

Altarum Consumer Engagement Measure

SCIENTIFICALLY VALIDATED SURVEY TOOL TO MEASURE PATIENT ENGAGEMENT

Altarum is a nonprofit organization that designs and implements solutions to improve the health of individuals with fewer financial resources and populations disenfranchised by the health care system.

Our team includes survey scientists, researchers, and analysts with over 30 years of combined experience designing, testing, conducting, and evaluating and validating survey projects for government agencies, payors, and health care systems.

Challenge and Need

A wide range of research shows that when patients are activated to engage with their own health, they take better care of themselves, improve their health, and drive down costs. **Highly engaged patients are better at managing their own chronic conditions as well as avoiding unnecessary health care complications.**

Altarum developed, tested, and evaluated a consumer engagement survey tool designed to be highly accessible, easy to administer, and based on unique psychological factors that have the strongest associations with real-world outcomes.

Altarum Consumer Engagement Measure Advantages:

- ▲ **Scientific Origin** – Developed testing hundreds of questions on thousands of patients and using advanced statistical techniques to distill high predictive power and reliability into a survey tool.
- ▲ **Three Dimensions** – Other conceptualizations of patient engagement only measure one aspect of patient engagement, which is often an oversimplification. *Our tool captures a much fuller patient profile.*
- ▲ **Easy to Use** – designed to be easy to administer in a clinical setting, the Altarum Consumer Engagement Measure includes 12 questions that take less than two minutes.

Measuring Patient Engagement

Administered by a provider, care manager, or other care team member, the **Altarum Consumer Engagement Measure** generates a set of patient engagement scores to support quality improvement and care management programs (e.g., patient adherence to care plan regimes or as a predictor of successful chronic condition self-management).

Altarum's Consumer Engagement Measure is recognized by the federal government as a Quality Improvement Tool.

The Altarum Consumer Engagement Measure recognizes that patients are complex. Many may be committed to their health (Commitment) but lack experience with health care (Navigation) or lack confidence in choosing between health care options (Informed Choice). Our tool **assesses three domains of patient engagement with 12 questions** and provides an immediate set of scores. Domains are correlated, but each domain is independent.

The tool can easily be administered during every patient engagement to track changes and adapt care plans, as needed. Offered as a web-based tool or integrated in a providers Electronic Health Record.

Altarum Consumer Engagement Measure Domains:

- ▲ **Commitment** measures commitment to everyday health behaviors. Predicts overall health, adherence to medical guidance, and success at chronic disease management.
- ▲ **Informed Choice** measures the desire to learn about health and choose providers and procedures. Predicts interest in Shared Decision Making (SDM) and thorough comparisons of health care options.
- ▲ **Navigation** measures skill and experience using health care benefits. Predicts ability to use benefits successfully and ask about costs before receiving care.

Sample survey: [The ACE Measure™ \(altarum.org\)](https://altarum.org)



Altarum Consumer Engagement Measure – Case Studies

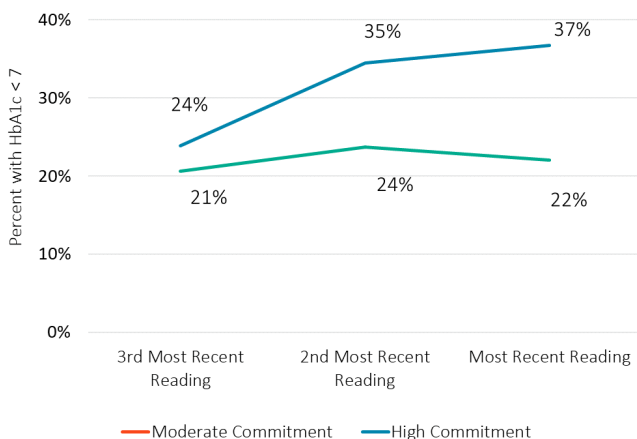
Strong predictor of successful chronic disease self-management for patients.

The U.S. Air Force¹ used the Altarum Consumer Engagement Measure to improve treatment adherence and outcomes for individuals with diabetes. Blood sugar management (A1c) was monitored for patients with diabetes at three time points over an 8-month period.

Outcomes:

- ▲ Study participants with a high Commitment survey score showed a strong improvement over time, with the percentage of those with well-managed blood sugar **growing by 50% (from 24% to 37% of patients)**.
- ▲ In contrast, those with low Commitment survey scores made no improvement at all, with only ~21% well-managed at both the start and end points.

A1c Management Over Time by Commitment Score



Recognized as a quality improvement tool for health interventions.

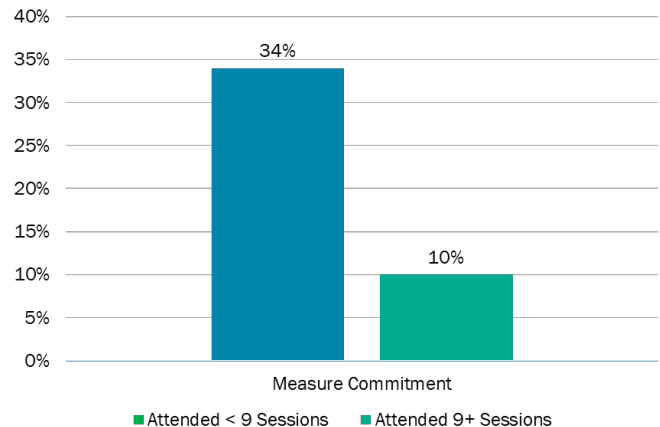
UCLA² used the Altarum Consumer Engagement Measure to study the effectiveness of a Diabetes Prevention Program (DPP) in promoting patient engagement. Participants were measured before and after the program.

Outcomes:

- ▲ Respondents who attended at least nine DPP sessions **improved their Commitment scores more than three times (34%) as much as those who did not (10%)**.
- ▲ Participation in the DPP was strongly linked to improving engagement scores—and likely success at preventing diabetes.

This evaluation suggests the DPP is effective at promoting engagement among those who attend.

DPP Attendance Linked to Increase in Commitment Score



¹ Patient Commitment and Its Relationship to A1C | Clinical Diabetes | American Diabetes Association (diabetesjournals.org)

² Diabetes Prevention Program attendance is associated with improved patient activation: Results from the Prediabetes Informed Decisions and Education (PRIDE) study - ScienceDirect

