



Selecting Performance Measures for Ryan White HIV/AIDS Program Service Categories

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Division of Policy and Data

HIV/AIDS Bureau (HAB)

Vision: Healthy Communities, Healthy People



Disclosures

Katrina Jackson, RN has no relevant financial or non-financial interests to disclose

Amelia Khalil, MS has no relevant financial or non-financial issues to disclose

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Learning Objectives for the Session

At the conclusion of this activity, the participant will be able to:

1. Describe the importance of selecting performance measures that correspond with their funded services
2. Describe how performance measure data collection/monitoring may be used to both monitor and improve patient care, health outcomes, and patient satisfaction
3. Identify appropriate performance measures for funded Ryan White HIV/AIDS services



Meet the Clinical & Quality Branch Staff

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Health Resources and Services Administration (HRSA) Overview

- Supports more than 90 programs that provide health care to people who are geographically isolated, economically or medically vulnerable through grants and cooperative agreements to more than 3,000 awardees, including community and faith-based organizations, colleges and universities, hospitals, state, local, and tribal governments, and private entities
- Every year, HRSA programs serve tens of millions of people, including people with HIV/AIDS, pregnant women, mothers and their families, and those otherwise unable to access quality health care



HRSA's HIV/AIDS Bureau (HAB) Vision and Mission

Vision

Optimal HIV/AIDS care and treatment for all.

Mission

Provide leadership and resources to assure access to and retention in high quality, integrated care, and treatment services for vulnerable people living with HIV/AIDS and their families.



HRSA's Ryan White HIV/AIDS Program

- Provides comprehensive system of HIV primary medical care, medications, and essential support services for low-income people with HIV
 - More than half of people with diagnosed HIV in the United States – nearly 519,000 people – receive care through the Ryan White HIV/AIDS Program (RWHAP)
- Funds grants to states, cities/counties, and local community based organizations
 - Recipients determine service delivery and funding priorities based on local needs and planning process
- Payor of last resort statutory provision: RWHAP funds may not be used for services if another state or federal payer is available
- 87.1% of Ryan White HIV/AIDS Program clients were virally suppressed in 2018, exceeding national average of 62.7%



Source: HRSA. Ryan White HIV/AIDS Program Annual Client-Level Data Report 2018; CDC. HIV Surveillance Supplemental Report 2018;21(No. 4)



What is Performance Measurement?

- Performance measurement is the process of collecting, analyzing and/or reporting data regarding:
 - Patient care
 - Health outcomes
 - Patient satisfaction

What is Performance Measurement? (Continued)

- Use of data to determine progress toward meeting defined objectives
- Reflect professional guidelines and standards
 - Example: Department of Health and Human Services HIV treatment guidelines, local standards of care and service standards



Why is Performance Measurement Important?

- Monitor the quality of care and services provided/funded
- Defining and identifying possible causes of system problems and gaps in care/services by stratifying data
- Making changes necessary to ensure that a larger proportion of clients receives appropriate and effective services
- Identify if services provide are meeting the needs of the clients you serve



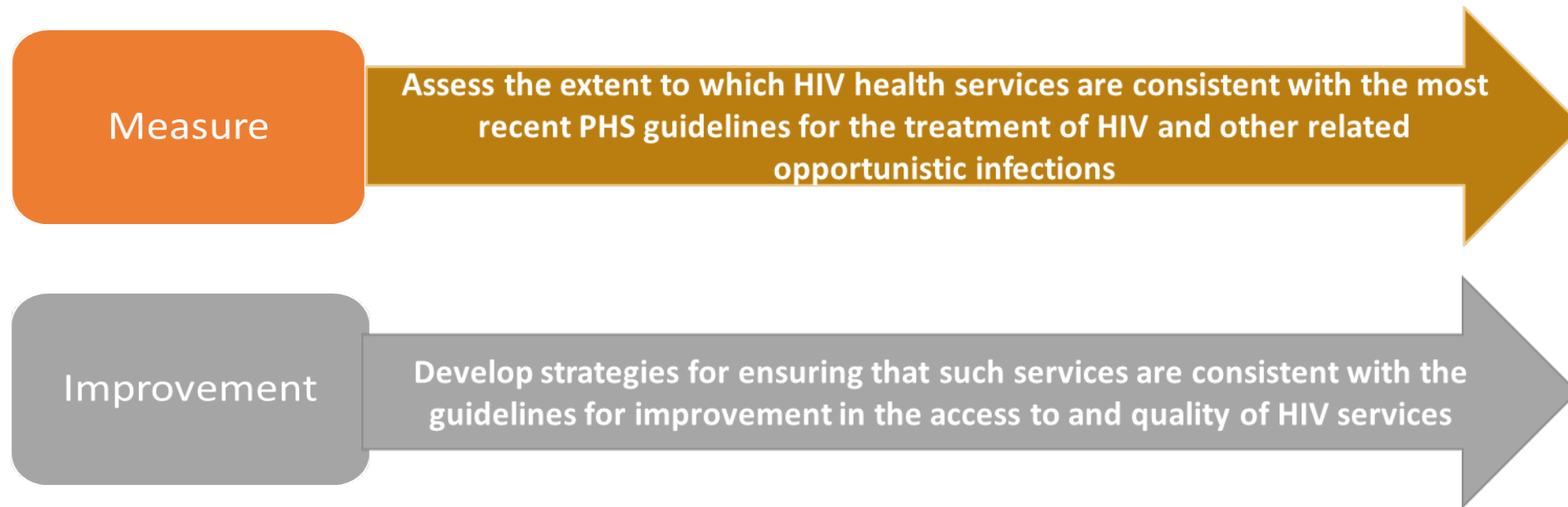
How Does Performance Measurement Impact Care?

- Assist the organization in identifying:
 - Gaps in care and services
 - If services are effective and addressing client needs
 - Potential quality improvement projects

Ryan White HIV/AIDS Program Treatment Modernization Act of 2006

Title XXVI of the Public Health Service (PHS) Act (Public Law 109-415, December 19, 2006) See §§ 2604(h)(5), 2618(b)(3)(E), 2664(g)(5), and 2671(f)(2) of the PHS Act

All Ryan White HIV/AIDS Program (RWHAP) recipients are required to establish *clinical quality management programs* to:



Clinical Quality Management Policy Clarification

Notice 15-02

The purpose of this policy clarification notice (PCN) is to define the Health Resources and Services Administration (HRSA) Ryan White HIV/AIDS Program (RWHAP) expectations for clinical quality management (CQM) programs.

<https://hab.hrsa.gov/program-grants-management/policy-notice-and-program-letters>



PCN 15-02 Scope of Coverage

- Ryan White HIV/AIDS Program Parts
 - Part A
 - Part B
 - Part C
 - Part D

- Recipients and Subrecipients



What Does PCN 15-02 State about Performance Measurement?

- Updated requirements per PCN 15-02:

Percent of RWHAP eligible clients receiving at least one unit of service for a RWHAP-funded service category	Minimum number of performance measures
$\geq 50\%$	2
$>15\%$ to $<50\%$	1
$\leq 15\%$	0

What Does PCN 15-02 State about Performance Measurement? (Continued)

- Strongly encourages including HRSA HIV/AIDS Bureau core measures
- Measures should be selected that best assess the services that are funded



What Does PCN 15-02 State about Performance Measurement? (Continued)

- Frequency: Regularly collect and analyze performance measure data, which would occur more frequently than data collection for reporting quarterly at a minimum
- Analysis: Collect and analyze performance measure data that allows for inspection and improvement of health disparities across different target populations



How to Determine the Number of Measures Required

- You may determine the number of performance measures required for a funded service category by reviewing your service utilization data

Service Category	Service Utilization Percentage	Number of Performance Measures Required
Medical Case Management	55% of clients access the service	2
Outpatient Ambulatory Care	62% of clients access the service	2
Food Bank/Home Delivered Meals	11% of clients access the service	0



How to Determine the Number of Measures Required

Service Category	Service Utilization Percentage	Number of Performance Measures Required
Dental/ Oral Health Services	32% of clients access the service	1
Linguistic Services	4% of clients access the service	0
Emergency Financial Assistance	21% of clients access the service	1
Non Medical Case Management	47% of clients access the service	1
Medical Transportation	52% of clients access the service	2
Legal Services	3% of clients access the service	0



Components of a Performance Measure

- Eligible Population
- Numerator
- Denominator

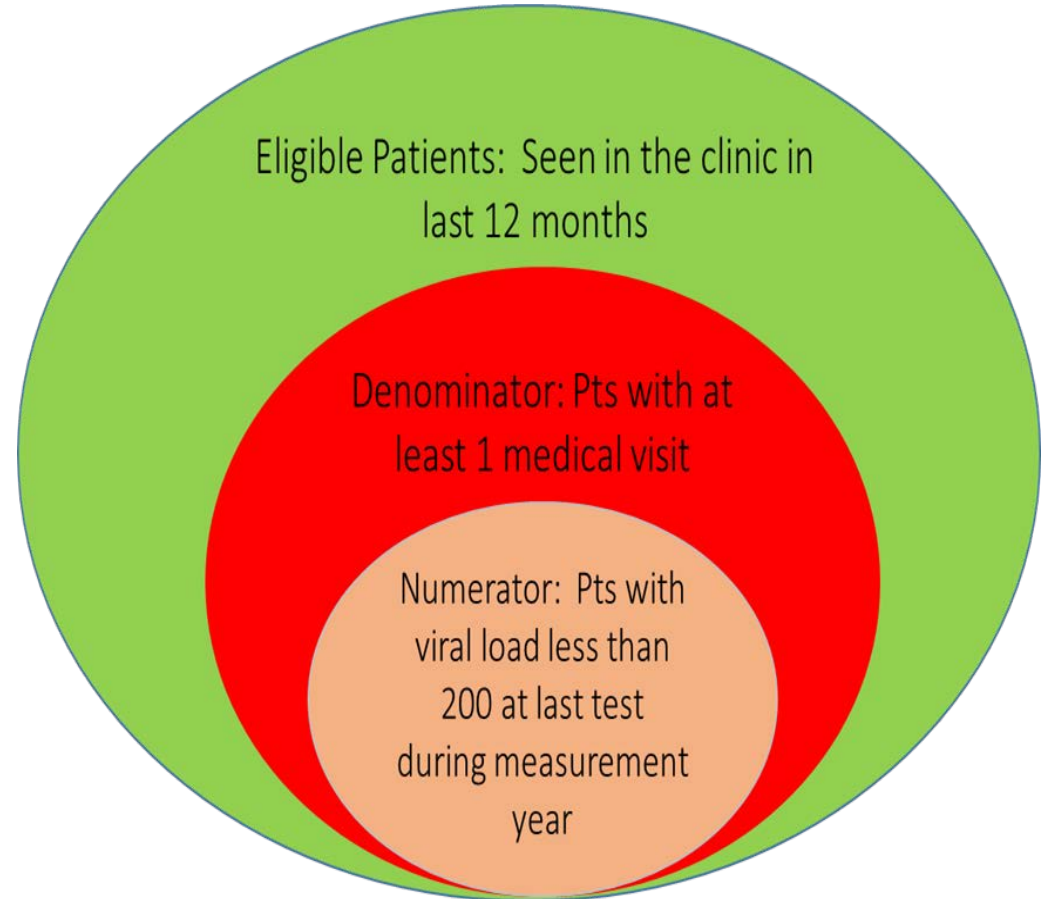
Example:

Eligible Patients = 100

Denominator = 100

Numerator = 75

Performance = $75/100$ (75%)



Selecting Measures and Building a Portfolio

Are the measures:

- Reflective of the services provided/funded?
- Reflective of the epidemic in jurisdiction?
- Too many?
- Identifying areas for improvement?
- Included in the clinical quality management plan?



Potential Performance Measures for Services

- Medical Transportation
 - Retention In Care
- Medical Nutrition Therapy
 - Improved Appetite
 - Care Plan (development, update and completion)
- Outpatient Ambulatory Health Services
 - Viral Suppression
 - Medical Visit Frequency
 - Gap in HIV Medical Visits
 - Prescription of ART
 - Linkage to Care
 - Annual Retention in Care



Potential Performance Measures for Services

- Medical Case Management
 - Care Plan
 - Gap In HIV Medical Visits
 - HIV Medical Visit Frequency
 - HIV Viral Suppression

Reviewing Your Performance Measures Portfolio

- Your performance measure data should be reviewed quarterly at a minimum
- Measures should be assessed for the need for additions or changes, as needed such as:
 - A new service is initiated
 - Measures have reached plateau
 - Disparities are identified
- The CQM Committee members may assist in the selection of performance measures to be monitored



HRSA HIV/AIDS Bureau (HAB) Performance Measures

- HIV Viral Suppression
- Prescription of HIV Antiretroviral Therapy
- HIV Medical Visit Frequency
- Gap in HIV Medical Visits
- PCP Prophylaxis
- Annual Retention In Care (released December 2019)

<https://hab.hrsa.gov/clinical-quality-management/performance-measure-portfolio>



HRSA HAB Performance Measures Webpage

https://hab.hrsa.gov/clinical-quality-management/performance-measure-portfolio

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Performance Measure Portfolio

The HIV/AIDS Bureau established a revised performance measure portfolio in November 2013. This revised portfolio focuses on critical areas of HIV care and treatment, and aligns with milestones along the HIV care continuum. The revisions include:

- Identifying core performance measures that are most critical to the care and treatment of people living with HIV
- Combining performance measures to address people of all ages living with HIV
- Promoting relevant performance measures used in other federal programs
- Archiving performance measures that are no longer consistent with U.S. Department of Health and Human Services guidelines or applicable to the general population

The HIV/AIDS Bureau encourages Ryan White HIV/AIDS Program recipients to use the revised performance measures, including the core performance measures. The core performance measures completed the rigorous [National Quality Forum infectious disease endorsement process](#).

Given the emphasis on using performance measures to improve health of people living with HIV, recipients may trend performance measure data over time and analyze the data for disparities in care. Disparity analyses may include review data for difference in performance in gender, race/ethnicity, age, insurance status, HIV risk, and others.

Related Resources

- [HRSA Clinical Care Resources](#)
- [HHS Clinical Guidelines](#)
- [National Quality Center](#)
- [TARGET Center Resources](#)
- [Clinical Quality Management](#)
- [Special Projects of National Significance](#)
- [National HIV/AIDS Strategy](#)
- [HIV Care Continuum](#)
- [Evolving Health Care Landscape](#)
- [Policy and Technical Assistance Webinars](#)



CQM Resources

- To request CQM Technical Assistance:
<https://targethiv.org/ta/cqm>
- Accessing the HAB Performance Measures Portfolio:
<https://hab.hrsa.gov/clinical-quality-management/performance-measure-portfolio>
- Policy Clarification Notice 15-02:
<https://hab.hrsa.gov/sites/default/files/hab/Global/CQM-PCN-15-02.pdf>

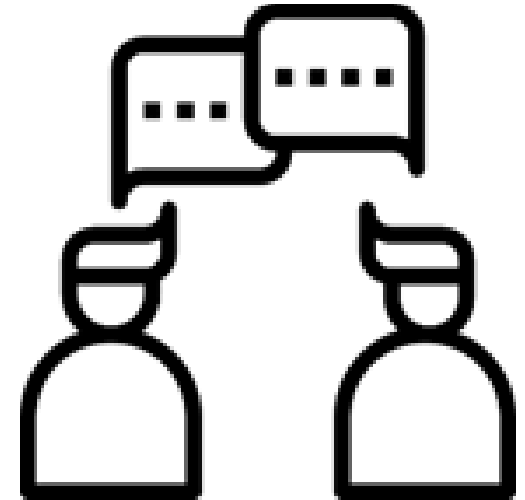


CQM Technical Assistance

Requesting CQM technical assistance:

Complete a technical assistance request form located at:

<https://www.targethiv.org/>



Got Questions and Need Answers?

Clinical Quality
Management
Questions???

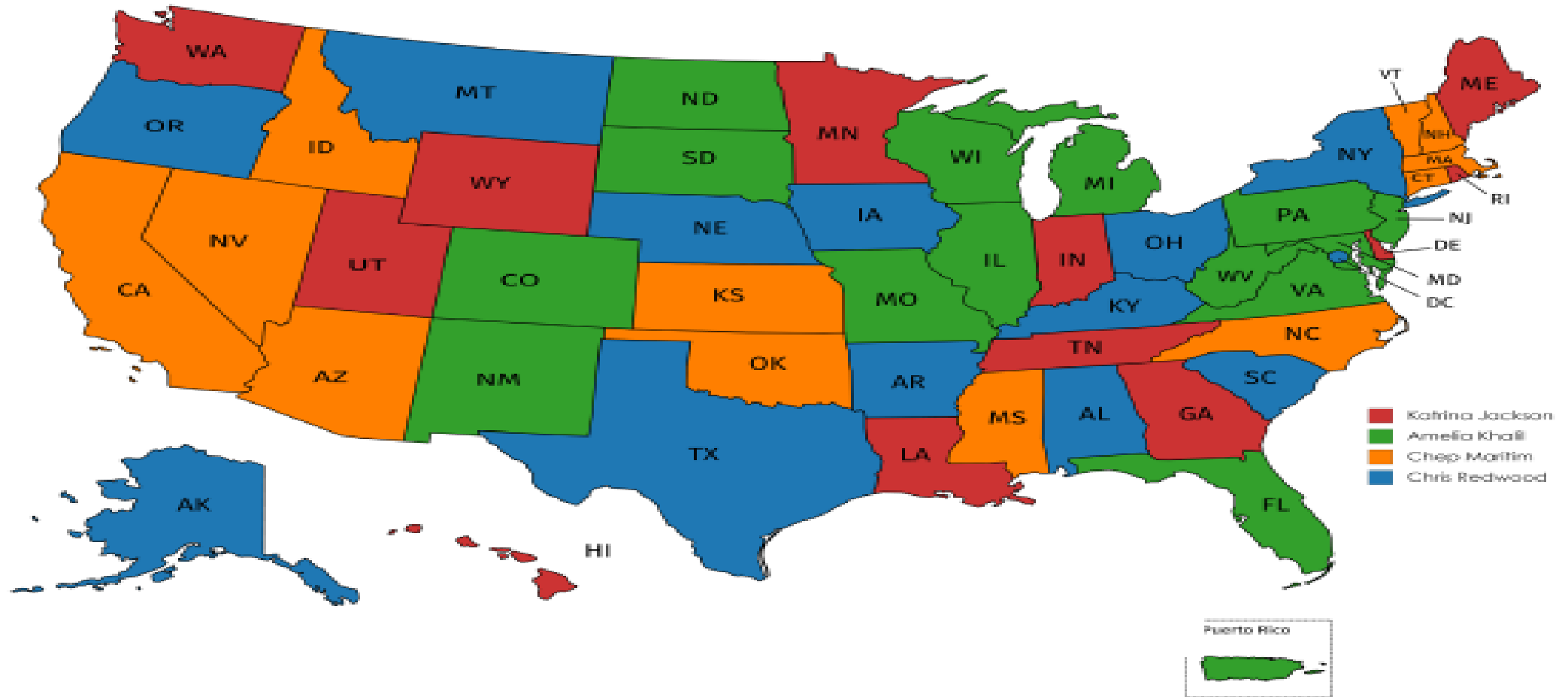
- RWHAPQuality@hrsa.gov

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Clinical and Quality Branch Staff Portfolios



Questions?



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