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Quality Management (QM) Report Card
Miami-Dade County Ryan White Program

Ryan White Program Service Provider Forum

April 2017

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Behavioral Science Research Corporation

BEHAVIORAL SCIENCE RESEARCH

MIAMI-DADE HIV/AIDS PARTNERSHIP
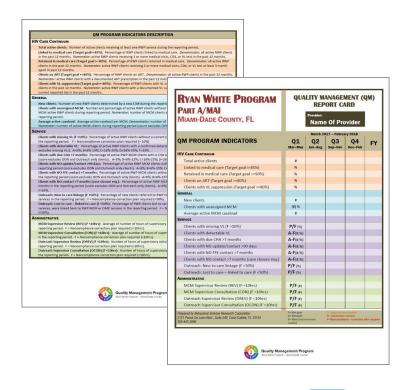
MIAMI-DADE COUNTY

Background

QUALITY MANAGEMENT (QM) REPORT CARD

- Quarterly standardized reporting tool
- Availability: April, July, October, & January
- RWP Service Provider Agency(ies) & RWP MCM Provider(s)
- Effective on 3/01/2017

AIMS

- Identify areas of strength - replication
- Identify opportunity for improvement
- Evaluate RWP impact

QM PROGRAM INDICATORS DESCRIPTION

HIV CARE CONTINUUM

Total active clients: Number of active clients receiving at least one RWP service during the reporting period.

Linked to medical care (Target goal>=85%): Percentage of RWP clients linked to medical care. *Denominator:* all active R[...] in the past 12 months. *Numerator:* active RWP clients receiving 1 or more medical visits, CD4, or VL test in the past 12 m[...]

Retained in medical care (Target goal >=90%): Percentage of RWP clients retained in medical care. *Denominator:* all act[...] clients in the past 12 months. *Numerator:* active RWP clients receiving 2 or more medical visits, CD4, or VL test at least 3 [...] apart in past 12 months.

Clients on ART (Target goal >=80%): Percentage of RWP clients on ART. *Denominator:* all active RWP clients in the past [...] *Numerator:* active RWP clients with a documented ART prescription in the past 12 months.

Clients with VL suppression (Target goal >=80%): Percentage of RWP clients with VL suppression. *Denominator:* all acti[...] clients in the past 12 months. *Numerator:* active RWP clients with a documented VL suppression (<200 copies/mL) in the[...] current reported lab in the past 12 months.

GENERAL

New clients: Number of new RWP clients determined by a new CIS# during the reporting period.

Clients with unassigned MCM: Number and percentage of active RWP clients without an assigned MCM. *Denominator:* [...] MCM active RWP clients during reporting period. *Numerator:* number of MCM clients without an assigned MCM during t[...] reporting period.

Average active caseload: Average active caseload per MCM. *Denominator:* number of MCMs during the reporting period[...] *Numerator:* number of active MCM clients during reporting period (count excludes OON and Outreach only clients).

SERVICE

Clients with missing VL (F >10%): Percentage of active RWP clients without a current (6 months or less) or with a missin[...] the reporting period. F = Noncompliance-correction plan required (> 10%).

Clients with detectable VL: Percentage of active RWP clients with a confirmed detectable VL in the reporting period (sc[...] excludes missing VLs). A<6%; B=6%-15%; C=16%-25%; D=26%-35%; F>35%.

Clients with due CHA >7 months: Percentage of active RWP MCM clients with a CHA older than 7 months in the reportin[...] (score excludes OON and Outreach only clients). A<6%; B=6%-15%; C=16%-25%; D=26%-35%; F>35%.

Clients with NO update/contact >90 days: Percentage of active RWP MCM clients with no update or contact made in 90 [...] reporting period (score excludes OON and Outreach only clients). A<6%; B=6%-15%; C=16%-25%; D=26%-35%; F>35%.

Clients with NO FFE contact >7 months: Percentage of active RWP MCM clients without a RWP face-to-face contact in 7 [...] the reporting period (score excludes OON and Outreach only clients). A<6%; B=6%-15%; C=16%-25%; D=26%-35%; F>35[...]

Clients with NO contact >7 months (case closure req.): Percentage of active RWP MCM clients without any RWP contact [...] months in the reporting period (score excludes OON and Outreach only clients). A<6%; B=6%-15%; C=16%-25%; D=26%-[...] F>35%.

Outreach: New to care linkage (F <50%): Percentage of new clients referred to RWP Outreach services linked to RWP M[...] services in the reporting period. F = Noncompliance-correction plan required (<50%).

Outreach: Lost to care – linked to care (F <50%): Percentage of RWP clients lost to care who, after being referred to RW[...] services, were linked back to RWP MCM or OMC services in the reporting period. F = Noncompliance-correction plan req[...] (<50%).

ADMINISTRATIVE

MCM Supervisor Review (REV) (F <10hrs): Average of number of hours of supervisory activity billed as "review" code (R[...] reporting period. F = Noncompliance-correction plan required (<10hrs).

MCM Supervisor Consultation (CON) (F <10hrs): Average of number of hours of supervisory activity billed as "consult" c[...] in the reporting period. F = Noncompliance-correction plan required (<10hrs).

Outreach Supervisor Review (OREV) (F <10hrs): Number of hours of supervisory activity billed as "review" code (OREV) [...] reporting period. F = Noncompliance-correction plan required (<10hrs).

Outreach Supervisor Consultation (OCON) (F <10hrs): Number of hours of supervisory activity billed as "consult" code ([...] the reporting period. F = Noncompliance-correction plan required (<10hrs).

Quality Management Program
Ryan White Program – Miami-Dade County

RYAN WHITE PROGRAM
PART A/MAI
MIAMI-DADE COUNTY, FL

QUALITY MANAGEMENT (QM) REPORT CARD

Provider:
Name Of Provider

QM PROGRAM INDICATORS	Q1 Mar–May	Q2 Jun–Aug	Q3 Sep–Nov	Q4 Dec–Feb	FY
HIV CARE CONTINUUM					
Total active clients	#				
Linked to medical care (Target goal>=85%)	%				
Retained in medical care (Target goal >=90%)	%				
Clients on ART (Target goal >=80%)	%				
Clients with VL suppression (Target goal >=80%)	%				
GENERAL					
New clients	#				
Clients with unassigned MCM	(#) %				
Average active MCM caseload	#				
SERVICE					
Clients with missing VL (F >10%)	P/F (%)				
Clients with detectable VL	A-F(#,%)				
Clients with due CHA >7 months	A-F(#,%)				
Clients with NO update/contact >90 days	A-F(#,%)				
Clients with NO FFE contact >7 months	A-F(#,%)				
Clients with NO contact >7 months (case closure req.)	A-F(#,%)				
Outreach: New to care linkage (F <50%)	P/F (%)				
Outreach: Lost to care – linked to care (F <50%)	P/F (%)				
ADMINISTRATIVE					
MCM Supervisor Review (REV) (F <10hrs)	P/F (#)				
MCM Supervisor Consultation (CON) (F <10hrs)	P/F (#)				
Outreach Supervisor Review (OREV) (F <10hrs)	P/F (#)				
Outreach Supervisor Consultation (OCON) (F <10hrs)	P/F (#)				

March 2017 – February 2018

Prepared by Behavioral Science Research Corporation
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P= Met goal
A= Met goal
B= Minor improvement needed

C= Improvement needed
D= Justification needed
F= Noncompliance - correction plan required

Quality Management Program
Ryan White Program – Miami-Dade County

BEHAVIORAL SCIENCE RESEARCH

MIAMI-DADE HIV/AIDS PARTNERSHIP

MIAMI-DADE COUNTY

QM Report Card - specifics

QM PROGRAM INDICATORS

- Twenty (20) indicators
- Four (4) categories: HIV Care Continuum, General, Service, Admin.
- Program and Provider-specific data

ASSESSMENT

- Service and Administrative indicators:
    - HIV Care Continuum related indicators (2)
    - Contractual requirements (10)
- Scoring scales:
    - P (met goal) / F (non-compliance)
    - A, B, C, D, F

QM Report Card – specifics summary

SECTION	INDICATOR	SCORING
HIV CARE CONTINUUM (5)	Total active clients	--
	Linked to medical care (Target goal>=85%)	--
	Retained in medical care (Target goal >=90%)	--
	Clients on ART (Target goal >=80%)	--
	Clients with VL suppression (Target goal >=80%)	--
GENERAL (3)	New clients	--
	Clients with unassigned MCM	--
	Average active MCM caseload	--
SERVICE (8)	Clients with missing VL (F >10%)	**P (met goal) / F**
	Clients with detectable VL	**A – F**
	Clients with due CHA >7 months	**A – F**
	Clients with NO update/contact >90 days	**A – F**
	Clients with NO FFE contact >7 months	**A – F**
	Clients with NO contact >7 months (case closure req.)	**A – F**
	Outreach: New to care linkage (F <50%)	**P (met goal) / F**
	Outreach: Lost to care – linked to care (F <50%)	**P (met goal) / F**
ADMINISTRATIVE (4)	MCM Supervisor Review (REV) (F <10hrs)	**P (met goal) / F**
	MCM Supervisor Consultation (CON) (F <10hrs)	**P (met goal) / F**
	Outreach Supervisor Review (OREV) (F <10hrs)	**P (met goal) / F**
	Outreach Supervisor Consultation (OCON) (F <10hrs)	**P (met goal) / F**

Report Card Sections

1. HIV Care Continuum

- **Total active clients:** Number of active clients receiving at least one RWP service during the reporting period.

- **Linked to medical care (Target goal>=85%):** Percentage of RWP clients linked to medical care. Denominator: all active RWP clients in the past 12 months. Numerator: active RWP clients receiving 1 or more medical visits, CD4, or VL test in the past 12 months.

- **Retained in medical care (Target goal >=90%):** Percentage of RWP clients retained in medical care. Denominator: all active RWP clients in the past 12 months. Numerator: active RWP clients receiving 2 or more medical visits, CD4, or VL test at least 3 month apart in past 12 months.

- **Clients on ART (Target goal >=80%):** Percentage of RWP clients on ART. Denominator: all active RWP clients in the past 12 months. Numerator: active RWP clients with a documented ART prescription in the past 12 months.

- **Clients with VL suppression (Target goal >=80%):** Percentage of RWP clients with VL suppression. Denominator: all active RWP clients in the past 12 months. Numerator: active RWP clients with a documented VL suppression (<200 copies/mL) in the most current reported lab in the past 12 months.

2. General

- **New clients:** Number of new RWP clients determined by a new CIS# during the reporting period.

- **Clients with unassigned MCM:** Number and percentage of active RWP MCM clients without an assigned MCM. Denominator: number of MCM active RWP clients during reporting period. Numerator: number of MCM clients without an assigned MCM during the reporting period.

- **Average active caseload:** Average active caseload per MCM. Denominator: number of MCMs during the reporting period. Numerator: number of active MCM clients during reporting period (count excludes OON and Outreach only clients).

3. Service

- **Clients with missing VL (F >10%):** Percentage of active RWP clients without a **current** (6 months or less) or with a missing VL lab in the reporting period.   F = Noncompliance-correction plan required (> 10%)

- **Clients with detectable VL:**   Percentage of active RWP clients with a confirmed detectable VL in the reporting period (score excludes missing VLs). A<6%; B=6%-15%; C=16%-25%; D=26%-35%; F>35%.

- **Clients with due CHA >7 months:**   Percentage of active RWP MCM clients with a CHA older than 7 months in the reporting period (score excludes OON and Outreach only clients).   A<6%; B=6%-15%; C=16%-25%; D=26%-35%; F>35%.

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- **Clients with NO FFE contact >7 months:**   Percentage of active RWP MCM clients without a RWP face-to-face contact in 7 months in the reporting period (score excludes OON and Outreach only clients). A<6%; B=6%-15%; C=16%-25%; D=26%-35%; F>35

3. Service (cont.)

- **Clients with NO contact >7 months (case closure req.):** Percentage of active RWP MCM clients without any RWP contact in 7 months in the reporting period (score excludes OON and Outreach only clients). A<6%; B=6%-15%; C=16%-25%; D=26%-35%; F>35%.

- **Outreach: New to care linkage (F <50%):** Percentage of new clients referred to RWP Outreach services linked to RWP MCM or OMC services in the reporting period. F = Noncompliance-correction plan required (<50%).

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4. Administrative

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- **Outreach Supervisor Consultation (OCON) (F <10hrs):** Number of hours of supervisory activity billed as "consult" code (OCON) in the reporting period. F = Noncompliance-correction plan required (<10hrs).

Thank you very much!