**Domain 1 – Research**

**Suggested Sub-theme:** Person-centred Education and empowerment.

**Oral Presentation Abstract Submission Title:** The Power of Patient Activation: Practice Nurses Transforming Chronic Disease Outcomes in Primary Care

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**Co-author/presenter First and Last Name (if applicable):**

**Institution Name, Country:** CFEP Surveys

**Insert abstract here (must not exceed 250 words)** Please ensure you address the Introduction, Methods, Results and Conclusions of your study.

**Titles:** The Power of Patient Activation: Practice Nurses Transforming Chronic Disease Outcomes in Primary Care

**Introduction:**

Chronic disease is a growing challenge in Australia, requiring primary care models that empower patients and prevent unnecessary hospitalisations. Patient activation—defined as a person’s knowledge, skills, and confidence to manage their health—is linked to better health behaviours, greater care engagement, and reduced acute care use. Over 30% of Australians with chronic illness score in PAM® Levels 1–2, indicating low engagement and higher risk of avoidable hospital use.

**Methods:**

The Patient Activation Measure (PAM®) was used in chronic disease consultations to assess self-management readiness. We will discuss case studies that demonstrate clinical staff, including Practice Nurses, trained to administer PAM®, stratify patients by activation level, and deliver tailored care accordingly. Interventions included health coaching, social prescribing, group education, and structured follow-up. PAM® was re-administered every 3–6 months to track changes in activation and health outcomes.

**Results:**

Patients demonstrated increasing activation over time, with many progressing from Levels 1–2 to 3–4. This shift aligned with reduced unplanned hospital visits and improved satisfaction with care. Practice nurses played a key role in coordinating care and adapting approaches to patients’ needs and confidence levels.

**Conclusion:**

PAM® provides a scalable, evidence-based framework for chronic disease management in general practice. Practice nurses are well-positioned to lead its implementation, helping to personalise care and reduce hospital admissions. The model supports broader system goals for proactive, patient-centred care and is suitable for replication across primary care settings.

**References (optional):**

* Consumers Health Forum of Australia. (2019). Patient Activation in Australians with Chronic Illness – Survey Results. Canberra: CHF.
* Hibbard, J.H., & Greene, J. (2013). What the evidence shows about patient activation: Better health outcomes and care experiences; fewer data on costs. Health Affairs, 32(2), 207-214.
* Hibbard, J.H., Stockard, J., Mahoney, E.R., & Tusler, M. (2004). Development of the Patient Activation Measure (PAM): Conceptualizing and measuring activation in patients and consumers. Health Services Research, 39(4 Pt 1), 1005–1026.
* South Eastern Sydney Medicare Local. (2015). PAM: Measuring Patient Activation in South Eastern Sydney. Sydney: SESML.

**Keywords:** Patient Activation Measure, practice nurse, chronic disease management, self-management, primary care, hospital avoidance, personalised care, social prescribing, health coaching.