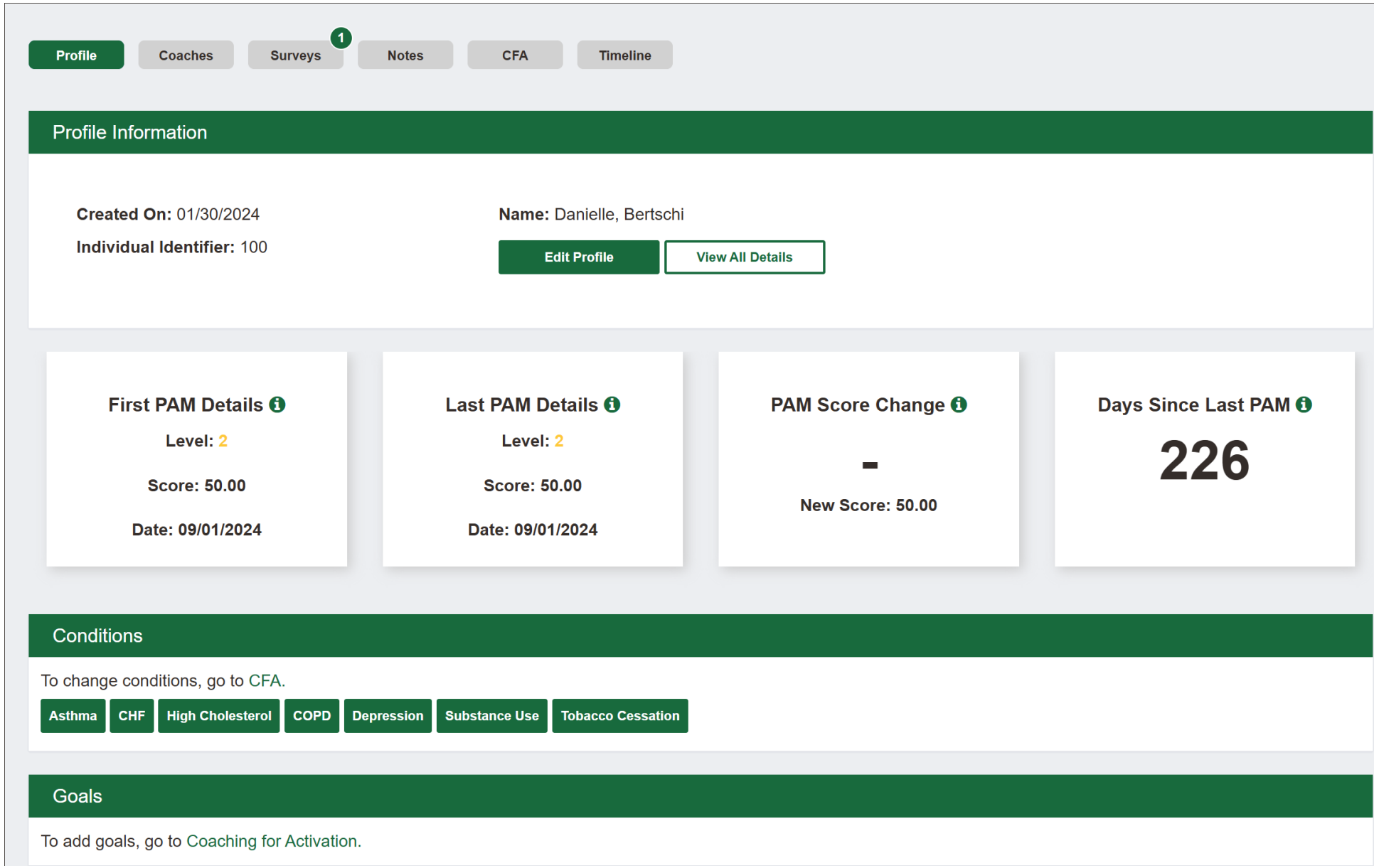
-Probably a high utilizer of 911 system
-Daily visits from MIH
-Lack of support system

Mid Acuity

-Calls 911 when needed, occasional prompting
-Weekly visits from MIH
-Guidance needed for support system

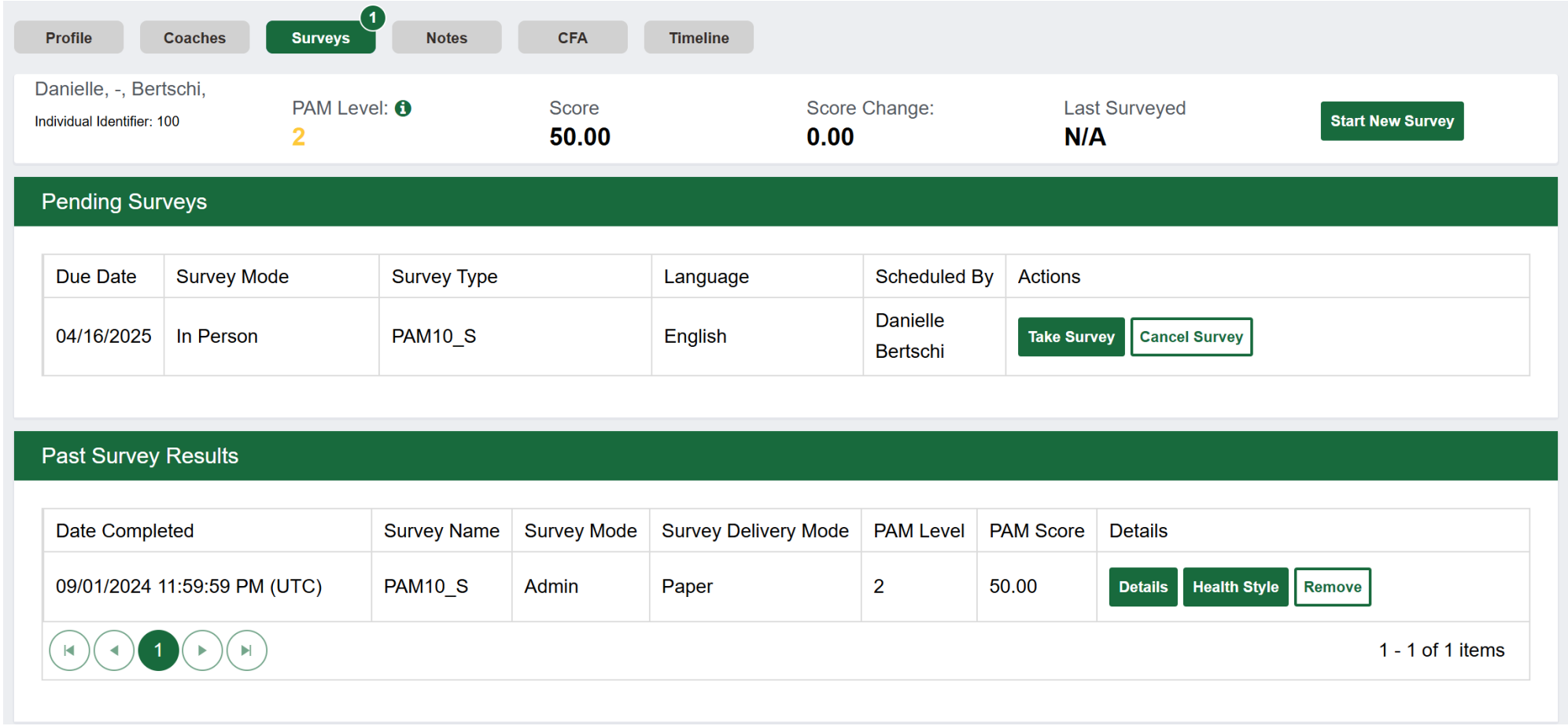
Low Acuity

-Uses 911 appropriately
-Monthly or bi-monthly visits
-Great support system



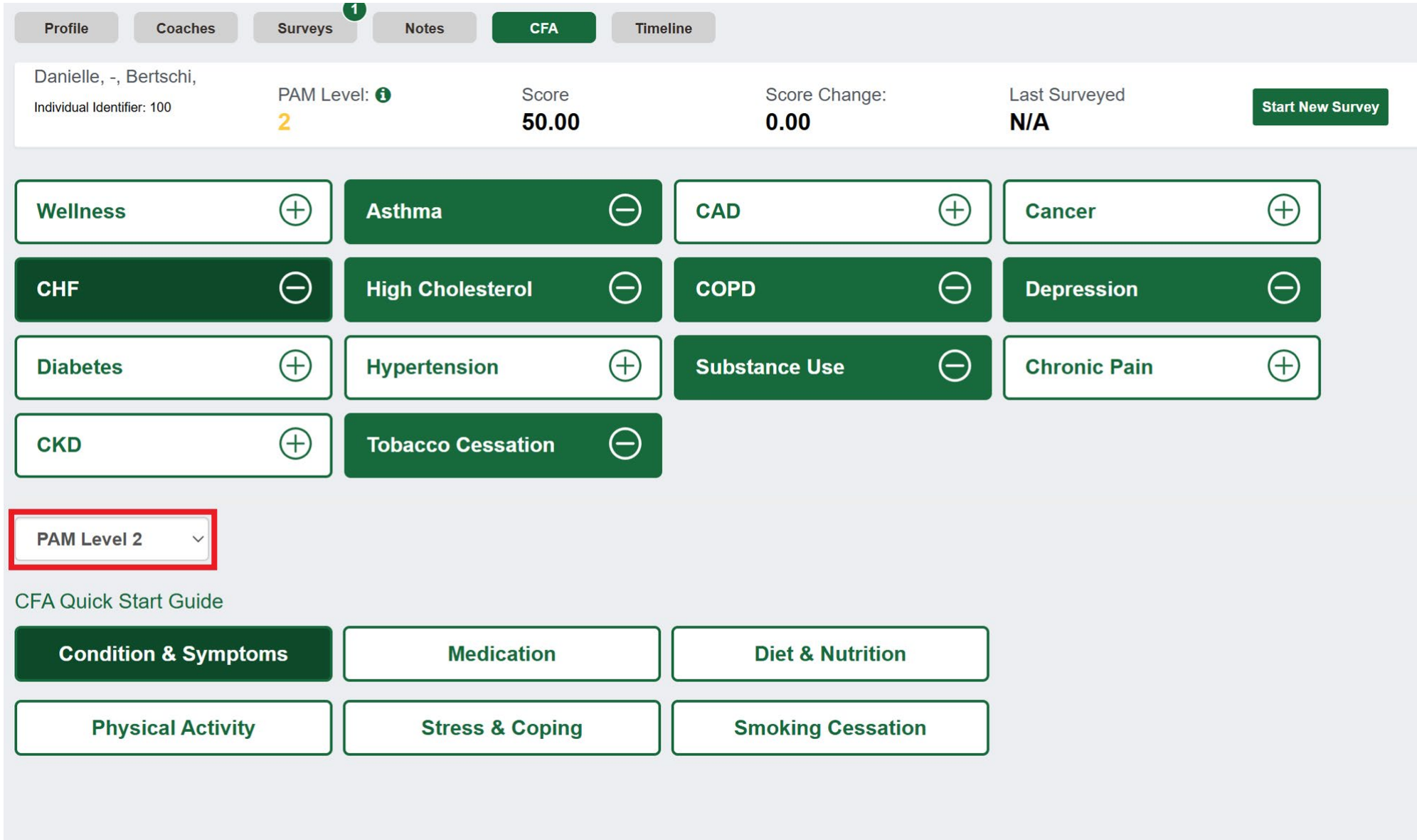
Patient Profile

Can see assessment details, edit profile, access patient tabs at the top



Patient Survey Tab

Can see what surveys were given, when, details.



Coaching for Activation

+/- add a tag for your patient. Then click on the tag to expand a list of topics, click on sub-topic, then expand the topic to access resources.

Level will coordinate the resources; not seeing what you want? Change the level!

Goal: Continue to build knowledge of CHF and how to manage it

Steps	Resources	Status
Explain that the term CHF (“congestive heart failure” or "heart failure"), doesn't mean that the heart has stopped or is about to stop working ~ but heart failure is a serious condition that requires medical care and continual self-care. Discuss the importance of using more than one strategy to manage heart failure (take medications and make healthy lifestyle changes, etc.).	What is Heart Failure? (AHA) What Is Heart Failure? (NIH) What is Heart Failure video (BHF) Congestive Heart Failure: Top 10 Things to Know Congestive Heart Failure: Terms You Should Know Congestive Heart Failure Symptoms	☐ **In progress** ☐ **Complete** ☐ **Not applicable**
Review how having CHF impacts the individual’s health. Learn what heart failure symptoms individual experiences ~explain the underlying cause for each symptom, if known. Provide examples of what lifestyle habits increase the individual’s risk for heart failure -related complications ~ being overweight, smoking, eating too much salt and unhealthy fat, being inactive, etc.	Congestive Heart Failure Symptoms Heart Failure Symptoms (Mayo Clinic) Causes and Risks for Heart Failure Heart failure risk factors (Mayo Clinic)	☐ **In progress** ☐ **Complete** ☐ **Not applicable**
Discuss whether individual currently checks their legs, ankles and feet for swelling on a daily basis. If they don’t know how to do this, demonstrate it. Ask individual to try doing this one day in the next week. Talk about the risks of getting the flu when a person has CHF. Help the individual schedule getting a flu shot if needed.	Keeping Your Feet Happy and Pain Free infographic Checking Your Feet Heart Disease & Flu Prevention	☐ **In progress** ☐ **Complete** ☐ **Not applicable**

Goal: Understand the relationship between lifestyle choices and CHF

Preview Resource

What is Heart Failure video (BHF)

Type: third-party resource

Source: British Heart Foundation

Description: This animation explains what heart failure is, including its causes and symptoms, and shows the impact that heart failure can have on a person's life.

Shared: | **Views:** 0

What is Heart Failure video (BHF)
This recommendation is especially for you. View here.

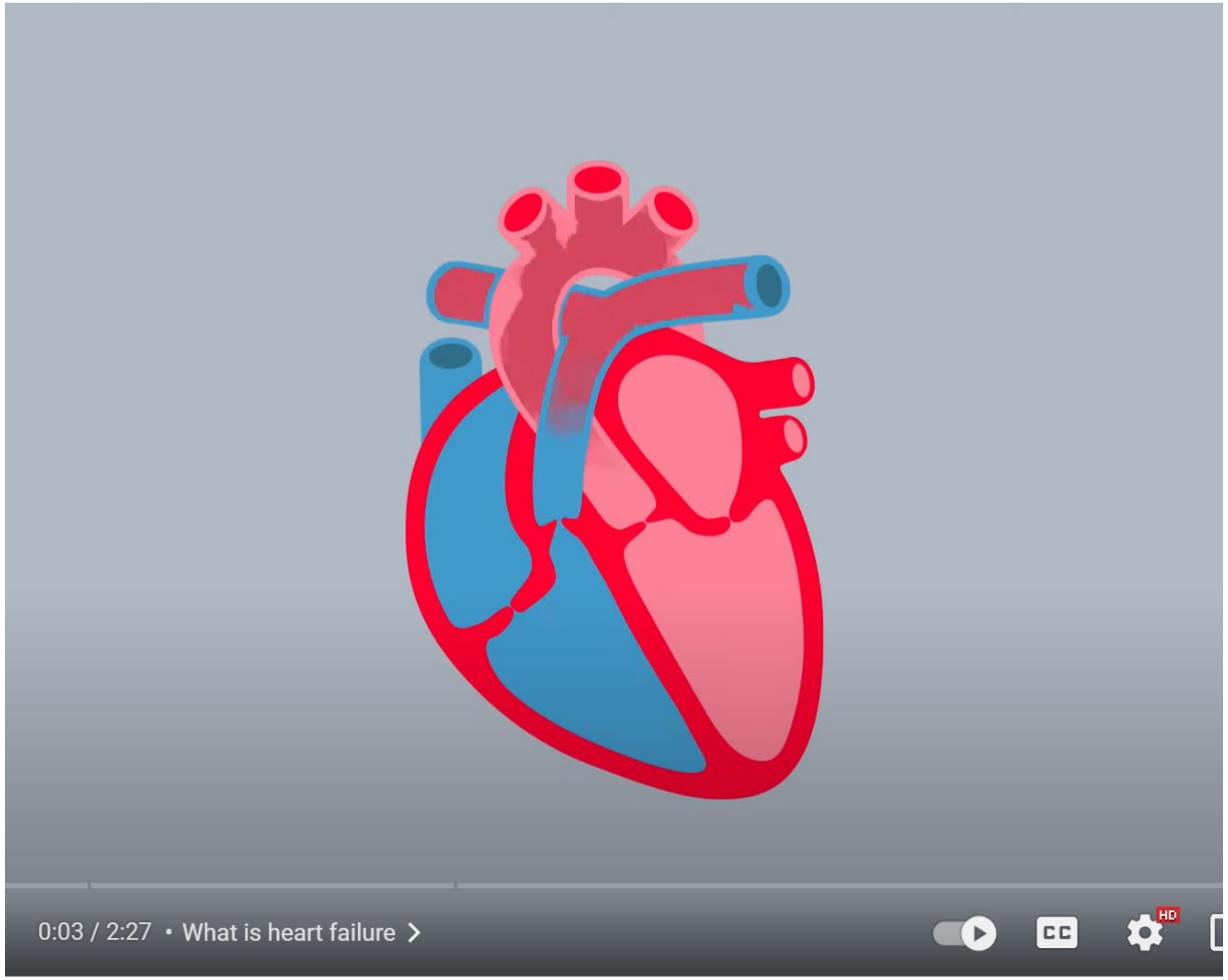
Resources

These are vetted, reliable and accurate authors.

Takes a minute to load. Some have the item you can download; some are a URL link.

We use these as conversation starts and think about what type of learner our patient is.

Search



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: Foundation
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Subscribe

Like

Share

Congestive Heart Failure: Top 10 Things to Know

Type: Short Article

Source: Insignia Health

Description: Here are a few facts that can help you understand congestive heart failure (CHF)

Shared: | **Views:** 0

Congestive Heart Failure: Top 10 Things to Know

Here are a few facts that can help you understand congestive heart failure (CHF)

If you have congestive heart failure, or CHF, there are a few important things you should know. By understanding what CHF is and what you can do about it, you can take small steps to get the best possible treatment and outcome. Here are the top 10 facts:

1. **CHF is a type of heart failure.** About 5.7 million Americans have heart failure. Congestive heart failure happens when fluid backs up (“congests”) into your lungs and tissues.

Goal Setting & Action Planning Worksheet

Goal:

Something you **WANT** to start trying to do or a habit to change to improve your health:

Describe:

- What you'll do: _____
- Where you'll do it: _____
- Number of times each day / week: _____
- When will you start doing this? _____
- How long will you continue doing this? _____

What things might get in the way of your success?

List some ways you can stay accountable to your goal:

Confidence:

How **confident** are you that you will be successful in reaching the goal you identified above?
(Circle your response)

Not at all confident	1	2	3	4	5	6	7	8	9	10	Totally confident

Next Steps:

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American Heart Association.

Self-Check Plan for HF Management

Excellent – Keep Up the Good Work!

- ☐ No new or worsening shortness of breath
- ☐ Physical activity level is normal for you
- ☐ No new swelling; feet, ankles and legs look normal for you
- ☐ Weight check stable Weight: ____
- ☐ No chest pain

GREAT! CONTINUE: Daily Weight Check · Meds as Directed · Low-Sodium Eating · Follow-up Visits

Pay Attention – Use Caution!

- ☐ Dry, hacking cough
- ☐ Worsening shortness of breath with activity
- ☐ Increased swelling of legs, ankles and feet
- ☐ Sudden weight gain of more than 2–3 lbs in a 24-hour period (or 5 lbs in a week)
- ☐ Discomfort or swelling in the abdomen
- ☐ Trouble sleeping

CHECK IN! Your symptoms may indicate: A need to contact your doctor or health care team · A need for a change in medications

Medical Alert - Warning!

- ☐ Frequent dry, hacking cough
- ☐ Shortness of breath at rest
- ☐ Increased discomfort or swelling in the lower body
- ☐ Sudden weight gain of more than 2-3 lbs in a 24-hour period (or 5 lbs in a week)
- ☐ New or worsening dizziness, confusion, sadness or depression
- ☐ Loss of appetite
- ☐ Increased trouble sleeping; cannot lie flat

WARNING! You need to be evaluated right away. Call your physician or call **911**

heart.org/HF

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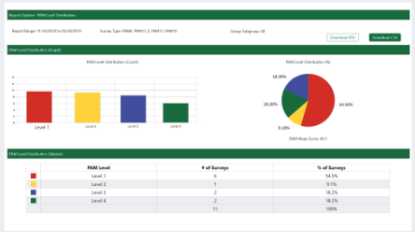
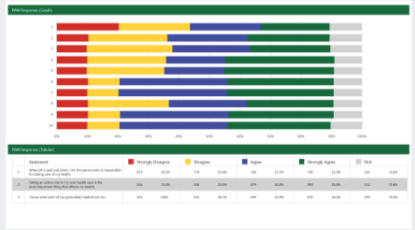
PAM Reports



Create Report

PAM Level Distribution

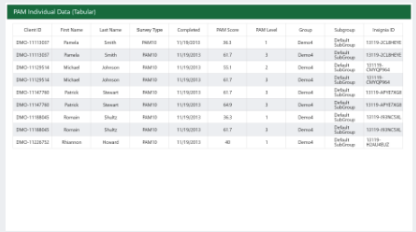
Shows a PAM breakout of your population by numbers and percentage.



Create Report

PAM Responses

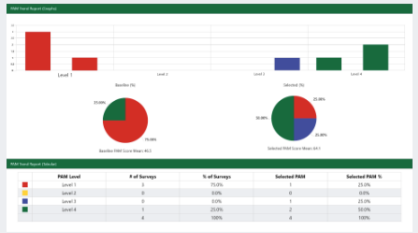
Shows the distribution of PAM survey answers by your population.



Create Report

PAM Individual Data

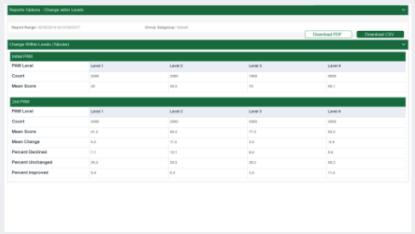
Shows PAM data: (score, level, survey type, completion date) on an individual basis.



Create Report

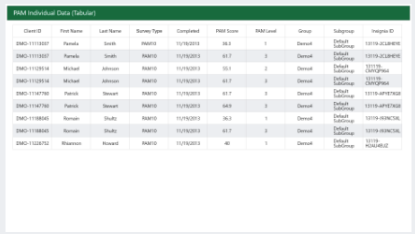
PAM Trend

Shows PAM trending data over time.



Create Report

Change Within Levels



Create Report

Outliers

Reports

Can pull info as micro and macro as you need! For example, can pull how many assessments you've completed, or pull average level data in a certain community.

Report Options - PAM Individual Data

Select a Different Report

PAM Individual Data

Start Date

05/26/2023

End Date

03/05/2025

- [ ] **Remove Outliers**
- [ ] **Show Unique Individuals**
- [ ] **Coach Name**

Report Fields — [ ] All

- [ ] PAM Level
- [ ] PAM Score
- [ ] Survey Mode
- [ ] Survey Delivery Mode
- [ ] Group Name
- [ ] Subgroup Name
- [x] First Name
- [x] Last Name
- [ ] Email
- [ ] DOB
- [ ] Gender
- [ ] Preferred Language

Completion date

Survey Type — [ ] All

- [ ] ParentPAM10_S
- [x] PAM10_S
- [x] CareGiverPAM10_S

Groups & Subgroups — [x] All

- [x] EMSI Community Paramedicine
- [x] Inactive Individuals

Generate Report

Report Details

Report Range: 05/26/2023 to 03/05/2025

Survey Type: PAM10_S, CareGiverPAM10_S

Group Subgroup: All groups/All subgroups

Download CSV

1. Open Excel File by going to Downloads Folder

	A	B	C	D	E
1	FirstName	LastName	CompletionDate		
2			05/26/2023 11:59:59 PM (UTC)		
3			06/02/2023 11:59:59 PM (UTC)		
4			06/27/2023 11:59:59 PM (UTC)		
5			07/07/2023 11:59:59 PM (UTC)		
6			07/07/2023 11:59:59 PM (UTC)		
7			07/13/2023 11:59:59 PM (UTC)		
8			07/14/2023 11:59:59 PM (UTC)		
9			08/04/2023 11:59:59 PM (UTC)		
10			08/18/2023 11:59:59 PM (UTC)		
11			09/22/2023 11:59:59 PM (UTC)		
12			10/04/2023 11:59:59 PM (UTC)		
13			10/11/2023 11:59:59 PM (UTC)		
14			10/11/2023 11:59:59 PM (UTC)		
15			10/23/2023 11:59:59 PM (UTC)		
16			10/30/2023 11:59:59 PM (UTC)		
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26			01/18/2024 11:59:59 PM (UTC)		
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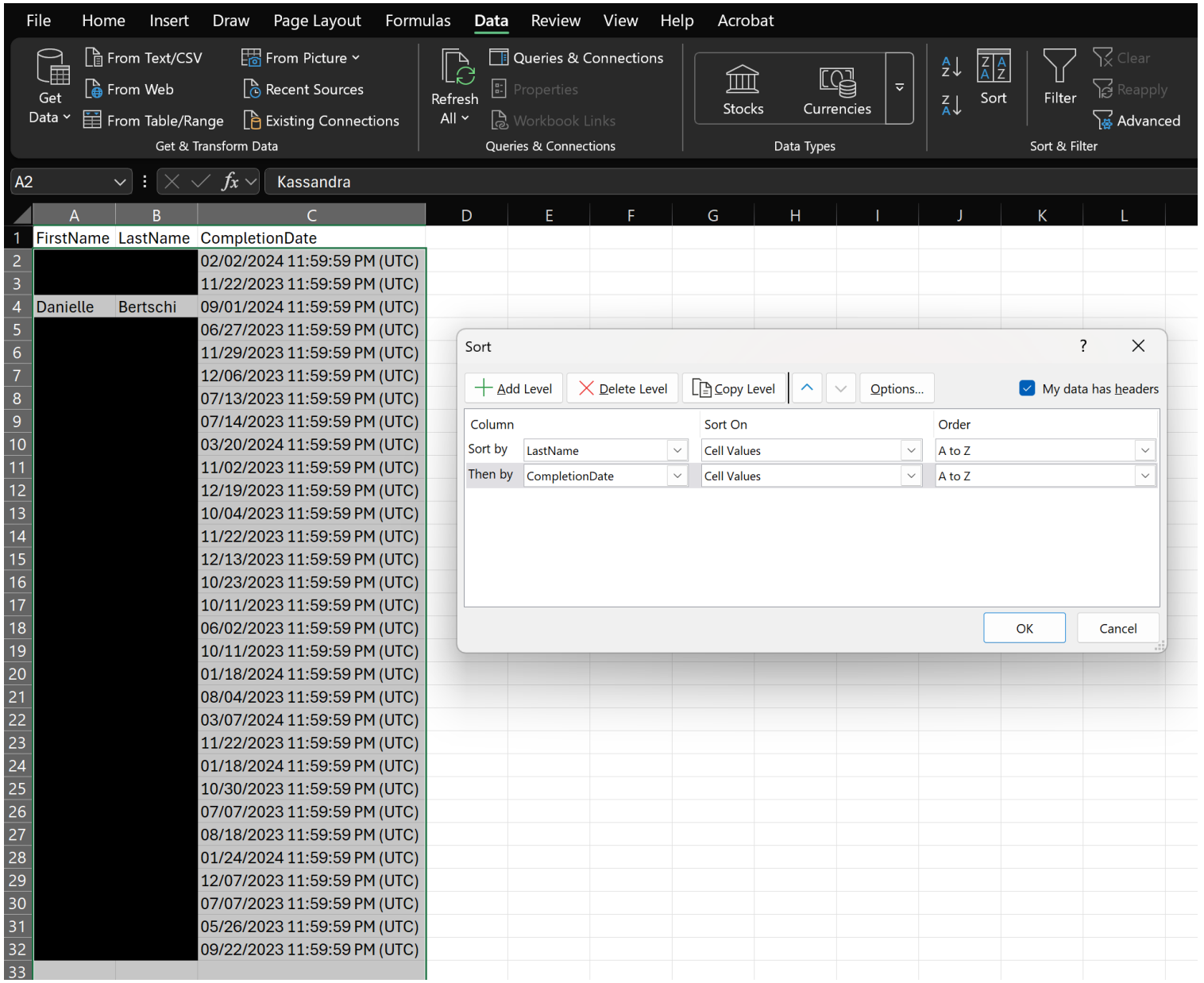
28			01/24/2024 11:59:59 PM (UTC)		
29			02/02/2024 11:59:59 PM (UTC)		
30			03/07/2024 11:59:59 PM (UTC)		
31			03/20/2024 11:59:59 PM (UTC)		
32	Danielle	Bertschi	09/01/2024 11:59:59 PM (UTC)		



2. Highlight columns, click Data at the top, add 2 levels; we go by last name and date. This allows you to see all assessments entered with that name.

B: Number of initial PAM assessments administered

Value
13

C: Number of follow-up PAM assessments administered

Value
33

MIH Quarter Reporting

We pull the previous report to answer these two questions.

We conduct the PAM assessment about 75% of the time; we exclude it if a patient is going on hospice, is not going to be apart of the program, etc.

We tend to conduct PAM on the second interaction, if appropriate.