

**VIRGINIA\_FY 2019 CLINICAL QUALITY MANAGEMENT (CQM) UPDATE (Performance Measures for All Service Categories)**

| Core and Support Service Category            | Performance Measure, including numerator and denominator  | Actual Outcome Data, as a percentage | Target/Benchmark, as a percentage | Successes and Challenges Implementing Performance Measurement or corresponding Quality Improvement Activity   |
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| <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> | 87%                                  | 93%                               | Projected Ryan White Part B clients for GY19 decreased due to Medicaid expansion (disenrollment from ADAP). In addition, the state reporting database system changed during GY19 that caused issues in agency level reporting. In addition, the last quarter was impacted by the pandemic COVID-19. |
| <u>AIDS Drug Assistance Program (ADAP)</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>   | 78%                                  | 91%                               | Projected Ryan White Part B clients for GY19 decreased due to Medicaid expansion (disenrollment from ADAP). In addition, the state reporting database system changed during GY19 that caused issues in agency level reporting. In addition, the last quarter was impacted by the pandemic COVID-19. |
| <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>   | 84%                                  | 96%                               | Projected Ryan White Part B clients for GY19 decreased due to Medicaid expansion In addition, the state reporting database system changed during GY19 that caused issues in agency level reporting. In addition, the  |

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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>   |      |     | last quarter was impacted by the pandemic COVID-19.   |
| <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>                         | 92%  | 96% | Projected Ryan White Part B clients for GY19 decreased due to Medicaid expansion (disenrollment from ADAP). In addition, the state reporting database system changed during GY19 that caused issues in agency level reporting. In addition, the last quarter was impacted by the pandemic COVID-19. |
| <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>   | 100% | 70% | Education care markers are not captured in VDH database through subrecipient's self-reported data. In addition, the successes result from multiple efforts to have more accurate, timely and complete data.   |
| <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> | 93%  | 96% | Projected Ryan White Part B clients for GY19 decreased due to Medicaid expansion. In addition, the state reporting database system changed during GY19 that caused issues in agency level reporting. In addition, the last quarter was impacted by the pandemic COVID-19.                           |

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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> | 98%  | 95% | <p>Successes result from multiple efforts to have more accurate, timely and complete data including QM processes and cross-jurisdictional data sharing agreement.</p>  |
| <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>  | 82%  | 95% | <p>Projected Ryan White Part B clients for GY19 decreased due to Medicaid expansion. In addition, the state reporting database system changed during GY19 that caused issues in agency level reporting. In addition, the last quarter was impacted by the pandemic COVID-19.</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</p>  | 100% | 70% | <p>Education care markers are not captured in VDH database through subrecipients' self-reported data. In</p>   |

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|   | <p>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>addition, the successes result from multiple efforts to have more accurate, timely and complete data.</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>  | 94% | 95% | <p>Projected Ryan White Part B clients for GY19 decreased due to Medicaid expansion. In addition, the state reporting database system changed during GY19 that caused issues in agency level reporting. In addition, the last quarter was impacted by the pandemic COVID-19.</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 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> | 94% | 95% | <p>Projected Ryan White Part B clients for GY19 decreased due to Medicaid expansion. In addition, the state reporting database system changed during GY19 that caused issues in agency level reporting. In addition, the last quarter was impacted by the pandemic COVID-19.</p> |

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| <u>Emergency Financial Assistance</u>  | <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> | 96% | 98% | <p>Projected Ryan White Part B clients for GY19 decreased due to Medicaid expansion. In addition, the state reporting database system changed during GY19 that caused issues in agency level reporting. In addition, the last quarter was impacted by the pandemic COVID-19.</p> |
| <u>Food Bank/Home-delivered Meals</u>  | <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>   | 97% | 98% | <p>Projected Ryan White Part B clients for GY19 decreased due to Medicaid expansion. In addition, the state reporting database system changed during GY19 that caused issues in agency level reporting. In addition, the last quarter was impacted by the pandemic COVID-19.</p> |
| <u>Health Education/Risk Reduction</u> | <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>   | 98% | 95% | <p>Successes result from multiple efforts to have more accurate, timely and complete data including QM processes and cross-jurisdictional data sharing agreement.</p>  |

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| <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>Successes result from multiple efforts to have more accurate, timely and complete data including QM processes and cross-jurisdictional data sharing agreement.</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><b>Denominator:</b> Number of PLWH and receiving Legal services, regardless of age.</p>  | <p>96%</p> | <p>97%</p> | <p>Projected Ryan White Part B clients for GY19 decreased due to Medicaid expansion. In addition, the state reporting database system changed during GY19 that caused issues in agency level reporting. In addition, the last quarter was impacted by the pandemic COVID-19.</p> |
| <p><u>Medical Transportation Services</u></p> | <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>  | <p>96%</p> | <p>95%</p> | <p>Successes result from multiple efforts to have more accurate, timely and complete data including QM processes and cross-jurisdictional data sharing agreement.</p>  |

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| <p><u>Outreach Services</u></p>                      | <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>   | <p>98%</p>  | <p>95%</p> | <p>Successes result from multiple efforts to have more accurate, timely and complete data including QM processes and cross-jurisdictional data sharing agreement.</p>  |
| <p><u>Referral for Health Care</u></p>               | <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> <p><b>Denominator:</b> Number of PLWH and receiving Referral for Health Care/Supportive Services, regardless of age.</p> | <p>85%</p>  | <p>95%</p> | <p>Projected Ryan White Part B clients for GY19 decreased due to Medicaid expansion. In addition, the state reporting database system changed during GY19 that caused issues in agency level reporting. In addition, the last quarter was impacted by the pandemic COVID-19.</p> |
| <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>  | <p>100%</p> | <p>95%</p> | <p>Successes result from multiple efforts to have more accurate, timely and complete data including QM processes and cross-jurisdictional data sharing agreement.</p>  |

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| <u>Psychosocial Support Services</u> | <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>   | <p>91%</p>  | <p>95%</p> | <p>Projected Ryan White Part B clients for GY19 decreased due to Medicaid expansion. In addition, the state reporting database system changed during GY19 that caused issues in agency level reporting. In addition, the last quarter was impacted by the pandemic COVID-19.</p> |
| <u>Psychosocial Support Services</u> | <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> | <p>100%</p> | <p>98%</p> | <p>Successes result from multiple efforts to have more accurate, timely and complete data including QM processes and cross-jurisdictional data sharing agreement.</p>  |
| <u>MAI Outreach Services</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>  | <p>64%</p>  | <p>75%</p> | <p>Projected Ryan White Part B clients for GY19 decreased due to Medicaid expansion. In addition, the state reporting database system changed during GY19 that caused issues in agency level reporting. In addition, the last quarter was impacted by the pandemic COVID-19.</p> |
| <u>MAI Outreach Services</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>83%</p>  | <p>95%</p> | <p>Projected Ryan White Part B clients for GY19 decreased due to Medicaid expansion. In addition, the state reporting database system changed</p>  |



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|                                 | <b>Denominator:</b> MAI Outreach Services clients  |     |     | during GY19 that caused issues in agency level reporting. In addition, the last quarter was impacted by the pandemic COVID-19.   |
| <u>MAI 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>                          | 50% | 65% | Projected Ryan White Part B clients for GY19 decreased due to Medicaid expansion. In addition, the state reporting database system changed during GY19 that caused issues in agency level reporting. Also, the last quarter was impacted by the pandemic COVID-19. |
| <u>MAI 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> | 92% | 85% | Successes result from multiple efforts to have more accurate, timely and complete data including QM processes and cross-jurisdictional data sharing agreement.   |