

# Performance Measurement Report

Data collected on Grant Year 2009 – March 1, 2009-February 28, 2010

<b>Core Medical Services</b>				
		<b>AMBULATORY OUTPATIENT MEDICAL CARE</b>	<b>Actual</b>	<b>Goal</b>
1	<i>Medical Visits</i> Percent of clients with HIV infection who had two or more medical visits in an HIV care setting in the measurement year.		52%	75%
2	<i>CD4 T-Cell Count</i> Percent of clients with HIV-infection who had 2 or more CD4 T-cell counts performed in the measurement year.		47%	75%
3	<i>CD4&lt;200 with PCP Prophylaxis</i> Percent of clients with HIV-infection and a CD4 T-cell count below 200 cells/mm <sup>3</sup> who were prescribed PCP prophylaxis.		47%	75%
4	<i>AIDS Clients on HAART</i> Percent of clients with AIDS who are prescribed HAART		67%	95%
5	<i>Percent of Pregnant Women Prescribed ART-MAI Measure</i> Percent of pregnant women with HIV- infection who are prescribed antiretroviral therapy.		100%	100%
6	<i>Adherence Assessment and Counseling</i> Percent of clients with HIV-infection on ARVs who were assessed and counseled for adherence two or more times in the measurement year as part of their primary care. Note: <i>This performance measure is currently under review to ensure that accurate numbers are captured.</i>		NA	NA
7	<i>Cervical Cancer Screening-MAI Measure</i> Percent of women with HIV-infection who have a pap screening in the measurement year.		26%	70%
8	<i>Hepatitis B Vaccination</i> Percent of clients with HIV-infection who completed the vaccine series for Hepatitis B.		8%	45%
9	<i>Hepatitis C Screening</i> Percent of clients for who Hepatitis C (HCV) screening was performed at least once since diagnosis of HIV infection.		34%	75%
10	<i>HIV Risk Counseling</i> Percent of clients with HIV-infection who received HIV risk counseling within the last 12 months.		14%	80%
11	<i>Lipid Screening</i> Percent of clients with HIV-infection on HAART who had a fasting lipid panel within the last 12 months.		3%	75%
12	<i>Syphilis Screening</i> Percent of adult clients with HIV- infection who had a test for syphilis performed within the last 12 months.		44%	80%
13	<i>TB Screening</i> Percent of adult clients who received testing for LTBI (latent TB infection) at least once since HIV diagnosis.		22%	75%
14	<i>Chlamydia Screening</i> Percent of clients with HIV-infection at risk for sexually transmitted infections (STI) who had a test for Chlamydia within the measurement year.		8%	70%
15	<i>Gonorrhea Testing</i> Percent of clients with HIV- infection at risk for sexually transmitted infections (STI's) who had a test for gonorrhea within the measurement year.		4%	70%
16	<i>Hepatitis B Screening</i> Percent of clients with HIV infection who have been screened for Hepatitis B virus infection status.		15%	80%
17	<i>Influenza Vaccination</i> Percent of clients with HIV infection who have received influenza vaccination within the last 12 months.		37%	50%
	<i>MAC Prophylaxis</i>			

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18	Percent of clients with HIV-infection and a CD4 count <50 cells/mm <sup>3</sup> who were prescribed Mycobacterium Acium Complex (MAC) prophylaxis within the measurement year. <i>This performance measure is currently under review to ensure that accurate numbers are captured.</i>	NA	85%
19	<i>Mental Health Screening</i> Percent of new clients with HIV- infection who have had a mental health screening within the last 12 months.	48%	45%
20	<i>Pneumococcal Vaccination</i> Percent of clients with HIV infection who have ever received pneumococcal vaccine.	29%	75%
21	<i>Substance Use</i> Percent of new clients with HIV-infection who have been screened for substance use (alcohol and drugs) in the last 12 months.	28%	45%
22	<i>Toxoplasma Screening</i> Percent of clients with HIV-infection for whom a Toxoplasma screening was performed at least once since the diagnosis of HIV-infection.	16%	80%
23	<i>Stabilize CD4 T-Cell Count</i> Percent of clients who have stabilized or increased their CD4 T-cell count from initial count.	74%	75%
24	<i>Undetectable Viral Load</i> Percent of clients who have an undetectable viral load count from initial count.	68%	75%
25	<i>Increase Service Utilization in Communities of Color (MAI)</i> Percent of minority clients accessing Ambulatory/Outpatient Medical Care.	80%	60%
26	<i>Medication Education</i> Percent of clients who were prescribed new medication and received medication education concurrently.	71%	80%
<b>MEDICAL CASE MANAGEMENT</b>		<b>Actual</b>	<b>Goal</b>
1	<i>Increase Medical Case Management Utilization</i> Percent of clients who are in medical care and in medical case management services.	77%	85%
2	<i>Received Medical Case Management Services</i> Percent of clients in the care system that have at least once medical case management visit.	78%	75%
3	<i>Medical Care</i> Percent of clients who are in medical case management and had at least one medical case management visit	34%	65%
4	<i>Medical Appointment Adherence</i> Percent of clients with adherence to primary care (ambulatory/outpatient medical care) visits within the measurement year.	71%	80%
5	<i>HIV Medication Adherence</i> Percent of clients that are adherent to their medication regimen.	70%	80%
6	<i>Maintain High Acuity Clients in Medical Care</i> Percent of high acuity clients that are adherent to primary medical care visits.	72%	80%
7	<i>High Acuity Clients with Adherence to HIV Medication</i> Percent of high acuity clients with adherence to their HIV medication regimen.	73%	80%
8	<i>Substance Abuse Screening and Referrals</i> Percent of clients indicating substance abuse and are referred for substance abuse treatment.	NA	85%
9	<i>Mental Health Screening and Referrals</i> Percent of clients screened for mental health issues and referred if necessary for treatment.	NA	85%
10	<i>Acuity on Intake</i> Percent of clients that have an acuity performed upon intake.	51%	90%
	<i>Updated Client Acuity</i>		

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11	Percent of clients that have an acuity performed at least once during the measurement period.	90%	85%
12	<i>Updated Care Plan</i> Percent of clients with an updated care plan at least once annually.	88%	85%
13	<i>Current Labs</i> Percent of clients who have labs included in their chart dated within the measurement period.	83%	85%
14	<i>Service Utilization in Communities of Color-MAI Measure</i> Percent of medical case management service utilization for clients in communities of color.	78%	78%
<b>MENTAL HEALTH SERVICES</b>		<b>Actual</b>	<b>Goal</b>
1	<i>Mental Health Screening</i> Percent of clients for whom a mental health assessment was performed on intake.	60%	80%
2	<i>Updated GAF Score</i> Percent of clients with an updated GAF assessment at least once annually.	55%	80%
3	<i>Improved Functional Status</i> Percent of clients whose functional status improved over the course of treatment. (GAF Score increased)	67%	55%
4	<i>Updated Treatment Plan</i> Percent of clients with a care/treatment plan updated at least once annually.	58%	80%
5	<i>Medical Care</i> Percent of clients who are in mental health treatment and had at least one medical visit.	36%	75%
6	<i>Retention in Care</i> Percent of clients who remained in care during the measurement period.	73%	55%
<b>SUBSTANCE ABUSE TREATMENT SERVICES</b>		<b>Actual</b>	<b>Goal</b>
1	<i>Updated Treatment Plan</i> Percent of clients with a care/treatment plan updated at least once annually.	67%	80%
2	<i>Updated GAF Score</i> Percent of clients with an updated GAF assessment at least once annually.	80%	80%
3	<i>Improved Functional Status</i> Percent of clients whose functional status improved over the course of treatment from initial GAF score to GAF at discharge. (GAF score increased)	75%	55%
4	<i>Medical Care</i> Percent of clients who are in mental health treatment and had at least once medical visit.	18%	75%
5	<i>Retention in Care</i> Percent of clients that did not drop out of care during the measurement period.	80%	55%
<b>Support Services</b>			
<b>NON-MEDICAL CASE MANAGEMENT</b>		<b>Actual</b>	<b>Goal</b>
1	<i>Provide Continuity of Care to Clients</i> Percent of clients who received non-medical case management services that access medical and/or supportive services.	18%	65%
2	<i>Service Utilization in Communities of Color-MAI Measure</i> Percent of non-medical case management service utilization for clients in communities of color.	20%	65%
3	<i>Case Management Care Plan</i> Percent of clients who have a case management care plan documented and updated annually.	72%	65%
4	<i>Medical Care</i> Percent of clients who had a medical visit with a provider with prescribing privileges at least once in the measurement year and accessed non-medical case management services.	48%	65%
5	<i>Updated Client Acuity</i> Percent of clients who have a client acuity documented and updated at least once	57%	65%

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<b>HOUSING ASSISTANCE</b>		<b>Actual</b>	<b>Goal</b>
1	<i>Timely Payments</i> Percent of clients with a housing payment made within 7 days of approved application.	94%	75%
2	<i>Medical Care</i> Percent of clients accessing EFA-Housing assistance an in medical care.	77%	65%
<b>UTILITY ASSISTANCE</b>		<b>Actual</b>	<b>Goal</b>
1	<i>Requests Fulfilled Within 48 Hours</i> Percent of clients who received approved EFA utility assistance payments within 48 hours of request.	90%	75%
2	<i>Medical Care</i> Percent of clients accessing EFA utility assistance and in medical care.	34%	65%
<b>Consumer Indicators</b>			
<b>CONSUMER SATISFACTION</b>		<b>Actual</b>	<b>Goal</b>
1	<i>Medical Care</i> Percent of clients that report being very satisfied or satisfied with the overall <b><u>medical care</u></b> they received over the last 12 months for their HIV/AIDS status.	88%	75%
2	<i>Medication Assistance</i> Percent of clients that reported being very satisfied or satisfied with the process of accessing and/or <b><u>picking up their HIV/AIDS medication</u></b> over the last 12 months.	89%	75%
3	<i>Case Management</i> Percent of clients that reported being very satisfied or satisfied with the services they received from <b><u>community case managers and social workers</u></b> for their HIV/AIDS status over the last 12 months.	84%	75%
4	<i>Medical Nutrition Therapy</i> Percent of clients that reported being very satisfied or satisfied with the <b><u>medical nutrition services</u></b> they received over the last 12 months.	86%	75%
5	<i>Health Insurance Premium and Cost Sharing Assistance</i> Percent of clients that report being very satisfied or satisfied with the assistance they received with their <b><u>health insurance</u></b> related issues over the last 12 months through the Ryan White Program.	88%	75%
6	<i>Mental Health Services</i> Percent of clients that reported being very satisfied or satisfied with the <b><u>mental health services</u></b> (including group session) they received over the last 12 months through the Ryan White Program.	88%	75%
7	<i>Substance Abuse Services</i> Percent of clients that reported being very satisfied or satisfied with the <b><u>substance abuse services</u></b> they received over the last 12 months through the Ryan White Program.	86%	75%
8	<i>EFA</i> Percent of clients that reported being very satisfied or satisfied with the <b><u>emergency financial assistance</u></b> (for utilities or housing) you received over the last 12 months through the Ryan White Program.	83%	75%
9	<i>Medical Transportation Services</i> Percent of clients that reported being very satisfied or satisfied with the <b><u>transportation services</u></b> (bus pass system) they received over the last 12 months through the Ryan White Program.	85%	75%
10	<i>Overall Quality of Care</i> Percent of clients that reported being very satisfied or satisfied with the overall quality of care and services they received for their HIV/AIDS status over the last 12 months.	87%	75%
<b>Systems-Level Indicators</b>			
<b>SYSTEMS LEVEL</b>		<b>Actual</b>	<b>Goal</b>
	<i>Wait time for initial access to outpatient/ambulatory medical care</i>		

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1	Percent of Ryan White Program-funded outpatient/ambulatory care organizations in the system/network with a waiting time of 15 or fewer business days for a Ryan White Program-eligible patient to receive an appointment to enroll in outpatient/ambulatory medical care.	TBD New 2011	TBD New 2011
2	<i>HIV test results for PLWH/A</i> Percent of individuals who test positive for HIV who are given their HIV-antibody test results in the measurement year.	TBD New 2011	TBD New 2011
3	<i>Disease status at time of entry into care</i> Percentage of individuals with an AIDS diagnosis at time of initial outpatient/ambulatory medical care visit in the measurement year.	TBD New 2011	TBD New 2011
4	<i>Quality Management Program</i> Percent of Ryan White Program-funded clinical organizations with an HIV-specific quality management program in the measurement year.	TBD New 2011	TBD New 2011