

**FY 2021 CLINICAL QUALITY MANAGEMENT (CQM) UPDATE (Performance Measures for All Service Categories)**  
**April 1, 2021 – March 31, 2022**

Core and Support Service Category	Performance Measure, including numerator and denominator	Actual Outcome Data from GY20, as a percentage	GY20 Target/Benchmark, as a percentage	COMMENTS
<u>Medication Assistance Program (MAP)</u>	<p><b>Numerator:</b> Number of MAP clients receiving medications or medication copayments and Medical Case Management services, regardless of age, will have an HIV viral load less than 200 copies/mL at last HIV viral load test during the 12-month measurement period.</p> <p><b>Denominator:</b> Number of MAP clients receiving medications or medication copayments and Medical Case Management services, regardless of age</p>	92%	93%	
<u>AIDS Drug Assistance Program</u>	<p><b>Numerator:</b> Number of MAP applicants that are approved or denied for MAP enrollment within two weeks of MAP receiving a complete application during the 12-month measurement period.</p> <p><b>Denominator:</b> Number of MAP applicants submitting a complete application during the 12-month measurement period</p>	61%	91%	
<u>Outpatient/Ambulatory Health Services</u>	<p><b>Numerator:</b> Number of PLWH and receiving Outpatient/Ambulatory Medical care services, regardless of age, will have an HIV viral load less than 200 copies/mL at last HIV viral load test during the 12-month measurement period.</p>	90%	96%	

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	<p><b>Denominator:</b> Number of PLWH and receiving Outpatient/Ambulatory Medical care services, regardless of age, during the 12-month measurement period</p>			
<p><u>Health Insurance Premium and Cost Sharing Assistance for Low-income</u></p>	<p><b>Numerator:</b> Number of PLWH and receiving Health Insurance Premium and Cost Sharing Assistance for Low-income, regardless of age, will have an HIV viral load less than 200 copies/mL at last HIV viral load test during the 12-month measurement period.</p> <p><b>Denominator:</b> Number of PLWH and receiving Health Insurance Premium and Cost Sharing Assistance for Low-income, regardless of age, during the 12-month measurement period.</p>	96%	96%	
<p><u>Oral Health Care</u></p>	<p><b>Numerator:</b> Number of people enrolled in the RWHAP Part B-funded program and receiving oral health services, regardless of age, will have oral health education session at least once during the 12-month measurement period.</p> <p><b>Denominator:</b> Number of people enrolled in the RWHAP Part B-funded program and receiving oral health services, regardless of age, during the 12-month measurement period</p>	64%	70%	
<p><u>Mental Health Services</u></p>	<p><b>Numerator:</b> Number of people enrolled in RWHAP Part B-funded Program who received a Mental Health service, regardless of age, will have at least two care markers in the 12-month measurement period that are at least 3 months apart (Care marker defined as evidence of a HIV medical care visit date, a CD4 count and test date, a viral load value and test date, and/or an antiretroviral medication prescription and date) during the 12-month measurement period.</p>	96%	96%	

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	<p><b>Denominator:</b> Number of people enrolled in RWHAP Part B-funded Program who received a Mental Health service, regardless of age, during the 12-month measurement period.</p>			
<p><u>Medical Nutrition Therapy</u></p>	<p><b>Numerator:</b> Number of people enrolled in RW Part B-funded Program living with HIV regardless of age and receiving medical nutrition services, will have at least two care markers in a 12-month period, that are at least 3 months apart. (Care marker defined as evidenced of a HIV medical care visit date, a CD4 count and test date, a viral load value and test date, and/or an antiretroviral medication prescription and date) during 12-month measurement period</p> <p><b>Denominator:</b> Number of people enrolled in RW Part B-funded Program living with HIV regardless of age and receiving medical nutrition services during 12-month measurement period.</p>	97%	95%	<p><b>Access to Telehealth services increased throughout the state, which allowed clients to facilitate care better.</b></p>
<p><u>Medical Case Management Services (Including Treatment Adherence)</u></p>	<p><b>Numerator:</b> Number of people enrolled in RW Part B-funded Program living with HIV regardless of age and receiving medical nutrition services, will have at least two care markers in a 12-month period, that are at least 3 months apart. (Care marker defined as evidenced of a HIV medical care visit date, a CD4 count and test date, a viral load value and test date, and/or an antiretroviral medication prescription and date) during 12-month measurement</p> <p><b>Denominator:</b> Number of people enrolled in RWHAP Part B-funded Program living with HIV and receiving Medical Case Management services, regardless of age, during the 12-month measurement period.</p>	N/A	95%	

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<p><u>Medical Case Management Services (Including Treatment Adherence)</u></p>	<p><b>Numerator:</b> Number of people enrolled in RWHAP Part B-funded Program living with HIV and receiving Medical Case Management services, regardless of age, will have an HIV viral load lesser than 200 copies/mL at last HIV viral load test during the 12-month measurement period.</p> <p><b>Denominator:</b> Number of people enrolled in RWHAP Part B-funded Program living with HIV and receiving Medical Case Management services, regardless of age, during the 12-month measurement period.</p>	<p>88%</p>	<p>95%</p>	<p>Due to the COVID pandemic labs were a challenge for clients to access related to restrictions to in-person visits.</p>
<p><u>Early Intervention Services</u></p>	<p><b>Numerator:</b> Number of newly enrolled EIS clients who have documentation of education given regarding HIV disease process, risk reduction, and maintenance of the immune system. The number of people serve could potentially increase and they may a variance in the number of units each clients receive in the EIS encounter.</p> <p><b>Denominator:</b> Number of newly enrolled EIS clients.</p>	<p>40%</p>	<p>70%</p>	
<p><u>Substance Abuse Services – Outpatient</u></p>	<p><b>Numerator:</b> Number of people enrolled in RWHAP Part B-funded Program living with HIV regardless of age and receiving Outpatient Substance Abuse services, will have at least two care markers in the 12-month measurement period, that are at least 3 months apart (Care marker defined as evidence of a HIV medical care visit date, a CD4 count and test date, a viral load value and test date, and/or an antiretroviral medication prescription and date)</p> <p><b>Denominator:</b> Number of people enrolled in RWHAP Part B-funded Program living with HIV regardless of age and receiving Outpatient Substance Abuse services</p>	<p>98%</p>	<p>95%</p>	<p>Due to the COVID pandemic labs were a challenge for clients to access related to restrictions to in-person visits.</p>

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<p><u>Non-Medical Case Management</u></p>	<p><b>Numerator:</b> Number of people enrolled in RWHAP Part B-funded Program living with HIV regardless of age and receiving non-Medical Case Management services, will have at least two care markers in the 12-month measurement period that are at least 3 months apart (Care marker defined as evidence of a HIV medical care visit date, a CD4 count and test date, a viral load value and test date, and/or an antiretroviral medication prescription and date).</p> <p><b>Denominator:</b> Number of people enrolled in RWHAP Part B-funded Program living with HIV regardless of age and receiving non-Medical Case Management services</p>	<p>94%</p>	<p>95%</p>	<p>Due to the COVID pandemic labs were a challenge for clients to access related to restrictions to in-person visits.</p>
<p><u>Non-Medical Case Management</u></p>	<p><b>Numerator:</b> Number of people enrolled in RWHAP Part B-funded Program living with HIV and receiving Non-Medical Case Management services, regardless of age, will have an HIV viral load lesser than 200 copies/mL at last HIV viral load test during the 12-month measurement period.</p> <p><b>Denominator:</b> Number of people enrolled in RWHAP Part B-funded Program living with HIV and receiving Non-Medical Case Management services, regardless of age, during the 12-month measurement period.</p>	<p>94%</p>	<p>N/A</p>	

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<p><u>Emergency Financial Assistance</u></p>	<p><b>Numerator:</b> Number of people enrolled in RWHAP Part B-funded Program and receiving Emergency Financial Assistance will have two or more care markers in the 12-month measurement period that are at least 90 days apart (Care marker defined as evidence of a HIV medical care visit date, a CD4 count and test date, a viral load value and test date, and/or an antiretroviral medication prescription and date).</p> <p><b>Denominator:</b> Number of Number of people enrolled in RWHAP Part B-funded Program and receiving Emergency Financial Assistance.</p>	<p>96%</p>	<p>98%</p>	<p>Due to the COVID pandemic labs were a challenge for clients to access related to restrictions to in-person visits.</p>
<p><u>Food Bank/Home-delivered Meals</u></p>	<p><b>Numerator:</b> Number of PLWH and receiving Food Bank/Home-delivered Meals will have at least two care markers in the 12-month measurement period that are at least 3 months apart (Care marker defined as evidence of a HIV medical care visit date, a CD4 count and test date, a viral load value and test date, and/or an antiretroviral medication prescription and date).</p> <p><b>Denominator:</b> Number of PLWH and receiving Food Bank/Home-delivered Meals</p>	<p>97%</p>	<p>98%</p>	<p>Due to the COVID pandemic labs were a challenge for clients to access related to restrictions to in-person visits.</p>

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<p><u>Health Education/Risk Reduction</u></p>	<p><b>Numerator:</b> Number of PLWH and receiving Health Education/Risk Reduction services will have at least two care markers in the 12-month measurement period that are at least 3 months apart (Care marker defined as evidence of a HIV medical care visit date, a CD4 count and test date, a viral load value and test date, and/or an antiretroviral medication prescription and date).</p> <p><b>Denominator:</b> Number of PLWH and receiving Health Education/Risk Reduction services</p>	<p>96%</p>	<p>95%</p>	<p><b>Through medication and appointment reminders through telehealth and mobile health, ability to educate clients on accessing meds through mail .</b></p>
<p><u>Housing</u></p>	<p><b>Numerator:</b> Number of people enrolled in RWHAP Part B-funded Program living with HIV, regardless of age and receiving Housing services, will have at least two care markers in a 12-month measurement period that are at least 6 months apart (Care marker defined as evidence of a HIV medical care visit date, a CD4 count and test date, a viral load value and test date, and/or an antiretroviral medication prescription and date).</p> <p><b>Denominator:</b> Number of people enrolled in RWHAP Part B-funded Program living with HIV, regardless of age and receiving Housing services</p>	<p>98%</p>	<p>98%</p>	
<p><u>Linguistics</u></p>	<p><b>Numerator:</b> Number of PLWH and receiving Legal services, regardless of age, will have at least two care markers in the 12-month measurement period that are at least 3 months apart (Care marker defined as evidence of a HIV medical care visit date, a CD4 count and test date, a viral load value and test date, and/or an antiretroviral medication prescription and date).</p>	<p>97%</p>	<p>97%</p>	

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	<b>Denominator:</b> Number of PLWH and receiving Legal services, regardless of age			
<u>Medical Transportation Services</u>	<p><b>Numerator:</b> Number of PLWH regardless of age and receiving Medical Transportation services, will have at least two care markers in the 12-month measurement period that are at least 3 months apart (Care marker defined as evidence of a HIV medical care visit date, a CD4 count and test date, a viral load value and test date, and/or an antiretroviral medication prescription and date).</p> <p><b>Denominator:</b> Number of PLWH regardless of age and receiving Medical Transportation services</p>	96%	95%	Due to pandemic, clients
<u>Outreach Services</u>	<p><b>Numerator:</b> Number of PLWH and receiving Outreach services, regardless of age, will have at least two care markers in a the 12-month measurement period that are at least 3 months apart (Care marker defined as evidence of a HIV medical care visit date, a CD4 count and test date, a viral load value and test date, and/or an antiretroviral medication prescription and date).</p> <p><b>Denominator:</b> Number of PLWH and receiving Outreach services, regardless of age</p>	91%	95%	Due to the COVID pandemic labs were a challenge for clients to access related to restrictions to in-person visits.
<u>Referral for Health Care</u>	<p><b>Numerator:</b> Number of PLWH and receiving Referral for Health Care/Supportive Services, regardless of age, will have at least two care markers in the 12-month measurement period that are at least 3 months apart (Care marker defined as evidence of a HIV medical care visit date, a CD4 count and test date, a viral load value and test date, and/or an antiretroviral medication prescription and date).</p>	82%	95%	Due to the COVID pandemic labs were a challenge for clients to access related to restrictions to in-person visits.



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<p><u>Substance Abuse Services – Residential</u></p>	<p><b>Numerator:</b> Number of PLWH and receiving Residential Substance Abuse services, will have at least two care markers in the 12-month measurement period, that are at least 3 months apart (Care marker defined as evidence of a HIV medical care visit date, a CD4 count and test date, a viral load value and test date, and/or an antiretroviral medication prescription and date).</p> <p><b>Denominator:</b> Number of PLWH and receiving Residential Substance Abuse services</p>	91%	95%	<p><b>Due to Covid pandemic, client might not have been as willing to go to a residential treatment that involved other people.</b></p>
<p><u>Psychosocial Support Services</u></p>	<p><b>Numerator:</b> Number of PLWH and receiving Psychosocial Support services, will have an HIV viral load less than 200 copies/mL at last HIV viral load test during the 12-month measurement period.</p> <p><b>Denominator:</b> Number of PLWH Number of PLWH and receiving Health Education/Risk Reduction services</p>	92%	95%	<p>Due to the COVID pandemic labs were a challenge for clients to access related to restrictions to in-person visits.</p>
<p><u>Psychosocial Support Services</u></p>	<p><b>Numerator:</b> Number of PLWH and receiving Psychosocial Support services, will have at least two care markers in the 12-month measurement period, that are at least 3 months apart (Care marker defined as evidence of a HIV medical care visit date, a CD4 count and test date, a viral load value and test date, and/or an antiretroviral medication prescription and date)</p> <p><b>Denominator:</b> Number of PLWH Number of PLWH and receiving Health Education/Risk Reduction services</p>	97%	98%	<p>Due to the COVID pandemic labs were a challenge for clients to access related to restrictions to in-person visits.</p>

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<u>MAI Outreach Services (Outreach)</u>	<p><b>Numerator:</b> MAI Outreach Services clients will be verified as enrolled in MAP or another prescription medication program</p> <p><b>Denominator:</b> Number of MAI Outreach Services clients</p>	51%	75%	As more clients are moving to Medicaid due to Medicaid expansion, we do not have ability to match service utilization data with clients who are enrolled in Medicaid.
<u>MAI Outreach Services (Outreach)</u>	<p><b>Numerator:</b> Number of MAI Outreach Services clients will have an HIV viral load less than 200 copies/mL at last viral load test in the last the 12-month measurement period.</p> <p><b>Denominator:</b> MAI Outreach Services clients</p>	88%	95%	Due to the COVID pandemic labs were a challenge for clients to access related to restrictions to in-person visits.
<u>MAI Outreach Services (Education)</u>	<p><b>Numerator:</b> Number of MAI clients who receive HIV education services will be verified as enrolled in MAP or another prescription medication program.</p> <p><b>Denominator:</b> MAI Outreach Services clients</p>	51%	65%	As more clients are moving to Medicaid due to Medicaid expansion, we do not have ability to match service utilization data with clients who are enrolled in Medicaid.
<u>MAI Outreach Services (Education)</u>	<p><b>Numerator:</b> Number of MAI clients who receive HIV education services will have at least two care markers in the 12-month measurement period that are at least 3 months apart.</p> <p><b>Denominator:</b> MAI Outreach Services clients</p>	95%	85%	Due to the COVID pandemic labs were a challenge for clients to access related to restrictions to in-person visits.