

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

flourish | Greater Health Now DB

- Coaching for Activation
- Dashboard
- Individuals
- Reports
- Surveys

Upcoming PAM Surveys

View By: **Week** | Month

April 13	April 14	April 15	April 16	April 17	April 18	April 19
0 <small>0 New</small>						
0 ReAdmin						

PAM Data Snapshot

PAM Score Change (By Level)

Level 1:	6.03	Level 2:	8.44
Level 3:	5.61	Level 4:	1.97

Readministration Rate

60%

Outlier Percentage

0%

All Assigned Individuals Create Individual

Individual ID	First Name	Last Name	Level	Assessment Date	Score	Outlier

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.

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DB

Coaching for Activation

Dashboard

Individuals

Reports

Surveys

Create New Individual

To create an individual, please enter the following information. Collect as much information as you need.

Select a Group and Subgroup

Individual Identifier

Individual Identifier is a unique number that is assigned to the individual by your organization so that you can match the individual up to other systems. An example might be an employee ID, Insurance ID or some other unique ID.

First Name

Middle Name

Last Name

Birthdate

Gender

Insurance Status

Ethnicity

Adding a New Patient

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

Language

Select a Preferred Language ▾

Address Line 1

Address 2

City

State

Country Code

Select a Country ▾

Postal Code

Primary Phone

Email

Create Individual

Create Individual and Administer Survey

Surveys

Outlier: When patient answers “Agree Strongly” to each question

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

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.

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	

Level 1	Level 2	Level 3	Level 4
<p>DISENGAGED AND OVERWHELMED</p> <hr/> <p><i>"My doctor is in charge of my health."</i></p> <hr/> <p>Individuals are passive and lack confidence. Knowledge is low, goal-orientation is weak, and adherence is poor.</p> <p><u>Healthcare utilization:</u> Very high ED/ER use, very high risk of Ambulatory Care Sensitive (ACS) utilization, very high risk of readmission, very low use of preventive care and screens.</p>	<p>BECOMING AWARE BUT STILL STRUGGLING</p> <hr/> <p><i>"I could be doing more for my health."</i></p> <hr/> <p>Individuals have some knowledge, but large gaps remain. They believe health is largely out of their control, but can set simple goals.</p> <p><u>Healthcare utilization:</u> High ED/ER use, high risk of ACS utilization, high risk of readmission, low use of preventive care and screens.</p>	<p>TAKING ACTION AND GAINING CONTROL</p> <hr/> <p><i>"I'm part of my health care team."</i></p> <hr/> <p>Individuals have the key facts and are building self-management skills. They strive for best practice behaviors, and are goal-oriented.</p> <p><u>Healthcare utilization:</u> Low ED/ER use, low risk of ACS utilization, low risk of readmission, good use of preventive care and screens.</p>	<p>MAINTAINING BEHAVIORS AND PUSHING FURTHER</p> <hr/> <p><i>"I'm my own health advocate."</i></p> <hr/> <p>Individuals have adopted new behaviors, but may struggle in times of stress or change. Maintaining a healthy lifestyle is a key focus.</p> <p><u>Healthcare utilization:</u> Very low ED/ER use, very low risk of ACS utilization, very low risk of readmission, very good use of preventive care and screens.</p>

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

- Profile
- Coaches
- Surveys ¹
- Notes
- CFA
- Timeline

Profile Information

Created On: 01/30/2024

Name: Danielle, Bertschi

Individual Identifier: 100

- Edit Profile
- View All Details

First PAM Details ⓘ

Level: 2

Score: 50.00

Date: 09/01/2024

Last PAM Details ⓘ

Level: 2

Score: 50.00

Date: 09/01/2024

PAM Score Change ⓘ

-

New Score: 50.00

Days Since Last PAM ⓘ

226

Conditions

To change conditions, go to CFA.

- Asthma
- CHF
- High Cholesterol
- COPD
- Depression
- Substance Use
- Tobacco Cessation

Goals

To add goals, go to Coaching for Activation.

Patient Profile

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

Profile Coaches **Surveys** 1 Notes CFA Timeline

Danielle, -, Bertschi, Individual Identifier: 100 PAM Level: **2** Score **50.00** Score Change: **0.00** Last Surveyed **N/A** [Start New Survey](#)

Pending Surveys

Due Date	Survey Mode	Survey Type	Language	Scheduled By	Actions
04/16/2025	In Person	PAM10_S	English	Danielle Bertschi	Take Survey Cancel Survey

Past Survey Results

Date Completed	Survey Name	Survey Mode	Survey Delivery Mode	PAM Level	PAM Score	Details
09/01/2024 11:59:59 PM (UTC)	PAM10_S	Admin	Paper	2	50.00	Details Health Style Remove

◀ ◁ 1 ▷ ▶ 1 - 1 of 1 items

Patient Survey Tab

Can see what surveys were given, when, details.

Profile Coaches Surveys **1** Notes **CFA** Timeline

Danielle, -, Bertschi,
Individual Identifier: 100

PAM Level: **2** Score: 50.00 Score Change: 0.00 Last Surveyed: N/A [Start New Survey](#)

Wellness (+)	Asthma (-)	CAD (+)	Cancer (+)
CHF (-)	High Cholesterol (-)	COPD (-)	Depression (-)
Diabetes (+)	Hypertension (+)	Substance Use (-)	Chronic Pain (+)
CKD (+)	Tobacco Cessation (-)		

PAM Level 2 ▾

CFA Quick Start Guide

Condition & Symptoms	Medication	Diet & Nutrition
Physical Activity	Stress & Coping	Smoking Cessation

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!

Steps	Resources	Status
<p>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.).</p>	<ul style="list-style-type: none"> 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 	<p><input type="checkbox"/> In progress</p> <p><input type="checkbox"/> Complete</p> <p><input type="checkbox"/> Not applicable</p>
<p>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.</p>	<ul style="list-style-type: none"> Congestive Heart Failure Symptoms Heart Failure Symptoms (Mayo Clinic) Causes and Risks for Heart Failure Heart failure risk factors (Mayo Clinic) 	<p><input type="checkbox"/> In progress</p> <p><input type="checkbox"/> Complete</p> <p><input type="checkbox"/> Not applicable</p>
<p>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.</p>	<ul style="list-style-type: none"> Keeping Your Feet Happy and Pain Free infographic Checking Your Feet Heart Disease & Flu Prevention 	<p><input type="checkbox"/> In progress</p> <p><input type="checkbox"/> Complete</p> <p><input type="checkbox"/> Not applicable</p>

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



0:03 / 2:27 • What is heart failure >



ilure?

: Foundation

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.

Back

Email

Print

Shared

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:



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!

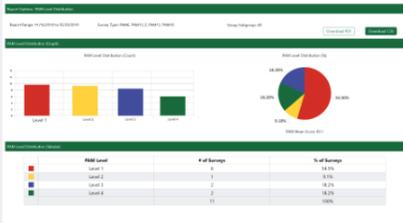
- Frequent dry, hacking cough
- Shortness of breath at rest
- Increased discomfort or swelling in the lower body
- Sudden weight gain of more than 2–3 lbs in a 24-hour period (or 5 lbs in a week)
- New or worsening dizziness, confusion, sadness or depression
- Loss of appetite
- Increased trouble sleeping;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

WARNING! You need to be evaluated right away.

Call your physician or call **911**

heart.org/HF

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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.

PAM Individual Data (Table)

Client ID	First Name	Last Name	Survey Type	Completed	PAM Score	PAM Level	Group	Language	Project ID
EMD-1110007	Parvati	Smith	PAR10	11/16/2013	85.1	1	Default	English	10110-01-00000
EMD-1110014	Parvati	Smith	PAR10	11/16/2013	87.7	2	Default	English	10110-01-00000
EMD-1110016	Michael	Johnson	PAR10	11/16/2013	93.1	2	Default	English	10110-01-00000
EMD-1110018	Michael	Johnson	PAR10	11/16/2013	87.7	2	Default	English	10110-01-00000
EMD-1110019	Parvati	Smith	PAR10	11/16/2013	87.7	2	Default	English	10110-01-00000
EMD-1110020	Parvati	Smith	PAR10	11/16/2013	88.9	2	Default	English	10110-01-00000
EMD-1110045	Ramona	Shultz	PAR10	11/16/2013	96.3	1	Default	English	10110-01-00000
EMD-1110046	Ramona	Shultz	PAR10	11/16/2013	87.7	2	Default	English	10110-01-00000
EMD-1120070	Maximilian	Reinard	PAR10	11/16/2013	46	1	Default	English	10110-01-00000

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.

Change Within Levels

Client	Level 1	Level 2	Level 3	Level 4
Client	0	0	0	0
Mean Score	0	0	0	0

Create Report

Change Within Levels

Outliers

Client ID	First Name	Last Name	Survey Type	Completed	PAM Score	PAM Level	Group	Language	Project ID
EMD-1110007	Parvati	Smith	PAR10	11/16/2013	85.1	1	Default	English	10110-01-00000
EMD-1110014	Parvati	Smith	PAR10	11/16/2013	87.7	2	Default	English	10110-01-00000
EMD-1110016	Michael	Johnson	PAR10	11/16/2013	93.1	2	Default	English	10110-01-00000
EMD-1110018	Michael	Johnson	PAR10	11/16/2013	87.7	2	Default	English	10110-01-00000
EMD-1110019	Parvati	Smith	PAR10	11/16/2013	87.7	2	Default	English	10110-01-00000
EMD-1110020	Parvati	Smith	PAR10	11/16/2013	88.9	2	Default	English	10110-01-00000
EMD-1110045	Ramona	Shultz	PAR10	11/16/2013	96.3	1	Default	English	10110-01-00000
EMD-1110046	Ramona	Shultz	PAR10	11/16/2013	87.7	2	Default	English	10110-01-00000
EMD-1120070	Maximilian	Reinard	PAR10	11/16/2013	46	1	Default	English	10110-01-00000

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 ⓘ

Generate Report

Report Fields ⓘ

All

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

Completion date

Survey Type ⓘ

All

- ParentPAM10_S
- PAM10_S
- CareGiverPAM10_S

Groups & Subgroups ⓘ

All

- EMSI Community Paramedicine
- Inactive Individuals

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)		
17			11/02/2023 11:59:59 PM (UTC)		
18			11/22/2023 11:59:59 PM (UTC)		
19			11/22/2023 11:59:59 PM (UTC)		
20			11/22/2023 11:59:59 PM (UTC)		
21			11/29/2023 11:59:59 PM (UTC)		
22			12/06/2023 11:59:59 PM (UTC)		
23			12/07/2023 11:59:59 PM (UTC)		
24			12/13/2023 11:59:59 PM (UTC)		
25			12/19/2023 11:59:59 PM (UTC)		
26			01/18/2024 11:59:59 PM (UTC)		
27			01/18/2024 11:59:59 PM (UTC)		
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)		

The screenshot shows the Microsoft Excel interface. The 'Data' ribbon is active, displaying options for getting data from various sources and performing queries. The spreadsheet below has columns A, B, and C highlighted. The 'Sort' dialog box is open, showing the following configuration:

- Sort by:** LastName
- Sort On:** Cell Values
- Order:** A to Z
- Then by:** CompletionDate
- Then Sort On:** Cell Values
- Then Order:** A to Z
- My data has headers

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.

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.

B: Number of initial PAM assessments administered

Value

13

C: Number of follow-up PAM assessments administered

Value

33