

Measure #41b. Primary Care Provider Ambulatory Care Experiences Survey (PCP ACES)

CARE COORDINATION MEASURE MAPPING TABLE

	MEASUREMENT PERSPECTIVE		
	<i>Patient/Family</i>	<i>Health Care Professional(s)</i>	<i>System Representative(s)</i>
CARE COORDINATION ACTIVITIES			
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			
BROAD APPROACHES POTENTIALLY RELATED TO CARE COORDINATION			
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

Primary Care Provider Ambulatory Care Experiences Survey (PCP ACES)

Purpose: To evaluate patients' experiences with self-management support for chronic conditions.

Format/Data Source: This 5-item component on self-management support¹ for those patients with chronic conditions is intended for use with the Ambulatory Care Experiences Survey (ACES, measure 41a).² The self-management support items are used to create a composite measure ranging from 1 to 100, with higher scores indicating better support. (Note: Information in this profile focuses on the new self-management support composite, but is closely related to the ACES survey. See the profile for measure 41a for information on the ACES survey).

Date: Measure released in 2009.¹

Perspective: Patient/Family

Measure Item Mapping:

- Interpersonal communication: 1, 5
 - *Between health care professional(s) and patient/family:* 1, 5
- Information transfer: 4
 - *Across health care teams or settings:* 4
- **Assess needs and goals:** 2, 5
- **Support self-management goals:** 1, 3

Development and Testing: Psychometric analyses demonstrated acceptable internal consistency (>0.70). Cronbach's alpha for the self-management support composite was 0.75 among primary care respondents and 0.71 among specialist respondents. Overall Cronbach's alpha was 0.73. The minimum sample size required for medical groups to provide a reliable and stable estimate of self-management support using this composite was 199 patients (across all chronic conditions).¹

Link to Outcomes or Health System Characteristics: Among more than 80,000 patients surveyed from 173 medical groups in California, bivariate analyses showed that self-management support scores were significantly greater when additional medical professionals were involved in care for a chronic condition ($p < 0.001$). For example, participation of other physicians, nurses, nurse practitioners, physical therapists or nutritionists in addition to the general or specialist physician directing care. This relationship was observed for each of the eight types of chronic conditions analyzed (arthritis, asthma, back pain, cancer, cardiovascular disease, depression, diabetes and hypertension).¹

Logic Model/Conceptual Framework: None described in the sources identified.

Country: United States

Past or Validated Applications*:

- **Patient Age:** Adult
- **Patient Condition:** Combined Chronic Conditions, General Chronic Conditions
- **Setting:** Primary Care Facilities; Other Outpatient Specialty Care Facilities

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

Notes:

- All instrument items are located in the text of the source article. Items are numbered sequentially in the order in which they appear.¹
- This instrument contains 5 items, of which 5 were mapped.
- The 5-item self-management support component profiled here is intended for use with the Ambulatory Care Experiences Survey (ACES). See the ACES profile (measure #41a) for further information about that instrument.

Sources:

1. Sequist TD, von Glahn T, Li A, et al. Statewide evaluation of measuring physician delivery of self-management support in chronic disease care. *J Gen Intern Med* 2009;24(8):939-45.
2. Safran DG, Karp M, Coltin K, et al. Measuring patients' experiences with individual primary care physicians. Results of a statewide demonstration project. *J Gen Intern Med* 2006;21(1):13-21.