

## Partner Interview

### **Project 2.d.i With Northwell Health's**

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and

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#### **What is DSRIp Project 2.d.i?**

DSRIp Project 2.d.i is the implementation of Patient Activation Activities to engage, educate, and integrate the uninsured and low/non-utilizing Medicaid population into community-based care. We utilize the Patient Activation Measure (PAM)® survey and Coaching for Activation guide for health and navigational coaching to help us achieve the Project 2.d.i goals.

#### **What is the Patient Activation Measure (PAM)® survey?**

The PAM® is a 10 question survey created and owned by Insignia Health, LLC, that is used to identify how confident, knowledgeable, and involved a community member is in their health care. Based on survey results, an activation level is assigned to the patient. Activation levels range from 1 to 4, with level 1 being not engaged, and level 4 being very engaged.

#### **Why Does Activation Matter?**

In the literature, there is evidence to support that individuals who are more activated have better health outcomes and care experiences. Interventions that build skills and confidence are effective in increasing patient activation and strengthening patients' role in managing their health care.

#### **Once activation levels are determined, how do you work with those who are least engaged in their health care?**

We focus on individuals who fall within levels 1 and 2, determine factors that contribute to their disengagement, and work to connect them to insurance, a primary care physician and resources within the community. Factors include language barriers, lack of transportation to medical services, inability to pay, and lack of fully understanding a provider's instructions. We also work to increase awareness of preventive services available within the community and educate participants about their health conditions. If lack of insurance is a factor, we refer the community member to a health exchange enroller to assess eligibility and connect the patients to a primary care physician.

#### **Who do you work with to achieve Project 2.d.i goals?**

We work with community-based organizations such as Planned Parenthood, and also work with units within Northwell Health. As part of the public comment period before

DSRIP began, advocates strongly encouraged the state to include uninsured members in DSRIP so that this population could also utilize the benefits of a transformed health care system. Project 2.d.i was created to respond to these concerns, and Northwell Health has focused on the uninsured population. Specifically, we are partnering with the Financial Assistance Unit (FAU), which contacts self-pay patients and has added this survey to their workflow.

Patient activation is an important component of how we deliver health care. In the long run, we will only be successful in our goal of creating a healthier community if we empower and educate people to manage their own health care.