

# Measure #41a. Ambulatory Care Experiences Survey (ACES)

**CARE COORDINATION MEASURE MAPPING TABLE**

|  | MEASUREMENT PERSPECTIVE |                                    |                                 |
|--|-------------------------|------------------------------------|---------------------------------|
|  | <i>Patient/Family</i>   | <i>Health Care Professional(s)</i> | <i>System Representative(s)</i> |
| <b>CARE COORDINATION ACTIVITIES</b>                              |                         |                                    |                                 |
| Establish accountability or negotiate responsibility             |                         |                                    |                                 |
| Communicate  |                         |                                    |                                 |
| <i>Interpersonal communication</i>                               | ■                       |                                    |                                 |
| <i>Information transfer</i>                                      | ■                       |                                    |                                 |
| Facilitate transitions   |                         |                                    |                                 |
| <i>Across settings</i>   |                         |                                    |                                 |
| <i>As coordination needs change</i>                              |                         |                                    |                                 |
| Assess needs and goals   | ■                       |                                    |                                 |
| Create a proactive plan of care                                  |                         |                                    |                                 |
| Monitor, follow up, and respond to change                        | □                       |                                    |                                 |
| Support self-management goals                                    | □                       |                                    |                                 |
| Link to community resources                                      |                         |                                    |                                 |
| Align resources with patient and population needs                |                         |                                    |                                 |
| <b>BROAD APPROACHES POTENTIALLY RELATED TO CARE COORDINATION</b> |                         |                                    |                                 |
| Teamwork focused on coordination                                 |                         |                                    |                                 |
| Health care home   |                         |                                    |                                 |
| Care management  |                         |                                    |                                 |
| Medication management  |                         |                                    |                                 |
| Health IT-enabled coordination                                   |                         |                                    |                                 |

**Legend:**

- = ≥ 3 corresponding measure items
- = 1-2 corresponding measure items

# Ambulatory Care Experiences Survey (ACES)

**Purpose:** To measure patient experiences with individual primary care physicians and their practices.

**Format/Data Source:** 34-item survey that covers two broad domains: (1) quality of physician-patient interactions and (2) organizational features of care.

**Date:** Measure developed in 2002.<sup>1</sup>

**Perspective:** Patient/Family

## Measure Item Mapping:

- **Communicate:**
  - Interpersonal communication:
    - *Between health care professional(s) and patient/family:* 6, 7, 10, 19
  - Information transfer:
    - *Between health care professional(s) and patient/family:* 9, 11, 15, 22
    - *Across health care teams or settings:* 21
    - *Participants not specified:* 12, 20, 26
- **Assess needs and goals:** 13, 14, 16
- **Monitor, follow up, and respond to change:** 22
- **Support self-management goals:** 11, 17

**Development and Testing:** ACES demonstrated high internal consistency reliability with a Cronbach's alpha >0.70. Physician-level reliability was also established with a sample size of 45 patients per physician.<sup>2</sup>

**Link to Outcomes or Health System Characteristics:** ACES has been used in several published studies that report its associations with important outcomes of care and organizational factors. A list of these publications may be found online.<sup>1</sup>

**Logic Model/Conceptual Framework:** The Institute of Medicine definition of primary care was utilized as the measure's underlying conceptual model for measurement.<sup>2</sup>

**Country:** United States

## Past or Validated Applications\*:

- **Patient Age:** Children, Adults, Older Adults
- **Patient Condition:** General Population/Not Condition Specific
- **Setting:** Primary Care Facility

\*Based on the sources listed below and input from the measure developers.

## Notes:

- Instrument was provided by the authors upon request (A. Li, personal communication, September 9, 2010). The 2005 version was mapped for this profile.

- This instrument contains 34 items; 16 were mapped.
- The ACES survey is administered in Massachusetts every two years and annually in California as part of the California Cooperative Healthcare Reporting Initiative.
- A pediatric version of ACES is also available. The content is primarily the same as the adult version with the exception of a few items as well as the item stems (A.Li, personal communication, April 11, 2011).

**Sources:**

1. Tufts Medical Center: Institute for Clinical Research and Health Policy Studies Web site. Available at: [http://160.109.101.132/icrhps/resprog/thi/aces\\_publist.asp](http://160.109.101.132/icrhps/resprog/thi/aces_publist.asp) Accessed: 21 September 2010.
2. Safran DG, Karp M, Coltin K, et al. Measuring patients' experiences with individual primary care physicians. *J Gen Int Med* 2006;21(1):13-21.