

COMPLETING AND SCORING THE ACIC

COMPLETING THE ACIC

Users should complete the ACIC for one chronic condition at a time (e.g., how well they are providing care for diabetes). Respondents (practice teams, health plan representatives) are asked to rate the degree to which each component (e.g., partnerships with community organizations, patient treatment plans) is being implemented within their system for that chronic condition, using a scale ranging from 0 (not at all) to 11 (fully). To aid in selecting a value, the ACIC provides general descriptions for limited, basic, good and excellent support of chronic illness care in connection with that component. One of the advantages of the ACIC is that the most advanced category (the highest possible score for each item) describes optimal practice, educating respondents about where they should be targeting their practice.

SCORING THE ACIC

The ACIC provides subscale scores corresponding to each of the Chronic Care Model elements, as well as an overall score. Scores for each section are obtained by summing the values for all items within a section (e.g., self-management support) and dividing by the number of items within that section. The overall score is derived by summing the average scores of each section and dividing by the number of sections administered. For Version 3, you should divide the overall score (sum of average subscale scores) by 6 (the number of subscales in Version 3) to obtain the average overall score. For Version 3.5, you should divide the overall score by 7 (the number of subscales in Version 3.5) to obtain the average overall score.

The ACIC is organized such that the highest "score" (an "11") on any individual item, subscale, or the overall score (an average of the seven ACIC subscale scores) indicates optimal support for chronic illness. The lowest possible score on any given item or subscale is a "0", which corresponds to limited support for chronic illness care. The interpretation guidelines are as follows:

Between "0" and "2" = limited support for chronic illness care
Between "3" and "5" = basic support for chronic illness care
Between "6" and "8" = reasonably good support for chronic illness care
Between "9" and "11" = fully developed chronic illness care

It is common for teams to begin a collaborative with average scores below "5" on many (or all) areas the ACIC. After all, if everyone was providing optimal care for chronic illness, there would be no need for a chronic illness collaborative or other quality improvement programs. Over time, as teams' understanding of good care increases and they continue to implement effective practice changes, they should see overall improvement in their ACIC scores.