

# Additional evidence for quality-driven experience tactics

Below is additional evidence (key metrics, related data points, and cited resources) to make the quality and experience business case for the profiled tactics. Consider sharing with senior leadership and frontline providers to get buy-in for investment.

## Select results to quantify the value of the Patient Activation Measure (PAM)

Quality		
Metric	Data	Source
Medication adherence	Increased from 86% to 94%	<a href="#">Is Patient Activation Associated with Outcomes of Care for Adults with Chronic Conditions?</a>
Utilization of self-management services	Increased from 49% to 61%	<a href="#">Is Patient Activation Associated with Outcomes of Care for Adults with Chronic Conditions?</a>
Readmissions	34.4.% fewer readmissions	<a href="#">Effect of Patient Activation on Self Management in Patients with Heart Failure</a>
Patient Experience		
Metric	Data	Source
High patient satisfaction with care	Increased from 23% to 69%	<a href="#">Is Patient Activation Associated with Outcomes of Care for Adults with Chronic Conditions?</a>
Quality of life rated “good/very good”	Increased from 38% to 78%	<a href="#">Is Patient Activation Associated with Outcomes of Care for Adults with Chronic Conditions?</a>



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