

Nevada Ryan White HIV/AIDS Part B Program
 Quality Management Plan
 Grant Year 2018- 2019
 7- Month Performance Measurement Evaluation

PERFORMANCE MEASUREMENT

Clinical quality performance measurements, in alignment with the Health Resources Services Administration HIV/AIDS Bureau Performance Measures, have been selected for both core medical and supportive services.

Figure 2: Service Categories, Outcomes, and Benchmarks:

Service Category	Measured Outcome	Data Elements used to Measure Indicator	7-Month Outcome
<p>AIDS Drug Assistance Program (ADAP) Services</p> <p style="text-align: center;">ADAP Uninsured Clients</p>	<ol style="list-style-type: none"> 1. Increase the percent of persons who are virally suppressed to 87%. 2. At least 90% percent of identified inappropriate antiretroviral (ARV) regimen components prescriptions are resolved by the ADAP program during the measurement year 3. At least 90% ADAP applications, for the ADAP program, will be approved or denied for ADAP enrollment within 14 days (two weeks) of ADAP receiving a complete application in the measurement year. 	<ul style="list-style-type: none"> • Viral Suppression: Percent of clients, regardless of age, with a diagnosis of HIV with a HIV viral load of less than 200 copies/mL at last HIV viral load test during the measurable year. • Inappropriate Antiretroviral Regimen Components Resolved by ADAP: The number of antiretroviral (ARV) regimen components prescriptions included in the US Public Health Service Guidelines, “Antiretroviral Regimens or Components That Should Not Be Offered At Any Time” and “Antiretroviral Regimens or Components That Should Not Be Offered for Treatment of Human Immunodeficiency Virus (HIV) Infection in Children” that are resolved by the ADAP program during the measurement year (numerator), divided by number of inappropriate antiretroviral (ARV) regimen components prescriptions that are identified by ADAP • ADAP Application Timeliness: Percent of ADAP applications, for ADAP-uninsured program, approved or denied for ADAP enrollment within 14 days (two weeks) of ADAP receiving a complete application. Compare the number of ADAP applications 	<ul style="list-style-type: none"> • Viral Suppression: (666/768)- 86.7% • Inappropriate Antiretroviral Regimen Components Resolved by ADAP: Monitored by Ramsell Clinical Team in Real-Time, Reported Annually • ADAP Application Timeliness: (3344/3374)- 99.1% Number of ADAP Referrals Received: 3,374 <p>Number of Services Delivered: 7,088 Number of Unduplicated Clients (UDC): 768 Total Cost: \$9,645,173.33</p>

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		completed via referral completion notification for ADAP-uninsured services (numerator), divided by the number of ADAP applications referred to Nevada ADAP domain (denominator)	
Early Intervention Services	1. Increase the percentage of newly diagnosed persons linked to HIV medical care within one month of their HIV diagnosis to at least 91%.	<ul style="list-style-type: none"> Linkage Activities: Number of clients with any linkage-to-care activities within 30 days of HIV diagnosis. 	<ul style="list-style-type: none"> Linkage Activities: (186/202)- 92.1% Newly Diagnosed in CAREWare between 4/1- 10/31: 202 Number of Services Delivered: 586 Number of Unduplicated Clients (UDC): 350
Emergency Financial Assistance	1. Increase the percent of persons who are virally suppressed to 86%.	<ul style="list-style-type: none"> Viral Suppression: Percent of clients, regardless of age, with a diagnosis of HIV with a HIV viral load of less than 200 copies/mL at last HIV viral load test during the measurable year to coincide with the National HIV/AIDS Strategy Updated 2020. 	<ul style="list-style-type: none"> Viral Suppression: (102/109)- 93.6% Number of Services Delivered: 127 Number of Unduplicated Clients (UDC): 109
Health Education/Risk Reduction	1. Increase the percent of persons who are virally suppressed to 86%. 2. Increase in the percentage of clients who receive HERR services by 5%.	<ul style="list-style-type: none"> Viral Suppression: Percent of clients, regardless of age, with a diagnosis of HIV with a HIV viral load of less than 200 copies/mL at last HIV viral load test during the measurable year. HERR Services: Percent of clients who receive HERR services above or below the service goal, i.e., the difference between the number of people actually served minus the service goal, divided by the service goal. 	<ul style="list-style-type: none"> Viral Suppression: (61/72)- 84.7% HERR Services: ((61-54)/54)- 13.0% 2017- 54 clients, 2018- 61 clients (only 6 mo.) Number of Services Delivered: 414 Number of Unduplicated Clients (UDC): 72
Health Insurance Premium and Cost Sharing Assistance- Health	1. Increase the percent of persons who are virally suppressed to 86%. 2. Increase in the percent of clients accessing dental	<ul style="list-style-type: none"> Viral Suppression: Percent of clients, regardless of age, with a diagnosis of HIV with a HIV viral load of less than 200 copies/mL at last HIV viral load test during the measurable year. 	<ul style="list-style-type: none"> Viral Suppression: (1287/1434)- 89.7% Dental Services: 2017- no data, 2018- 406 clients (only 6 mo.) Total Number of Services Delivered: 12,237

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	health care by 2% from GY2017.	<ul style="list-style-type: none"> • Dental Health Care: Percent of clients who receive dental services above or below the service goal, i.e., the difference between the number of people actually served minus the service goal, divided by the service goal. 	Total Number of Unduplicated Clients (UDC): 1,434
<p>Health Insurance to Provide Medications</p> <p>Insured clients' health insurance premium assistance</p> <p>Insured clients' medication copayment assistance (other)</p>	<ol style="list-style-type: none"> 1. Increase the percent of persons who are virally suppressed to 88%. 2. Increase the percent of clients who receive health insurance assistance, premium assistance and copayment assistance, by 5% each. 	<ul style="list-style-type: none"> • Viral Suppression: Percent of clients, regardless of age, with a diagnosis of HIV with a HIV viral load of less than 200 copies/mL at last HIV viral load test during the measurable year. • Insurance Assistance: Percent of clients who receive health insurance assistance above or below the service goal, i.e., the difference between the number of people actually served minus the service goal, divided by the service goal. 	<ul style="list-style-type: none"> • Viral Suppression: (2093/2350)- 89.1% • Insurance Premium Services: ((603-505)/505)- 19.4% 2017- 505, 2018- 603 clients (only 6 mo.) • Insurance Medication Services: ((1045-741)/741)- 41% 2017- 741, 2018- 1045 clients (only 6 mo.) <p>Total Number of Services Delivered: 18,087 Total Number of Unduplicated Clients (UDC): 2,350</p>
Housing	<ol style="list-style-type: none"> 1. Increase in the percentage of clients who received a housing service who are in stable housing by 1%. 	<ul style="list-style-type: none"> • Housing Services: Percent of clients who receive housing services and who are stably housed above or below the service goal, i.e., the difference between the number of people actually served minus the service goal, divided by the service goal. 	<ul style="list-style-type: none"> • Housing Services: 2017- No services delivered in timeframe, 2018- 91 clients stably housed <p>Total Number of Services Delivered: 447 Total Number of Unduplicated Clients (UDC): 124</p>
Medical Case Management, Treatment Adherence Services	<ol style="list-style-type: none"> 1. Increase the percent of persons who are virally suppressed to 86%. 	<ul style="list-style-type: none"> • Viral Suppression: Percent of clients, regardless of age, with a diagnosis of HIV with a HIV viral load of less than 200 copies/mL at last HIV viral load test during the measurable year. 	<ul style="list-style-type: none"> • Viral Suppression: (1392/1593)- 87.4% <p>Number of Services Delivered: 5,615 Number of Unduplicated Clients (UDC): 1,593</p>
Medical Nutrition Therapy	<ol style="list-style-type: none"> 1. Increase the percent of persons who are virally suppressed to 86%. 	<ul style="list-style-type: none"> • Viral Suppression: Percent of clients, regardless of age, with a diagnosis of HIV with a HIV viral load of less than 200 	<ul style="list-style-type: none"> • Viral Suppression: No services delivered in timeframe

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		copies/mL at last HIV viral load test during the measurable year.	Number of Services Delivered: None Number of Unduplicated Clients (UDC): None
Medical Transportation	1. Increase the percent of persons who are virally suppressed to 86%.	<ul style="list-style-type: none"> • Viral Suppression: Percent of clients, regardless of age, with a diagnosis of HIV with a HIV viral load of less than 200 copies/mL at last HIV viral load test during the measurable year. 	<ul style="list-style-type: none"> • Viral Suppression: (244/320)- 76.3% Number of Services Delivered: 1,596 Number of Unduplicated Clients (UDC): 320
Mental Health Services	<p>1. A minimum of 85% of clients will maintain or report an improvement of mental health symptoms on a first assessment compared to a last assessment, during the measurement year.</p> <p>2. Increase the percent of persons who are virally suppressed to 86%.</p>	<ul style="list-style-type: none"> • Assessment Score: The percent of clients who accessed a mental health service and received an maintain or improvement score from their initial to their final mental health assessment (SBIRT or WHODAS) during the measurement year. • Viral Suppression: Percent of clients, regardless of age, with a diagnosis of HIV with a HIV viral load of less than 200 copies/mL at last HIV viral load test during the measurable year. 	<ul style="list-style-type: none"> • Viral Suppression: (395/453)- 87.2% • Assessment Score: Calculated annually Number of Services Delivered: 1,427 Number of Unduplicated Clients (UDC): 453
Non-Medical Case Management Services	1. Increase the percent of persons who are virally suppressed to 86%.	<ul style="list-style-type: none"> • Viral Suppression: Percent of clients, regardless of age, with a diagnosis of HIV with a HIV viral load of less than 200 copies/mL at last HIV viral load test during the measurable year. 	<ul style="list-style-type: none"> • Viral Suppression: (503/612)- 82.2% Number of Services Delivered: 2,363 Number of Unduplicated Clients (UDC): 612
Other Professional Services (Legal)	<p>1. Increase the percent of persons who are virally suppressed to 86%.</p> <p>2. Increase in the percentage of clients who receive legal services by 10%.</p>	<ul style="list-style-type: none"> • Viral Suppression: Percent of clients, regardless of age, with a diagnosis of HIV with a HIV viral load of less than 200 copies/mL at last HIV viral load test during the measurable year. • Legal Services: Percent of clients who receive legal services above or below the service goal, i.e., the difference between the 	<ul style="list-style-type: none"> • Viral Suppression: (69/79)- 87.3% • Legal Services: ((73-23)/23)- 217.4% 2017- 23, 2018- 73 clients (only 6 mo.) Number of Services Delivered: 224 Number of Unduplicated Clients (UDC): 79

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		number of people actually served minus the service goal, divided by the service goal.	
Outpatient/Ambulatory Health Services	1. Increase the percent of persons who are virally suppressed to 86%.	<ul style="list-style-type: none"> • Viral Suppression: Percent of clients, regardless of age, with a diagnosis of HIV with a HIV viral load of less than 200 copies/mL at last HIV viral load test during the measurable year. 	<ul style="list-style-type: none"> • Viral Suppression: (260/354)- 73.4% Number of Services Delivered: 1065 Number of Unduplicated Clients (UDC): 354
Psychosocial Support Services	1. Increase the percent of persons who are virally suppressed to 87%.	<ul style="list-style-type: none"> • Viral Suppression: Percent of clients, regardless of age, with a diagnosis of HIV with a HIV viral load of less than 200 copies/mL at last HIV viral load test during the measurable year. 	<ul style="list-style-type: none"> • Viral Suppression: (24/26)- 92.3% Number of Services Delivered: 149 Number of Unduplicated Clients (UDC): 26
Referral for Healthcare and Supportive Services	<p>1. Increase the percent of persons who are virally suppressed to 86%.</p> <p>2. Increase in the percentage of clients who eligibility and enrollment services for six-month re-certification enrollment, by 10%.</p>	<ul style="list-style-type: none"> • Viral Suppression: Percent of clients, regardless of age, with a diagnosis of HIV with a HIV viral load of less than 200 copies/mL at last HIV viral load test during the measurable year. • Eligibility and Enrollment Services: Percent of clients who receive eligibility and enrollment above or below the service goal, i.e., the difference between the number of people actually served minus the service goal, divided by the service goal. 	<ul style="list-style-type: none"> • Viral Suppression: (2557/3010)- 85.0% • Eligibility and Enrollment Services: ((773-491)/491)- 57.4% 2017- 491, 2018- 773 clients (only 6 mo.) Number of Services Delivered: 6,702 Number of Unduplicated Clients (UDC): 3,010 Application Services by Type: Annual: 2,130 Recertification: 973 Indirect: 263