

Clinical Quality Management

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HAB Program Framework



Expected HCP Program QM Steps

1. QM Program – Infrastructure and Planning
2. Performance Measures
3. Quality Improvement Projects

Expe HCP Program QM Steps

1. **QM Program – Infrastructure and Planning**
2. Performance Measures
3. Quality Improvement Projects

QM Program – Infrastructure and Planning

- Staffing
- Quality Management Committee
- Quality Management Plan

QM Program – Infrastructure and Planning

- Management Memo
 - Updates the required Performance Measures
 - Contractors & Service Providers must have a QM Program
 - Contractors must submit an annual QM Plan

Expe HCP Program QM Steps

1. QM Program – Infrastructure and Planning
2. **Performance Measures**
3. Quality Improvement Projects

Why Measure?

- Provide information about the quality of services
- Compare performance across programs and over time
- Identify opportunities for improvement

Performance Measures

HAB HIV Performance Measures	
HIV/AIDS Bureau's Revised Performance Measure Portfolio	
Core:	Adolescent/Adult:
<ul style="list-style-type: none"> • Viral Load Suppression • Prescribed Antiretroviral Therapy • Medical Visits Frequency • Gap in Medical Visits • PCP Prophylaxis 	<ul style="list-style-type: none"> • Cervical Cancer Screening • Chlamydia Screening • Gonorrhea Screening • Hepatitis B Screening • Hepatitis B Vaccination • Hepatitis C Screening
All Ages:	
<ul style="list-style-type: none"> • CD4 Count • HIV Drug Resistance Testing Before Initiation of Therapy • Influenza Vaccination • Lipids Screening • TB Screening • Viral Load Monitoring 	<ul style="list-style-type: none"> • HIV Risk Counseling • Oral Exam • Pneumococcal Vaccination • Preventive Care and Screening: Screening for Clinical Depression and Follow-Up Plan • Preventive Care and Screening: Tobacco Use: Screening and Cessation Intervention • Substance Use Screening • Syphilis Screening
Medical Case Management (MCM):	Oral Health:
<ul style="list-style-type: none"> • Care Plan • Gap in Medical Visits • Medical Visit Frequency 	<ul style="list-style-type: none"> • Dental and Medical History • Dental Treatment Plan • Oral Health Education • Periodontal Screening or Examination • Phase I Treatment Plan Completion
Systems-Level:	
<ul style="list-style-type: none"> • Waiting Time for Initial Access to Outpatient/Ambulatory Medical Care • HIV Test Results for PLWHA • HIV Positivity • Late HIV Diagnosis • Linkage to HIV Medical Care • Housing Status 	ADAP:
	<ul style="list-style-type: none"> • Application Determination • Eligibility Recertification • Formulary • Inappropriate Antiretroviral Regimen

Performance Measures

HAB HIV Performance Measures

HIV/AIDS Bureau's Revised Performance Measure Portfolio

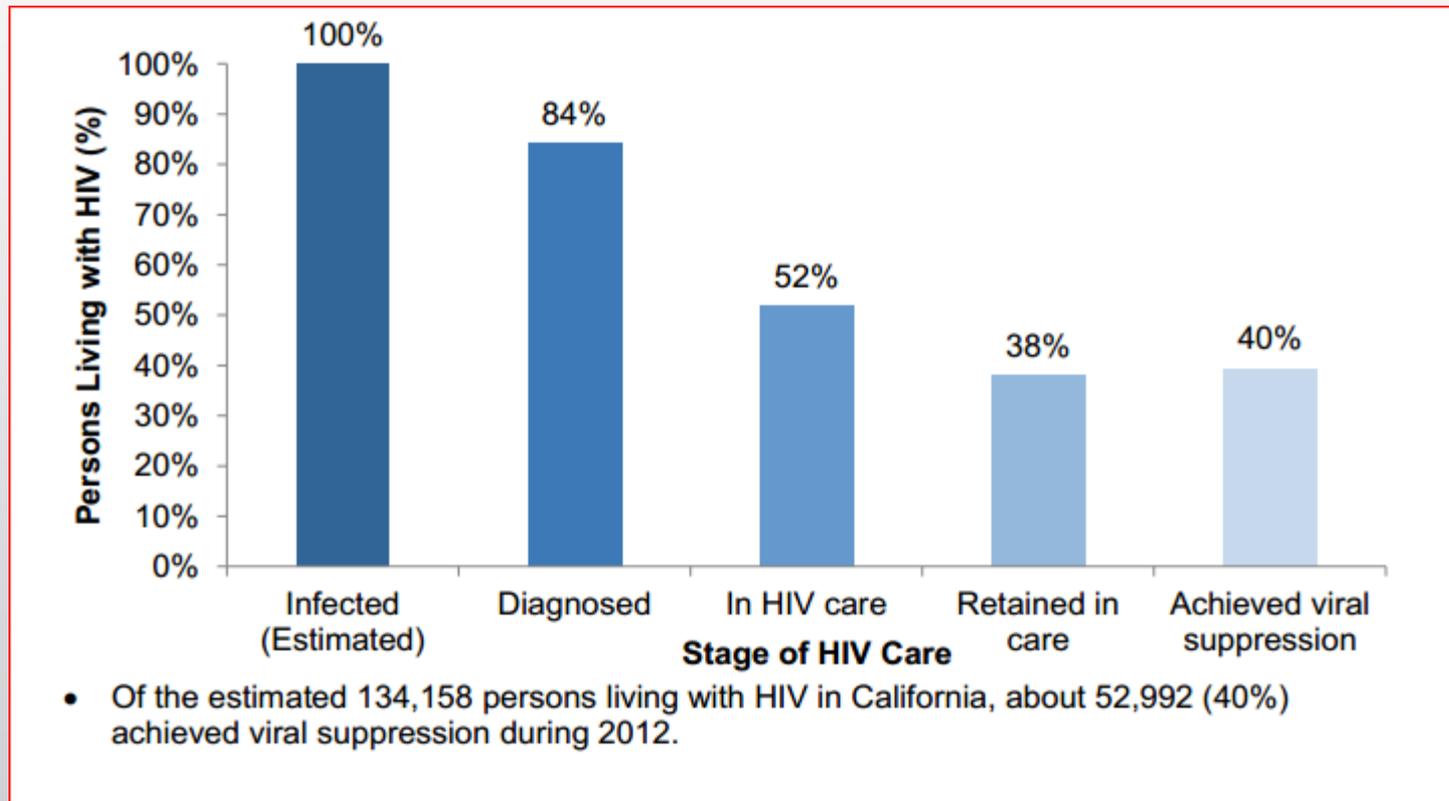
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Viral Suppression Data FY 13/14

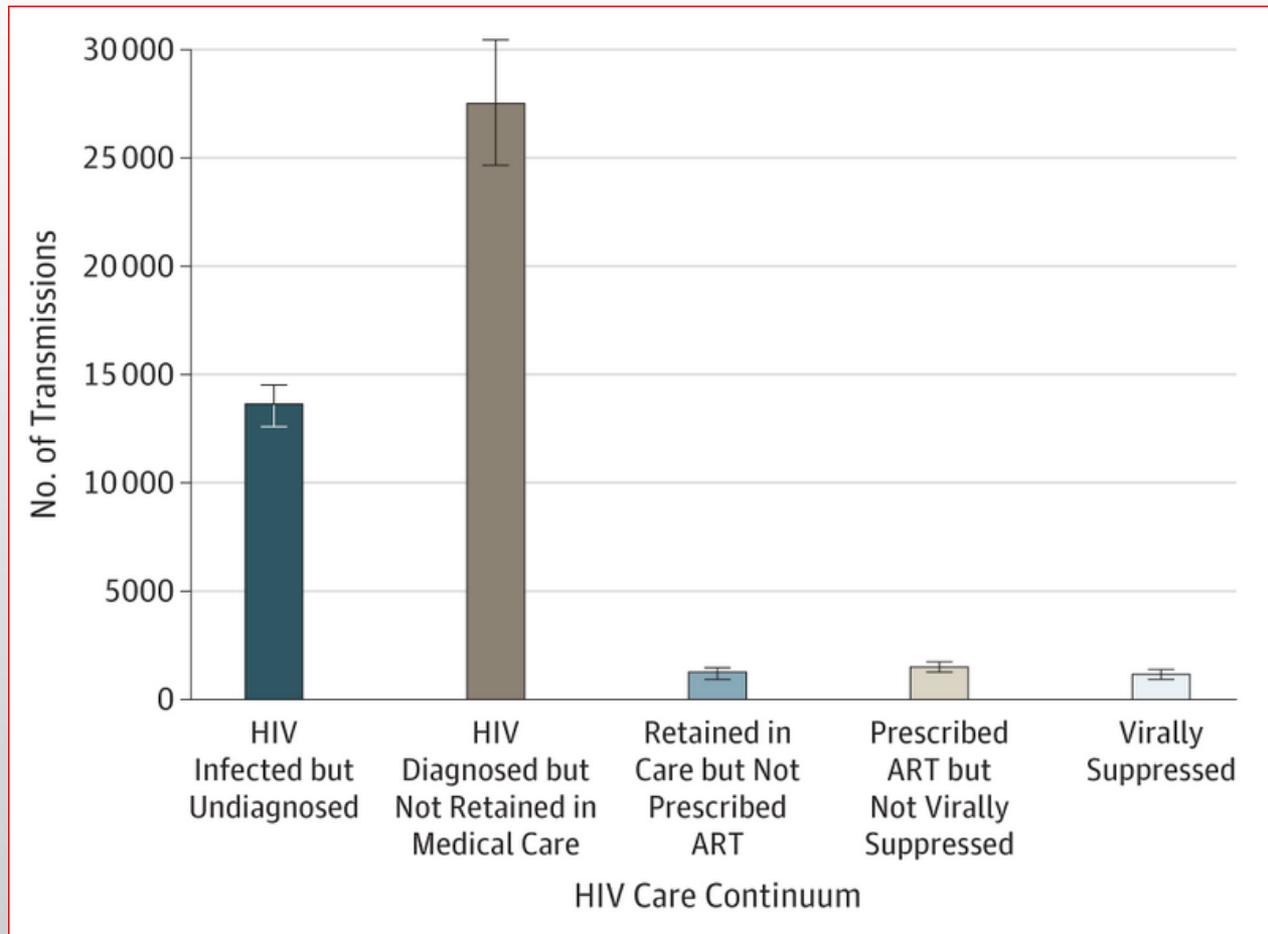
Viral Suppression among HIV Care Program Clients
Served during Fiscal Year 2013/14 (Source: ARIES, generated December 3, 2014)

Primary Service	Total number of HCP Clients‡	Number of HCP Clients with a Viral Load in ARIES	Data Completeness* (% of Total HCP Clients with a Viral Load in ARIES)	Virally Suppressed	Virally Suppressed (% of clients with a viral load in ARIES)
All clients	11,106	10,124	91.2%	8,461	83.6%
Outpatient/ Ambulatory Medical Care (OAMC)	3,744	3,702	98.9%	3,214	86.8%
Oral Health Care	210	175	83.3%	157	89.7%
Early Intervention Services	177	172	97.2%	123	71.5%
Health Insurance Premium and Cost Sharing Assistance	17	12	70.6%	11	91.7%

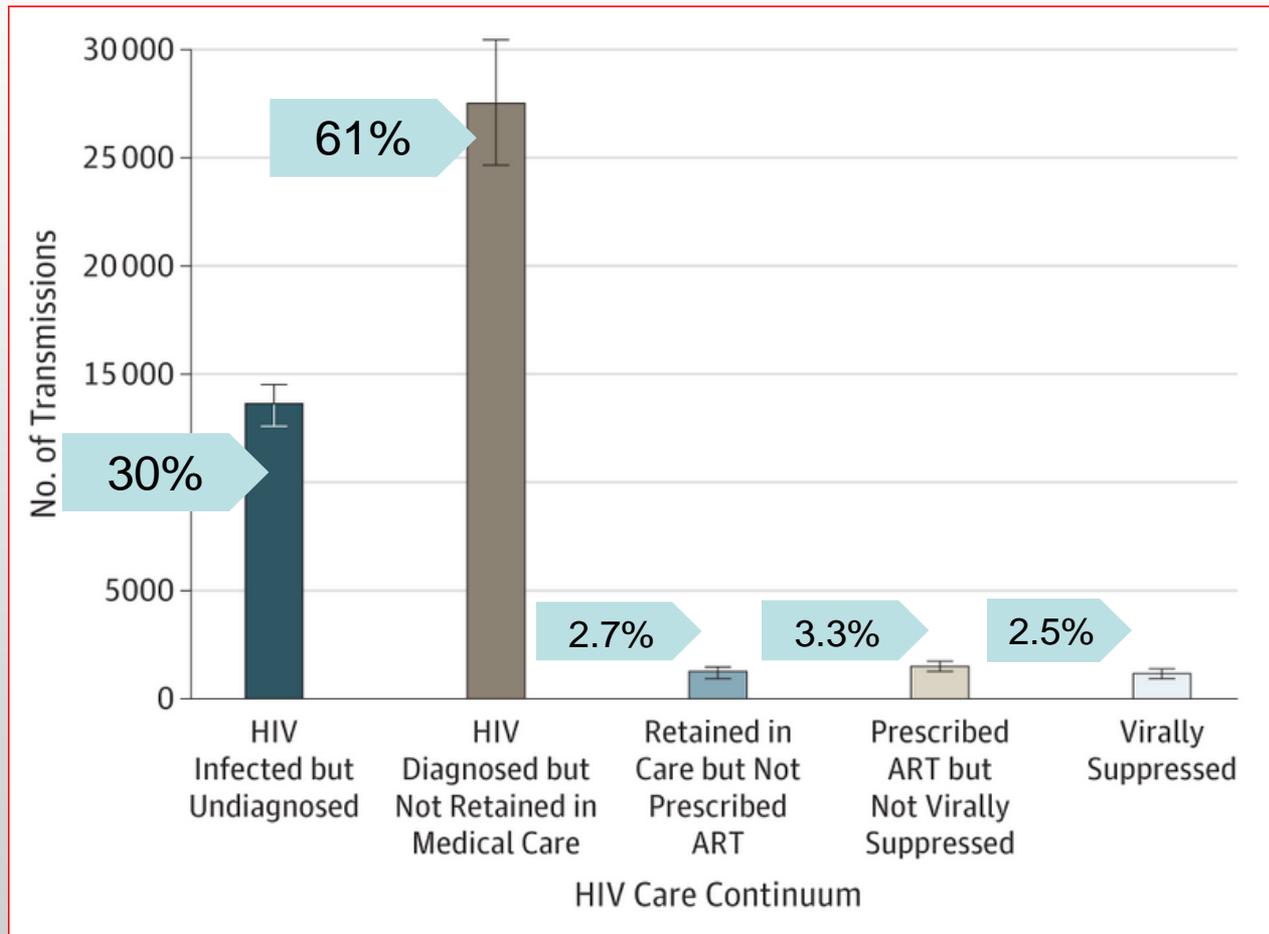
CA Continuum of Care, 2012



HIV Transmission at Each Step of the Care Continuum



Estimated Transmission of HIV at each step of the Care Continuum



Expected HCP Program QM Steps

1. QM Program – Infrastructure and Planning
2. Performance Measures
3. Quality Improvement Projects

Quality Improvement Projects

- Technical assistance based on local viral suppression data
- Progress Reports
- QM Measures in ARIES
- QM Memo
- QM Profiles
- Service Standards
- Cross branch workgroup

Integrated Plan and QM

- **Goal 1** – Reducing New Infections
- **Goal 2** – Increase Access to Care and Optimize Health Outcomes
- **Goal 3** – Reduce HIV-Related Health Disparities

Questions?

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