## Patient Activation Stages

<table>
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<tr>
<th>Stage of Activation</th>
<th>Patient Characteristics</th>
<th>Goals</th>
<th>Interventions</th>
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| **Stage 1**  
12% of population | ▪ Overwhelmed by stress.  
▪ Doesn’t believe in taking an active role in their health.  
▪ Passive recipient of care.  
▪ Not empowered – “No clue.”  

**Typical Phrases Heard:**  
▪ “You’re the expert”  
▪ “It’s in God’s hands”  
▪ “My doctor takes care of that.”  
▪ “My wife’s the boss of my medical care.” | ▪ Become aware of their own behaviors & symptoms.  
▪ Be self-reflective – when? where? how?  
▪ Build knowledge base to understand condition and/or disease prevention basics and their role. | ▪ Ask for “exception to the rule” or a success.  
▪ Introduce idea of goals based on interest  
▪ Introduce role differentiation of doctor – patient  
▪ Pursue small steps to build confidence. |
| **Stage 2**  
29% of population | ▪ Lack basic health care facts and have not connected facts to larger understanding about their health or recommended treatment  
▪ Lack confidence to take action  

**Typical Phrases Heard:**  
▪ “I don’t know what to do”  
▪ “Where do I start?”  
▪ “It seems so overwhelming!” | ▪ Increase in knowledge  
▪ Initial skills development  
▪ Build in success or “small wins.” | ▪ Close knowledge gaps  
▪ Focus on clinically meaningful behaviors through taking small steps  
▪ Ask: “What would be a key thing you would tell a friend about your disease?” |
| **Stage 3**  
37% of population | ▪ Have key facts and are beginning to take action, but may lack confidence / skills to support new behaviors  
▪ Life style behaviors come into stronger focus  

**Typical Phrases Heard:**  
▪ “I feel better when I…” | ▪ Skill development and gains in knowledge  
▪ Focus on choices, benefits and consequences – monitoring one’s health | ▪ Lead with patient’s interests  
▪ Problem solve with patient  
▪ Develop action plans with patients  
▪ Celebrate successes |
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<th>Stage 4 22% of population</th>
<th>Adopted new behaviors but struggle to maintain behavior when faced with stress, or difficulties.</th>
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| Typical Phrases Heard:   | “I can do it when…but I need help with,,,,”  
|                          | “My downfall is …”  
|                          | “If I had a way to ,,I could do it.” |
|                          | Learn to maintain behaviors and anticipate difficult situations – “bounce back strategies” |
|                          | Focus on closing gaps around nutrition, activity, coping with emotions |
|                          | Problem solve with patient on how to decrease barriers to maintain behaviors |
|                          | Introduce other avenues of support |
|                          | Proactive planning |

Adapted from: *Stage Base Approaches*, Patient Activation Re-Design Collaborative 6/27/07, ICSI Bloomington, MN.