

**FY 2020 CLINICAL QUALITY MANAGEMENT (CQM) UPDATE (Performance Measures for All Service Categories)
April 1, 2020 – March 31, 2021**

Core and Support Service Category	Performance Measure, including numerator and denominator	Actual Outcome Data, as a percentage	Target/Benchmark, as a percentage	COMMENTS
<p><u>Medication Assistance Program (MAP)</u></p> <p>* Policy Clarification Notice 15-02: Policy Clarification Notice (PCN) #15-02 (updated 11/30/2018): Recipients should identify at least two performance measures for the RWHAP service categories (funded by direct RWHAP funds, rebates, and/or program income) where greater than or equal to 50% of the recipients' eligible clients receive at least one unit of service.</p>	<p>Numerator: 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>Denominator: Number of MAP clients receiving medications or medication copayments and Medical Case Management services, regardless of age</p>	92%	93%	On track toward reaching projected goal.
<p><u>AIDS Drug Assistance Program</u></p> <p>* Policy Clarification Notice 15-02: Policy Clarification Notice (PCN) #15-02 (updated 11/30/2018): Recipients should identify at least two performance measures for the RWHAP service categories (funded by direct RWHAP funds, rebates, and/or program income) where greater than or equal to 50% of the recipients'</p>	<p>Numerator: Number of ADAP applicants that are approved or denied for ADAP enrollment within two weeks of ADAP receiving a complete application during the 12-month measurement period.</p> <p>Denominator: Number of ADAP applicants submitting a complete application during the 12-month measurement period</p>	61%	91%	Goal not achieved. Incomplete applications were one of the factors that led to increased processing time - team has to make contact with the person submitting the application to get correct/completed information. In addition, loss of VA ADAP contractual staff - more than half of the eligibility team left the unit, so we had less staff to process a larger volume of applications, which contributed to increased processing time.

FY 2020 CLINICAL QUALITY MANAGEMENT (CQM) UPDATE (Performance Measures for All Service Categories)
April 1, 2020 – March 31, 2021

eligible clients receive at least one unit of service.				
<u>Outpatient/Ambulatory Health Services</u>	<p>Numerator: 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> <p>Denominator: Number of PLWH and receiving Outpatient/Ambulatory Medical care services, regardless of age, during the 12-month measurement period</p>	90%	96%	<p>Goal not achieved. Due to the unexpected impact of the COVID-19 pandemic, Ryan White Part B clients experienced reduced access to in-person care, support, and supplemental services, including lab services. Clients who are stable and mature in disease management see a clinician every 12 months. VDH allocated funds to subrecipients for rapid expansion of telemed/telehealth during the COVID-19 pandemic supported a subset of clients that helped us to achieve the 90%. VDH is also examining adding telemedicine to the HCC definitions that can boost measurement performance when telemedicine/telehealth is used for service modality.</p>
<u>Health Insurance Premium and Cost Sharing Assistance for Low-income</u>	<p>Numerator: 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>	96%	96%	Projected goal achieved.

FY 2020 CLINICAL QUALITY MANAGEMENT (CQM) UPDATE (Performance Measures for All Service Categories)
April 1, 2020 – March 31, 2021

	<p>Denominator: 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>			
<p><u>Oral Health Care</u></p>	<p>Numerator: 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>Denominator: 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>Goal not achieved. Education care markers are not captured in the current VDH database. Instead, care markers are captured through sub recipients’ self-reported data. In addition, subrecipients reported high no-show rates due to COVID-19 and patient hesitancy. VDH’s new client-level data system will become operational in GY 21 that will enable us to report some of these measures next year.</p>
<p><u>Mental Health Services</u></p>	<p>Numerator: 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%	<p>Projected goal achieved.</p>

FY 2020 CLINICAL QUALITY MANAGEMENT (CQM) UPDATE (Performance Measures for All Service Categories)
April 1, 2020 – March 31, 2021

	<p>Denominator: 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>Numerator: 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>Denominator: 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%	Exceeded projected goal. Due to the COVID-19 pandemic, there was an increased need for Medical Nutrition Therapy and these required nutrition assessment and screenings, as well as dietary/nutritional evaluations were done through telemed/telehealth services.
<p><u>Medical Case Management Services (Including Treatment Adherence)</u></p>	<p>Numerator: 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>Denominator: Number of people enrolled in RWHAP Part B-funded Program living with HIV and receiving Medical Case Management services,</p>	88%	95%	Goal not achieved. Due to the unexpected impact of the COVID-19 pandemic, Ryan White Part B clients experienced reduced access to in-person care, support, and supplemental services, including lab services. Clients who are stable and mature in disease management see a clinician every 12 months. There is a possibility that their labs

FY 2020 CLINICAL QUALITY MANAGEMENT (CQM) UPDATE (Performance Measures for All Service Categories)
April 1, 2020 – March 31, 2021

	regardless of age, during the 12-month measurement period.			have also been delayed. VDH allocated funds to subrecipients to expand telemed/telehealth during the COVID-19 pandemic supported a subset of clients that helped us to achieve the 88%.
<u>Early Intervention Services</u>	<p>Numerator: 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>Denominator: Number of newly enrolled EIS clients.</p>	40%	70%	Goal not achieved. Education care markers are not captured in VDH database. Instead, care markers are captured through sub recipients’ self-reported data. EIS is a combination of services including testing, linkage to care, referrals and outreach in which all components could not be completed due to COVID-19.
<u>Substance Abuse Services – Outpatient</u>	<p>Numerator: 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>Denominator: Number of people enrolled in RWHAP Part B-funded Program living with HIV</p>	98%	95%	Exceeded projected goal. The number of people who accessed Outpatient Substance Abuse services decreased this year due to the unexpected impact of the COVID-19 pandemic. Ryan White Part B clients experienced reduced access to in-person care, support, and supplemental services. VDH allocated funds to subrecipients to expand telemed/telehealth during the COVID-19 pandemic, which

FY 2020 CLINICAL QUALITY MANAGEMENT (CQM) UPDATE (Performance Measures for All Service Categories)
April 1, 2020 – March 31, 2021

	regardless of age and receiving Outpatient Substance Abuse services			supported a subset of clients that helped to achieve the 98%.
<p><u>Non-Medical Case Management</u></p> <p>* Policy Clarification Notice 15-02: Policy Clarification Notice (PCN) #15-02 (updated 11/30/2018): Recipients should identify at least two performance measures for the RWHAP service categories (funded by direct RWHAP funds, rebates, and/or program income) where greater than or equal to 50% of the recipients' eligible clients receive at least one unit of service.</p>	<p>Numerator: 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>Denominator: Number of people enrolled in RWHAP Part B-funded Program living with HIV regardless of age and receiving non-Medical Case Management services</p>	94%	95%	On track toward reaching projected goal. VDH attributes FY20 achievements to adaptations in response to the COVID-19 pandemic, to include implementation of innovative virtual services, monthly statewide case management calls to share best practices during the COVID-19 pandemic.
<p><u>Non-Medical Case Management</u></p> <p>* Policy Clarification Notice 15-02: Policy Clarification Notice (PCN) #15-02 (updated 11/30/2018): Recipients should identify at least two performance measures for the RWHAP service categories (funded by direct RWHAP funds, rebates, and/or program income) where greater than or</p>	<p>Numerator: 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>Denominator: Number of people enrolled in RWHAP Part B-funded Program living with HIV and receiving Non-Medical Case Management</p>	94%	N/A	New performance measure added in GY20, with no baseline data submitted with the program term.

FY 2020 CLINICAL QUALITY MANAGEMENT (CQM) UPDATE (Performance Measures for All Service Categories)
April 1, 2020 – March 31, 2021

<p>equal to 50% of the recipients' eligible clients receive at least one unit of service.</p>	<p>services, regardless of age, during the 12-month measurement period.</p>			
<p><u>Emergency Financial Assistance</u></p>	<p>Numerator: 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>Denominator: 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>On track toward reaching the goal. Due to the COVID-19 pandemic, there was an increased need for Emergency Financial Assistance and these services were able to be either home-delivered or provided through contactless exchanges.</p>
<p><u>Food Bank/Home-delivered Meals</u></p>	<p>Numerator: 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>Denominator: Number of PLWH and receiving Food Bank/Home-delivered Meals</p>	<p>97%</p>	<p>98%</p>	<p>On track toward reaching the goal. Due to the COVID-19 pandemic, there was an increased need for Food Bank/Home delivered Meals and clients experienced hesitancy to use in-person services that would capture these care markers.</p>

FY 2020 CLINICAL QUALITY MANAGEMENT (CQM) UPDATE (Performance Measures for All Service Categories)
April 1, 2020 – March 31, 2021

<p><u>Health Education/Risk Reduction</u></p>	<p>Numerator: 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>Denominator: Number of PLWH and receiving Health Education/Risk Reduction services</p>	<p>96%</p>	<p>95%</p>	<p>Exceeded projected goal. Education care markers are not captured in VDH database. Instead, care markers are captured through sub recipients’ self-reported data. VDH’s new client-level data system will become operational in GY 21 that will enable us to report some of these measures next year.</p>
<p><u>Housing</u></p>	<p>Numerator: 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>Denominator: 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>Projected goal achieved. One of the standard requirements for Housing services is that a client or family must gain, maintain access to, and stay compliant with HIV-related outpatient/ambulatory health services and treatment. The necessity of housing services for the purposes of medical care must be documented.</p>
<p><u>Linguistics</u></p>	<p>Numerator: Number of PLWH and receiving Linguistic services, regardless of age, will have at least two care markers in the 12-month measurement period that are at least 3 months apart</p>	<p>97%</p>	<p>97%</p>	<p>Projected goal achieved. VDH allocated funds to subrecipients to expand telemed/telehealth during the COVID-19 pandemic supported</p>

FY 2020 CLINICAL QUALITY MANAGEMENT (CQM) UPDATE (Performance Measures for All Service Categories)
April 1, 2020 – March 31, 2021

	<p>(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>Denominator: Number of PLWH and receiving Linguistics services, regardless of age</p>			a subset of clients that helped us to achieve the 90%.
<u>Medical Transportation Services</u>	<p>Numerator: 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>Denominator: Number of PLWH regardless of age and receiving Medical Transportation services</p>	96%	95%	Exceeded projected goal. The total number of people who accessed Medical Transportation services decreased this year due to the unexpected impact of the COVID-19 pandemic. One of the standard requirements for Medical Transportation services is that a client maintains access to, and stays compliant with HIV-related outpatient/ambulatory health services and treatment.
<u>Outreach Services</u>	<p>Numerator: 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>	91%	95%	Goal not achieved. Due to the unexpected impact of the COVID-19 pandemic, Ryan White Part B clients experienced reduced access to in-person care, support, and supplemental services, including lab services.

FY 2020 CLINICAL QUALITY MANAGEMENT (CQM) UPDATE (Performance Measures for All Service Categories)
April 1, 2020 – March 31, 2021

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<u>Referral for Health Care</u>	<p>Numerator: 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> <p>Denominator: Number of PLWH and receiving Referral for Health Care/Supportive Services, regardless of age</p>	82%	95%	Goal not achieved. Due to the unexpected impact of the COVID-19 pandemic, Ryan White Part B clients experienced reduced access to in-person care, support, and supplemental services, including lab services.
<u>Substance Abuse Services – Residential</u>	<p>Numerator: 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>Denominator: Number of PLWH and receiving Residential Substance Abuse services</p>	91%	95%	Goal not achieved. Due to the unexpected impact of the COVID-19 pandemic, Ryan White Part B clients experienced reduced access to in-person care, support, and supplemental services, including lab services.
<u>Psychosocial Support Services</u>	Numerator: Number of PLWH and receiving Psychosocial Support services, will have an HIV	92%	95%	Goal not achieved. Due to the unexpected impact of the COVID-19 pandemic, Ryan White Part B

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April 1, 2020 – March 31, 2021**

<p>* Policy Clarification Notice 15-02: Policy Clarification Notice (PCN) #15-02 (updated 11/30/2018): Recipients should identify at least two performance measures for the RWHAP service categories (funded by direct RWHAP funds, rebates, and/or program income) where greater than or equal to 50% of the recipients' eligible clients receive at least one unit of service.</p>	<p>viral load less than 200 copies/mL at last HIV viral load test during the 12-month measurement period.</p> <p>Denominator: Number of PLWH and receiving Psychosocial Support Services</p>			<p>clients experienced reduced access to in-person care, support, and supplemental services, including lab services. Clients who are stable and mature in disease management see a clinician every 12 months. There is a possibility that their labs have also been delayed. VDH allocated funds to subrecipients to expand telemed/telehealth during the COVID-19 pandemic supported a subset of clients that helped us to achieve the 92%.</p>
<p><u>Psychosocial Support Services</u></p> <p>* Policy Clarification Notice 15-02: Policy Clarification Notice (PCN) #15-02 (updated 11/30/2018): Recipients should identify at least two performance measures for the RWHAP service categories (funded by direct RWHAP funds, rebates, and/or program income) where greater than or equal to 50% of the recipients' eligible clients receive at least one unit of service.</p>	<p>Numerator: 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>Denominator: Number of PLWH and receiving Psychosocial Support Services</p>	<p align="center">97%</p>	<p align="center">98%</p>	<p>On track toward reaching projected goal. Due to the COVID-19 pandemic, there was an increased need for Psychosocial Support Services as shown through a COVID-19 Service Needs Assessment. To address that need, VDH allocated funds to subrecipients to expand psychosocial support services and improve coordination of care with providers during the COVID-19 pandemic to support a subset of clients that helped us to achieve the 97%.</p>

FY 2020 CLINICAL QUALITY MANAGEMENT (CQM) UPDATE (Performance Measures for All Service Categories)
April 1, 2020 – March 31, 2021

<p><u>MAI Outreach Services (Outreach)</u></p> <p>* Policy Clarification Notice 15-02: Policy Clarification Notice (PCN) #15-02 (updated 11/30/2018): Recipients should identify at least two performance measures for the RWHAP service categories (funded by direct RWHAP funds, rebates, and/or program income) where greater than or equal to 50% of the recipients' eligible clients receive at least one unit of service.</p>	<p>Numerator: MAI Outreach Services clients will be verified as enrolled in ADAP or another prescription medication program</p> <p>Denominator: Number of MAI Outreach Services clients</p>	<p align="center">51%</p>	<p align="center">75%</p>	<p>Goal not achieved. Since Medicaid expansion in 2019, many of VDH's ADAP clients have been enrolled/eligible for Medicaid. VDH cannot verify that clients are actively enrolled in Medicaid and so those clients are not included in the Numerator for this measure.</p>
<p><u>MAI Outreach Services (Outreach)</u></p> <p>* Policy Clarification Notice 15-02: Policy Clarification Notice (PCN) #15-02 (updated 11/30/2018): Recipients should identify at least two performance measures for the RWHAP service categories (funded by direct RWHAP funds, rebates, and/or program income) where greater than or equal to 50% of the recipients' eligible clients receive at least one unit of service.</p>	<p>Numerator: 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>Denominator: MAI Outreach Services clients</p>	<p align="center">88%</p>	<p align="center">95%</p>	<p>MAI Goal not achieved due to delays in executing contracts for funding, but primarily by COVID restrictions that affected these activities. Some agencies were innovative in providing contactless outreach services. VDH's aggressive pursuit of Medicaid enrollment helped achieved the percentages that we did since VDH can verify that client enrollment in Medicaid for HIV services with monthly data matches from the state agency that oversees Medicaid. MAI funded agencies met the goal</p>

FY 2020 CLINICAL QUALITY MANAGEMENT (CQM) UPDATE (Performance Measures for All Service Categories)
April 1, 2020 – March 31, 2021

<p><u>MAI Education Services (Education)</u></p> <p>* Policy Clarification Notice 15-02: Policy Clarification Notice (PCN) #15-02 (updated 11/30/2018): Recipients should identify at least two performance measures for the RWHAP service categories (funded by direct RWHAP funds, rebates, and/or program income) where greater than or equal to 50% of the recipients' eligible clients receive at least one unit of service.</p>	<p>Numerator: Number of MAI clients who receive HIV education services will be verified as enrolled in ADAP or another prescription medication program.</p> <p>Denominator: MAI Education Services clients</p>	<p align="center">51%</p>	<p align="center">65%</p>	<p>Goal not achieved. Since Medicaid expansion in 2019, many of VDH's ADAP clients have been enrolled/eligible for Medicaid. VDH cannot verify that clients are actively enrolled in Medicaid and so those clients are not included in the Numerator for this measure.</p>
<p><u>MAI Education Services (Education)</u></p> <p>* Policy Clarification Notice 15-02: Policy Clarification Notice (PCN) #15-02 (updated 11/30/2018): Recipients should identify at least two performance measures for the RWHAP service categories (funded by direct RWHAP funds, rebates, and/or program income) where greater than or equal to 50% of the recipients' eligible clients receive at least one unit of service.</p>	<p>Numerator: 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>Denominator: MAI Education Services clients</p>	<p align="center">95%</p>	<p align="center">85%</p>	<p>Exceeded projected goal. VDH allocated funds to subrecipients to expand telemed/telehealth during the COVID-19 pandemic, which supported a subset of clients.</p>