

RYAN WHITE PART A LAS VEGAS TGA

Quality Management Indicators Report

GY 2010

(March 1, 2010-February 28, 2011)



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INTRODUCTION

This report summarizes the quality management outcomes data collected across the Las Vegas TGA during grant year 2010 (March 1, 2010-February 28, 2011). As each agency has been reviewed and received a full report on their performance, this report is a cumulative overview of the TGA's performance as a whole. Data is collected annually and used to identify shortfalls, create quality improvement plans, and continually monitor changes to ensure stability and sustainability in the Las Vegas TGA. This data may also be used by the Planning Council in their priority setting and resource allocation process to ensure client needs are being met.

Performance Measurement

Performance indicators quantitatively tell us something important about our services, and the processes that deliver them. They are a tool to help us understand, manage, and improve what our organizations do.

Performance indicators let us know;

- How well we are doing,
- If we are meeting our goals,
- If our customers are satisfied,
- If and where improvements are necessary, and
- If our processes are in statistical control.

Specific performance measures have been developed for each service category and are included in each standard of care for service delivery. Each agency is held to the standards of care for which they have been contracted during that grant year. Three specific areas for tracking performance measurement have been outlined; agency compliance measures, client level outcome measures, and overall program performance measures. Each of these categories is outlined with their respective performance measures in each standard of care and defined below.

Agency Compliance Measures

All agencies are expected to uphold outlined standards to a minimum of the designated percentage goal and annually their compliance will be assessed.

Client Level Outcome Measures

The Client Level Outcome Measures are a reflection of our client's progress as they access services.

Overall Program Performance Measures

Overall Program Performance Measures illustrate how accessible services are in our TGA in addition to how they are perceived by the client for not only the HIV/AIDS population but the minority population as well.

The culmination of this data is imperative to understanding our progress as we strive to achieve the highest quality of service delivery in the continuum of care.

METHODS

Data Collection

Data regarding outlined performance measures was collected through a combination of chart abstraction at each Part A funded agency for GY 2010-2011, through CAREWare the client level data management system utilized in the TGA, and consumer input through a survey.

Chart Abstraction

Chart reviews are conducted at clinical care sites and support service locations annually to ensure that HIV services meet public health guidelines, standards of care, and evaluate performance measures.

Chart reviews are conducted by QM staff who have had detailed training in the project and are familiar with standards and processes of HIV/AIDS outpatient care. These reviews use clinic records including progress notes, flow sheets, laboratory reports and other documentation contained within the record to complete the data collection instrument. Other sources of supporting secondary data (i.e. from information system database or billing information) are also used to fill in gaps or corroborate chart information if appropriate. Confidentiality agreements were signed assuring adherence to complete patient privacy protection.

To ensure random chart selection a report was pulled from CAREWare with the identifying information of clients that accessed each service category by agency during the measurement period (March 1, 2010-February 28, 2011). Random charts from that list were pulled for analysis to fulfill the set sample size. Sample size was a minimum of 30-35 unless fewer accessed that service then all were reviewed.

CAREWare

Several of the performance measures utilized in the TGA are HRSA specific and automatically populate through CAREWare by agency. The majority of these are in the service category of Outpatient/Ambulatory medical care allowing for periodic review throughout the year.

Consumer Input

Consumer input was solicited through a survey instrument completed and returned by 654 Ryan White Part A clients in the Las Vegas TGA. Questions were asked regarding overall level of satisfaction with each service category, in addition to specific questions regarding medical care and case management service delivery processes and related workforce.

Data Analysis

Data was entered into excel for analysis and randomly spot checked to ensure accuracy. An analysis was performed using frequencies to extract indicator percentages. This process was conducted by a masters-level analyst.

RESULTS

Quality management indicator percentage results are outlined by service category. To track our improvement results data collected from grant year 2009 is also included where available, 2009 was the first data collection period. Respective goals were reviewed and agreed upon collectively by the Las Vegas TGA Quality Management C.O.R.E. Team. Additionally, an overall analysis of the TGA is presented utilizing specific client level outcomes.

CORE MEDICAL SERVICES

Outpatient/Ambulatory Medical Care

Performance Measurement

Medical care performance measure percentages have increased significantly from 2009 with each indicator showing at minimum a 5% increase with many surpassing the goal. It should also be noted that regarding overall program performance measures, which are primarily consumer responses, scored a minimum of 4% over the goal in all sever areas. This indicates a high level of consumer satisfaction with the HIV/AIDS medical care they are receiving.

All performance measures for medical care and their respective percentage and goal are included in the following table.

Ambulatory/Outpatient Medical Care

Agency Compliance Measures

<u>Heading</u>	<u>Definition</u>	<u>Goal</u>	<u>2010</u>	<u>2009</u>
Medical Visits	Percent of clients with HIV infection who had two or more medical visits in an HIV care setting in the measurement year.	75%	70%	56%
CD4 T-Cell Count	Percent of clients with HIV infection who had two or more CD4 T-cell counts performed in the measurement year.	75%	70%	50%
CD4 <200 with PCP Prophylaxis	Percent of clients with HIV infection and a CD4 T-cell count below 200 who were prescribed PCP prophylaxis.	80%	86%	40%
AIDS Clients on HAART	Percent of clients with AIDS who are prescribed HAART.	95%	97%	61%
Percent of Pregnant Women Prescribed ART	Percent of pregnant women with HIV infection who are prescribed antiretroviral therapy.	100%	0%	100%
Adherence Assessment and Counseling	Percent of clients with HIV infection on ARV's who were assessed and counseled for adherence two or more times in the measurement year as part of their primary care.	75%	54%	0%
Cervical Cancer Screening	Percent of women with HIV infection who have a pap screening in the measurement year.	70%	39%	31%
Hepatitis B Vaccination	Percent of clients with HIV infection who completed the vaccine series for hepatitis B.	45%	18%	12%
Hepatitis C Screening	Percent of clients for who Hepatitis C (HCV) screening was performed at least once since diagnosis.	75%	70%	38%
HIV Risk Counseling	Percent of clients with HIV infection who received HIV risk counseling within the last 12 months.	80%	53%	24%
Lipid Screening	Percent of clients with HIV infection on HAART who had a fasting lipid panel within the last 12 months.	80%	82%	18%
Syphilis Screening	Percent of adult clients with HIV infection who had a test for syphilis performed within the last 12 months.	75%	59%	33%
TB Screening	Percent of adult clients who received testing for LTBI (latent TB infection) at least once since HIV diagnosis.	75%	50%	33%
Chlamydia Screening	Percent of clients with HIV infection at risk for sexually transmitted infections (STI's) who had a test for Chlamydia within the measurement year.	70%	24%	10%
Gonorrhea Screening	Percent of clients with HIV infection at risk for sexually transmitted infection (STI's) who had a test for gonorrhea within the measurement year.	70%	20%	16%
Hepatitis B Screening	Percent of clients with HIV infection who have been screened for Hepatitis B virus infection status.	80%	45%	11%
Influenza Vaccination	Percent of clients with HIV infection who have received a influenza vaccination within the last 12 months.	50%	43%	39%
MAC Prophylaxis	Percent of clients with HIV infection and a CD4 T-cell count <50 who were prescribed Mycobacterium Avium Complex (MAC) prophylaxis within the measurement year.	85%	0%	0%
Mental Health	Percent of clients with HIV infection who have had a mental health screening within the last 12 months.	45%	46%	0%
Pneumococcal Vaccination	Percent of clients with HIV infection who have ever received pneumococcal vaccine.	75%	40%	23%
Substance Use Screening	Percent of new clients with HIV infection who have been screened for substance use (alcohol and drugs) in the last 12 months.	45%	50%	0%
Toxoplasma Screening	Percent of clients with HIV infection for whom a toxoplasma screening was performed at least once since the diagnosis of HIV.	80%	46%	23%
Oral Exam	Percent of HIV infected clients who had an oral exam by a dentist during the measurement year based on patient self report or other documentation.	70%	na	na
Hepatitis/HIV Alcohol Counseling	Percent of HIV infected clients who were co-infected with HBV or HCV and received alcohol counseling within the measurement year.	70%	na	na
Tobacco Cessation Counseling	Percent of HIV infected clients who used tobacco products within the measurement year and received tobacco cessation counseling.	70%	na	na
Medication Education	Percent of clients who were prescribed new medication and received medication education concurrently.	80%	69%	40%
Initial Comprehensive Assessment	Percent of new clients that have documentation in the client chart of an initial comprehensive assessment including a general medical history, a comprehensive HIV related history and a comprehensive physical examination within thirty days of initial appointment.	100%	100%	na
Annual Reassessment	Percent of existing clients that have documentation in the client chart of an annual comprehensive assessment including a detailed medical history and physical examination.	100%	100%	na

Ambulatory/Outpatient Medical Care				
Client Level Outcome Measures				
<u>Heading</u>	<u>Definition</u>	<u>Goal</u>	<u>2010</u>	<u>2009</u>
Disease Status at Time of Entry Into Care	Percent of individuals that have an AIDS diagnosis (CD4 T-cell count of <200) at time of initial outpatient/ambulatory medical care visits in the measurement year.	20%	27%	na
Stabilized CD4	Percent of clients will have stabilized (≥ 200) or increased their CD4 T-cell count from initial labs during the measurement period to final labs during the measurement period.	75%	91%	72%
Most Recent CD4 Stable	Percent of clients with at least one CD4 T-cell count within the measurement year and those that are considered medically stable ($CD4 \geq 200$).	75%	91%	na
Undetectable Viral Load	Percent of clients will have a viral load that remained undetectable or decreased to ≤ 50 from initial labs during the measurement period to final labs during the measurement period.	75%	74%	na
Most Recent Viral Load Undetectable	Percent of clients with at least one viral load within the measurement year will be considered undetectable (< 50).	75%	67%	na
Ambulatory/Outpatient Medical Care				
Overall Program Performance Measures				
<u>Heading</u>	<u>Definition</u>	<u>Goal</u>	<u>2010</u>	<u>2009</u>
Wait Time for Access to Enroll in Outpatient/Ambulatory Medical Care	Is the wait time for entry into care no more than 15 business days for date of call. (Percent of Ryan White Part A program funded outpatient/ambulatory medical care organizations in the system/network with a waiting time of 15 or fewer business days for a Ryan White Program eligible patient to receive an appointment to enroll in outpatient/ambulatory medical care.)	Yes	na	na
MAI Measure-Service Utilization in Communities of Color	Percent of minority clients (excluding only the non-Hispanic White 25+ population) will access Outpatient/Ambulatory Medical Care within the measurement year.	65%	29%	81%
Client Satisfaction	Percent of clients that report being very satisfied or satisfied with the medical care they received over the last 12 months for their HIV/AIDS status.	75%	88%	na
Understanding Lab Results	Percent of clients that report their HIV medical providers/HIV doctors took the time to help them understand their lab results, such as; CD4 and viral load, and what it means for their health.	65%	73%	na
Understanding Medication Side Effects	Percent of clients that report that their HIV medical provider/HIV doctor took the time to explain the side effects of their medication.	65%	69%	na
Understanding Prescribed Medication	Percent of clients that report that their HIV medical provider/HIV doctors took the time to explain how important it is to take medication as prescribed.	65%	76%	na
Availability of Care	Percent of clients that report that they were able to schedule medical appointments within a reasonable period of time (soon enough for their needs).	65%	74%	na
Comfort Level with Medical Providers	Percent of clients that report feeling comfortable talking to their HIV medical provider/HIV doctors about personal or intimate issues.	65%	71%	na
Medication Assistance	Percent of clients that report being satisfied with the process for receiving their HIV/AIDS medication over the last 12 months.	65%	89%	na

Areas still in need of improvement as part of primary care include;

Counseling:

- Adherence Assessment and Counseling
- HIV Risk Counseling

Testing and screenings to be provided at a minimum of annually:

- Cervical Cancer Screening (pap test)
- Syphilis Screenings
- Chlamydia Screenings

- Gonorrhea Screenings
- Hepatitis B Screenings

Communities of Special Importance:

- Medical Service Utilization in Communities of Color

Currently improvement projects are underway with regard to tests or screenings that must be provided at a minimum of once since the clients diagnosis of HIV.

These include the areas of:

- Hepatitis B Vaccination series
- Hepatitis C Screening
- TB Screening
- Hepatitis B Screening
- Pneumococcal Vaccination
- Toxoplasma Screening

It was determined that these specific items on several records did not accurately transfer from WebCIM to CAREWare or did not have a location in WebCIM to be recorded. Therefore, significant work has been done by the medical providers to review missing data and input this information into the client CAREWare record if it has been completed.

Medical Case Management Services

Three levels of case management have been developed within the Medical Case Management service category; Intensive Medical Case Management-Medical and Intensive Medical Case Management-Social and Medical Case Management. Intensive Social and Medical will be separate for data collection and reporting purposes in grant year 2011-2012, however for this reporting period Intensive Social and Medical Case Management are combined.

Intensive Medical Case Management

Intensive Medical Case Management is to be provided by a Master's/Bachelor's level Registered Nurse (RN) or RN with a minimum of 2 years of case management experience and should be provided for a period not to exceed six months. This is essential to ensure the client is medically stable before they are released into the care system on a more self sufficiency focused program.

All percentages meet or exceed expectations except for acuity forms which have been emphasized as critically important. Additionally, because these clients are generally just entering the care system, undetectable viral loads are hard to achieve.

Intensive Medical Case Management-Medical				
Agency Compliance Measures				
<u>Heading</u>	<u>Definition</u>	<u>Goal</u>	<u>2010</u>	<u>2009</u>
Assigned to Case Manager	Percent of clients will be assigned to a Case Manager upon intake.	100%	100%	na
Complete Client Acuity Form	Percent of newly enrolled clients during the measurement period will have an acuity form documented in the client chart on intake.	95%	67%	na
Nursing Assessment	Percent of clients entering Intensive Medical Case Management-Medical will have a nursing assessment performed and documented on intake or within their first three appointments.	95%	80%	na
Client Care Plan or Individual Service Plan	Percent of newly enrolled clients during the measurement period will have a Client Care Plan or Individual Service Plan documented in the client chart on intake.	100%	83%	na
Current Labs	Percent of clients will have current labs (dated no more than 12 months from current date of service) documented on intake.	85%	79%	na
Client Reassessment	Percent of clients will have a completed reassessment form documented twice each at least three months apart within the 12 month measurement period.	85%	na	na
Updated Client Acuity	Percent of clients will have an updated client acuity documented at least twice each at least three months apart within the 12 month measurement period.	85%	na	na
Transitioned Within Six Months of Initial Contact	Percent of clients in Intensive Medical Case Management-Medical services that were transitioned into another level of care or program within six months of initial contact (exclusions apply).	85%	na	na
Justification of Continued Intensive Medical Case Management Services	Clients found to be in need of Intensive Medical Case Management services beyond the six month mark (and don't fall within the allotted exceptions), an acceptable explanation and verification of Part A eligibility must be provided in the CAREWare custom tab no more than two business days from the determination.	100%	na	na
Updated Client Care Plan or Individual Service Plan	Percent of clients will have an updated ISP documented at least twice each at least three months apart within the 12 month measurement period.	85%	96%	na
Current Labs	Percent of clients will have current labs (dated no more than 12 months from current date of service) documented within the measurement period.	85%	79%	na
Client Follow-up Every Month	Percent clients will have a follow-up documented by a Medical Case Management client encounter form (or other approved method such as case notes) at a minimum of once per month.	85%	96%	na
Discharge Summary	Percent of clients discharged from case management will have a discharge summary documented in the client chart or in CAREWare.	90%	88%	na
Final Acuity at Discharge	Percent of clients will have an updated acuity score documented in their chart at the time of discharge.	90%	12%	na
Intensive Medical Case Management-Medical				
Client Level Outcome Measures				
<u>Heading</u>	<u>Definition</u>	<u>Goal</u>	<u>2010</u>	<u>2009</u>
In Medical Care	Percent of clients that are in medical care (at least one medical visit per measurement period).	75%	93%	na
Maintained Adherence to Medical Care (HRSA HAB measure)	Percent of clients that maintain adherence to medical care visits within the measurement year (at least two medical visits with a provider with prescribing privileges at least three months apart within the measurement year).	75%	67%	na
Stabilized CD4	Percent of clients will have stabilized (≥ 200) or increased their CD4 T-cell count from initial labs during the measurement period to final labs during the measurement period.	75%	71%	na
Most Recent CD4 Stable	Percent of clients with at least one CD4 T-cell count within the measurement year and those that are considered medically stable ($CD_4 \geq 200$).	75%	71%	na
Undetectable Viral Load	Percent of clients will have a viral load that remained undetectable or decreased to ≤ 50 from initial labs during the measurement period to final labs during the measurement period.	75%	63%	na
Most Recent Viral Load Undetectable	Percent of clients with at least one viral load within the measurement year will be considered undetectable (< 50).	75%	67%	na
Decreased Client Acuity	Percent of clients will have a decreased client acuity score from initial score on intake to final score at discharge or final score within the measurement period.	90%	100%	na

Medical Case Management-Social and Medical Case Management

The Social component of Medical Case Management is provided by a Social Worker whereas regular Medical Case Management is for those who need assistance and follow-up with medical care. These are delineated by client acuity and will be reported separately in the future.

Medical Case Management-Social and Medical Case Management				
<i>Agency Compliance Measures</i>				
<u>Heading</u>	<u>Definition</u>	<u>Goal</u>	<u>2010</u>	<u>2009</u>
Assigned to Case Manager	Percent of clients will be assigned to a Case Manager upon intake.	100%	100%	na
Complete Ryan White Part A Client Registration Form	Percent of newly enrolled clients during the measurement period will have a Ryan White Part A Client Registration Form documented in the client chart on intake.	100%	100%	na
Complete Client Acuity Form	Percent of newly enrolled clients during the measurement period will have an acuity form documented in the client chart on intake.	100%	100%	51%
Client Care Plan or Individual Service Plan	Percent of newly enrolled clients during the measurement period will have a Client Care Plan or Individual Service Plan documented in the client chart on intake.	100%	100%	88%
Current Labs	Percent of clients will have current labs (dated no more than 12 months from current date of service) documented on intake.	85%	97%	83%
Client Reassessment	Percent of clients will have a completed reassessment form documented twice each at least three months apart within the 12 month measurement period.	85%	98%	na
Updated Client Acuity	Percent of clients will have an updated client acuity documented at least twice each at least three months apart within the 12 month measurement period.	85%	97%	90%
Updated Client Care Plan or Individual Service Plan	Percent of clients will have an updated ISP documented at least twice each at least three months apart within the 12 month measurement period.	85%	98%	88%
Current Labs	Percent of clients will have current labs (dated no more than 12 months from current date of service) documented within the measurement period.	85%	na	83%
Client Follow-up Every Three Months	Percent of clients will have a follow-up documented by a Medical Case Management client encounter form (or other approved method such as case notes) at least twice per year in between each period of reassessment.	85%	47%	na
Discharge Summary	Percent of clients discharged from case management will have a discharge summary documented in the client chart or in CAREWare.	90%	100%	na
Final Acuity at Discharge	Percent of clients will have an updated acuity score documented in their chart at the time of discharge.	90%	na	na
Medical Case Management-Social and Medical Case Management				
<i>Client Level Outcome Measures</i>				
<u>Heading</u>	<u>Definition</u>	<u>Goal</u>	<u>2010</u>	<u>2009</u>
In Medical Care	Percent of clients that are in medical care (at least one medical visit per measurement period).	75%	99%	na
Maintained Adherence to Medical Care (HRSA HAB measure)	Percent of clients that maintain adherence to medical care visits within the measurement year (at least two medical visits with a provider with prescribing privileges at least three months apart within the measurement year).	75%	81%	71%
Stabilized CD4	Percent of clients will have stabilized (≥ 200) or increased their CD4 T-cell count from initial labs during the measurement period to final labs during the measurement period.	75%	98%	na
Most Recent CD4 Stable	Percent of clients with at least one CD4 T-cell count within the measurement year and those that are considered medically stable ($CD_4 \geq 200$).	75%	88%	na
Undetectable Viral Load	Percent of clients will have a viral load that remained undetectable or decreased to ≤ 50 from initial labs during the measurement period to final labs during the measurement period.	75%	58%	na
Most Recent Viral Load Undetectable	Percent of clients with at least one viral load within the measurement year will be considered undetectable (< 50).	75%	60%	na
Decreased Client Acuity	Percent of clients will have a decreased client acuity score from initial score on intake to final score at discharge or final score within the measurement period.	90%	73%	na

Oral Health Care

Clients accessing oral health care services during grant year 2010-2011 showed very positive health outcomes. Additionally, agency compliance measures and client satisfaction questions will be assessed for grant year 2011-2012.

Oral Health Care				
Agency Compliance Measures				
<u>Heading</u>	<u>Definition</u>	<u>Goal</u>	<u>2010</u>	<u>2009</u>
Dental and Medical History	Percent of clients in oral health care have a dental and medical health history documented in the client chart (updated or initial) at least once per measurement year.	85%	na	na
Dental Treatment Plan Phase 1 of Treatment Plan Completed	Percent of clients in oral health care will have a dental treatment plan developed and/or updated at least once in the measurement year.	85%	na	na
Periodontal Screening or Examination	Percent of clients in oral health care will have phase 1 of their treatment plan completed within 12 months of establishment.	85%	na	na
Oral Health Education	Percent of clients in oral health care will have a periodontal screening or examination performed and documented at a minimum of once per year.	85%	na	na
	Percent of clients in oral health care will receive oral health education at least once in the measurement year.	85%	na	na
Oral Health Care				
Client Level Outcome Measures				
<u>Heading</u>	<u>Definition</u>	<u>Goal</u>	<u>2010</u>	<u>2009</u>
In Medical Care	Percent of clients that are in medical care (at least one medical visit per measurement period).	75%	91%	na
Maintained Adherence to Medical Care (HRSA HAB measure)	Percent of clients that maintain adherence to medical care visits within the measurement year (at least two medical visits with a provider with prescribing privileges at least three months apart within the measurement year).	75%	83%	na
Stabilized CD4	Percent of clients will have stabilized (≥ 200) or increased their CD4 T-cell count from initial labs during the measurement period to final labs during the measurement period.	75%	80%	na
Most Recent CD4 Stable	Percent of clients with at least one CD4 T-cell count within the measurement year and those that are considered medically stable ($CD_4 \geq 200$).	75%	83%	na
Undetectable Viral Load	Percent of clients will have a viral load that remained undetectable or decreased to ≤ 50 from initial labs during the measurement period to final labs during the measurement period.	75%	100%	na
Most Recent Viral Load Undetectable	Percent of clients with at least one viral load within the measurement year will be considered undetectable (< 50).	75%	50%	na
Oral Health Care				
Overall Program Performance Measures				
<u>Heading</u>	<u>Definition</u>	<u>Goal</u>	<u>2010</u>	<u>2009</u>
Client Satisfaction	Percent of clients will report being very satisfied or satisfied with the Oral Health Care (Dental visits) they received in the last 12 months through the Ryan White Program.	75%	na	na

Health Insurance Premium and Cost Sharing Assistance

Clients accessing health insurance premium and cost sharing assistance services also exhibited positive health outcomes. Consumer satisfaction questions will also be added to the data collection process for grant year 2011.

Health Insurance Premium and Cost Sharing Assistance				
<i>Agency Compliance Measures</i>				
<u>Heading</u>	<u>Definition</u>	<u>Goal</u>	<u>2010</u>	<u>2009</u>
none				
Health Insurance Premium and Cost Sharing Assistance				
<i>Client Level Outcome Measures</i>				
<u>Heading</u>	<u>Definition</u>	<u>Goal</u>	<u>2010</u>	<u>2009</u>
In Medical Care	Percent of clients that are in medical care (at least one medical visit per measurement period).	75%	98%	na
Maintained Adherence to Medical Care (HRSA HAB measure)	Percent of clients that maintain adherence to medical care visits within the measurement year (at least two medical visits with a provider with prescribing privileges at least three months apart within the measurement year).	75%	64%	na
Stabilized CD4	Percent of clients will have stabilized (≥ 200) or increased their CD4 T-cell count from initial labs during the measurement period to final labs during the measurement period.	75%	93%	na
Most Recent CD4 Stable	Percent of clients with at least one CD4 T-cell count within the measurement year and those that are considered medically stable ($CD_4 \geq 200$).	75%	95%	na
Undetectable Viral Load	Percent of clients will have a viral load that remained undetectable or decreased to ≤ 50 from initial labs during the measurement period to final labs during the measurement period.	75%	54%	na
Most Recent Viral Load Undetectable	Percent of clients with at least one viral load within the measurement year will be considered undetectable (< 50).	75%	69%	na
Health Insurance Premium and Cost Sharing Assistance				
<i>Overall Program Performance Measures</i>				
<u>Heading</u>	<u>Definition</u>	<u>Goal</u>	<u>2010</u>	<u>2009</u>
Client Satisfaction	Percent of clients will report being very satisfied or satisfied with the services they received with their health insurance related needs for their HIV/AIDS status over the last 12 months.	75%	na	na

Medical Nutrition Therapy Including Nutritional Supplements

Positive health outcomes can also be tracked for clients that accessed medical nutrition therapy during grant year 2010. It should be noted that 75% of clients accessing the service reported they had experienced improved overall health and 70% reported decreased symptoms. There was also a very high report of client satisfaction at 89%. Additionally, with a goal of 75%, 72% of clients overall reported having received a food resource directory in the last 12 months illustrating where to locate community food banks as we work to build stronger community partnerships in this area.

Medical Nutrition Therapy				
Agency Compliance Measures				
<u>Heading</u>	<u>Definition</u>	<u>Goal</u>	<u>2010</u>	<u>2009</u>
Intake and Initial Assessment	Percent of clients will receive a comprehensive intake and initial assessment including; 24 hour dietary recall, nutrition and wellness assessment, individualized nutrition plan.	85%	na	na
Reassessment	Percent of clients that receive a comprehensive six month reassessment including; 24 hour dietary recall, nutrition and wellness assessment, individualized nutrition plan.	85%	na	na
Discharge Note	Percent of clients that have a discharge note documented with the date and reason when discharged.	85%	na	na
Medical Nutrition Therapy				
Client Level Outcome Measures				
<u>Heading</u>	<u>Definition</u>	<u>Goal</u>	<u>2010</u>	<u>2009</u>
In Medical Care	Percent of clients that are in medical care (at least one medical visit per measurement period).	75%	98%	na
Maintained Adherence to Medical Care (HRSA HAB measure)	Percent of clients that maintain adherence to medical care visits within the measurement year (at least two medical visits with a provider with prescribing privileges at least three months apart within the measurement year).	75%	88%	na
Stabilized CD4	Percent of clients will have stabilized (≥ 200) or increased their CD4 T-cell count from initial labs during the measurement period to final labs during the measurement period.	75%	94%	na
Most Recent CD4 Stable	Percent of clients with at least one CD4 T-cell count within the measurement year and those that are considered medically stable ($CD_4 \geq 200$).	75%	96%	na
Undetectable Viral Load	Percent of clients will have a viral load that remained undetectable or decreased to ≤ 50 from initial labs during the measurement period to final labs during the measurement period.	75%	29%	na
Most Recent Viral Load Undetectable	Percent of clients with at least one viral load within the measurement year will be considered undetectable (< 50).	75%	46%	na
Improved Overall Health	Percent of clients that report an improved overall health from the nutrition supplements they received (such as Boost, food vouchers) over the last 12 months.	75%	75%	na
Decreases Symptoms	Percent of clients will report that the nutrition therapy services (such as Boost, food vouchers, or meeting with the nutrition therapist) helped decrease any symptoms they have related to their HIV/AIDS status.	75%	70%	na
Medical Nutrition Therapy				
Overall Program Performance Measures				
<u>Heading</u>	<u>Definition</u>	<u>Goal</u>	<u>2010</u>	<u>2009</u>
Client Satisfaction	Percent of clients will report being very satisfied or satisfied with the services they received with their health insurance related need for their HIV/AIDS status over the last 12 months.	75%	89%	na
Community Food Resources	Percent of clients will report receiving a list of community food resources over the last 12 months.	75%	72%	na

Local AIDS Pharmaceutical Assistance

The majority of performance measurement data for Local AIDS Pharmaceutical Assistance scored well above the respective goals. The most recent viral load and undetectable viral load scored well below the goal, however, consumer satisfaction with this area scored 89%. It should be noted that the consumer satisfaction question asked only about medication assistance which would also include ADAP provided by Part B administered by the State of Nevada.

AIDS Pharmaceutical Assistance				
Agency Compliance Measures				
<u>Heading</u>	<u>Definition</u>	<u>Goal</u>	<u>2010</u>	<u>2009</u>
none				
AIDS Pharmaceutical Assistance				
Client Level Outcome Measures				
<u>Heading</u>	<u>Definition</u>	<u>Goal</u>	<u>2010</u>	<u>2009</u>
In Medical Care	Percent of clients that are in medical care (at least one medical visit per measurement period).	75%	100%	na
Maintained Adherence to Medical Care (HRSA HAB measure)	Percent of clients that maintain adherence to medical care visits within the measurement year (at least two medical visits with a provider with prescribing privileges at least three months apart within the measurement year).	75%	100%	na
Stabilized CD4	Percent of clients will have stabilized (≥ 200) or increased their CD4 T-cell count from initial labs during the measurement period to final labs during the measurement period.	75%	92%	na
Most Recent CD4 Stable	Percent of clients with at least one CD4 T-cell count within the measurement year and those that are considered medically stable ($CD_4 \geq 200$).	75%	97%	na
Undetectable Viral Load	Percent of clients will have a viral load that remained undetectable or decreased to ≤ 50 from initial labs during the measurement period to final labs during the measurement period.	75%	46%	na
Most Recent Viral Load Undetectable	Percent of clients with at least one viral load within the measurement year will be considered undetectable (< 50).	75%	63%	na
AIDS Pharmaceutical Assistance				
Overall Program Performance Measures				
<u>Heading</u>	<u>Definition</u>	<u>Goal</u>	<u>2010</u>	<u>2009</u>
Client Satisfaction	Percent of clients will report being satisfied or very satisfied with HIV/AIDS medication services they have received for their HIV status over the past 12 months.	75%	89%	na

Early Intervention Services

Early intervention services include counseling individuals with respect to HIV/AIDS; testing (including tests to confirm the presence of the disease, to diagnose the extent of immune deficiency, and to provide information on appropriate therapeutic measures); referrals; other clinical and diagnostic services regarding HIV/AIDS; periodic medical evaluations for individuals with HIV/AIDS; and provision of therapeutic measures.

It should be noted that clients in EIS are generally not receiving any HIV/AIDS medication and therefore will generally have a very high viral load. Although 98% did have a stable CD4 count.

Early Intervention Services				
Agency Compliance Measures				
<u>Heading</u>	<u>Definition</u>	<u>Goal</u>	<u>2010</u>	<u>2009</u>
none				
Early Intervention Services				
Client Level Outcome Measures				
<u>Heading</u>	<u>Definition</u>	<u>Goal</u>	<u>2010</u>	<u>2009</u>
In Medical Care	Percent of clients that are in medical care (at least one medical visit per measurement period).	75%	100%	na
Most Recent CD4 Stable	Percent of clients with at least one CD4 T-cell count within the measurement year and those that are considered medically stable (CD4 \geq 200).	50%	98%	na
Most Recent Viral Load Undetectable	Percent of clients with at least one viral load within the measurement year will be considered undetectable (<50).	25%	7%	na
Early Intervention Services				
Overall Program Performance Measures				
<u>Heading</u>	<u>Definition</u>	<u>Goal</u>	<u>2010</u>	<u>2009</u>
HIV Test Results for PLWH/A	Percent of individuals who test positive for HIV who are given their HIV antibody test results in the measurement year.	75%	na	na

Mental Health Services

Mental health services data indicators scored significantly higher during grant year 2010-2011 than grant year 2009-2010. It should be noted that 88% of clients report being satisfied or very satisfied with the mental health services they received, including group sessions. Seventy-eight percent of client enrolled in mental health service experienced an improved functional status throughout the course of their treatment denoted by an improved GAF rating. Additionally, 86% achieved an undetectable viral load during the grant year and 100% accessed medical care at least once during that time as well.

Mental Health Services				
Agency Compliance Measures				
<u>Heading</u>	<u>Definition</u>	<u>Goal</u>	<u>2010</u>	<u>2009</u>
Mental Health Screening	Percent of clients will have a complete Mental Health screening performed and completed within their first three appointments with their Mental Health provider.	80%	68%	60%
DSM IV Diagnosis	Percent of clients will have a DSM IV diagnosis documented on intake or completed no later than within the first three appointments with their Mental Health provider.	80%	83%	na
GAF Rating	Percent of clients will have a GAF rating documented on intake or completed and documented no later than within the first three appointments with their Mental Health provider.	80%	69%	na
Treatment Plan	Percent of clients in individual treatment will have a treatment plan documented on intake or completed no later than within the first three appointments with the mental health provider.	80%	60%	na
GAF Update	Percent of clients will have an updated GAF rating documented at a minimum of every 60 days.	80%	77%	55%
Progress Notes	Percent of clients will have progress notes documented at each of their appointments throughout treatment in the measurement year.	80%	100%	na
Treatment Plan	Percent of clients in individual treatment will have their treatment plan revised and updated at a minimum of every 60 days while the client is in Mental Health treatment.	80%	77%	58%
Discharge Plan/Note	Percent of clients exiting Mental Health services will have a discharge plan completed no later than 90 days from the client's last contact/appointment with the service provider.	95%	100%	na
Mental Health Services				
Client Level Outcome Measures				
<u>Heading</u>	<u>Definition</u>	<u>Goal</u>	<u>2010</u>	<u>2009</u>
In Medical Care	Percent of clients that are in medical care (at least one medical visit per measurement period).	75%	100%	na
Maintained Adherence to Medical Care (HRSA HAB measure)	Percent of clients that maintain adherence to medical care visits within the measurement year (at least two medical visits with a provider with prescribing privileges at least three months apart within the measurement year).	75%	78%	na
Improved Functional Status	Percent of clients will have an increased GAF rating from initial GAF to GAF at discharge or final GAF rating within the measurement period if client is still accessing services.	55%	78%	67%
Stabilized CD4	Percent of clients will have stabilized (≥ 200) or increased their CD4 T-cell count from initial labs during the measurement period to final labs during the measurement period.	75%	71%	na
Most Recent CD4 Stable	Percent of clients with at least one CD4 T-cell count within the measurement year and those that are considered medically stable ($CD_4 \geq 200$).	75%	78%	na
Undetectable Viral Load	Percent of clients will have a viral load that remained undetectable or decreased to ≤ 50 from initial labs during the measurement period to final labs during the measurement period.	75%	86%	na
Most Recent Viral Load Undetectable	Percent of clients with at least one viral load within the measurement year will be considered undetectable (< 50).	75%	57%	na
Mental Health Services				
Overall Program Performance Measures				
<u>Heading</u>	<u>Definition</u>	<u>Goal</u>	<u>2010</u>	<u>2009</u>
Client Satisfaction	Percent of clients will report being very satisfied or satisfied with the Mental Health services (including group sessions) they received over the last 12 months.	75%	88%	na
Retention in Care-Individual Sessions	Percent of clients entering the care system at least 90 days prior to the end of the measurement year will remain in care for at least three appointments within the measurement year.	55%	63%	67%

Substance Abuse Services (Outpatient)

Substance abuse service indicators also scored significantly higher from grant year 2009-2010 to grant year 2010-2011. Client exhibited very positive health outcomes in addition to 59% having an improved functional status. A reported 86% of clients reported being satisfied or very satisfied with the substance abuse services they received and 77% remained in treatment for a minimum of three sessions well surpassing the goal of 55%.

Substance Abuse Services				
Agency Compliance Measures				
<u>Heading</u>	<u>Definition</u>	<u>Goal</u>	<u>2010</u>	<u>2009</u>
Mental Health Screening	Percent of clients will have a complete Mental Health screening performed and completed within their first three appointments with their Substance Abuse provider.	75%	94%	na
GAF Rating	Percent of clients will have a GAF rating documented on intake or completed and documented no later than within the first three appointments with their Substance Abuse provider.	80%	91%	na
Treatment Plan	Percent of clients in individual treatment will have a treatment plan documented on intake or completed no later than within the first three appointments with the Substance Abuse provider.	80%	85%	67%
GAF Update	Percent of clients will have an updated GAF rating documented at a minimum of every 60 days.	80%	73%	80%
Progress Notes	Percent of clients will have progress notes documented at each of their appointments throughout treatment in the measurement year.	80%	100%	na
Treatment Plan	Percent of clients in individual treatment will have their treatment plan revised and updated at a minimum of every 60 days while the client is in Substance Abuse treatment.	80%	69%	na
Discharge Plan/Note	Percent of clients exiting Substance abuse services will have a discharge plan completed no later than 90 days from the client's last contact/appointment with the service provider.	95%	100%	na
Substance Abuse Services				
Client Level Outcome Measures				
<u>Heading</u>	<u>Definition</u>	<u>Goal</u>	<u>2010</u>	<u>2009</u>
In Medical Care	Percent of clients that are in medical care (at least one medical visit per measurement period).	75%	97%	20%
Maintained Adherence to Medical Care (HRSA HAB measure)	Percent of clients that maintain adherence to medical care visits within the measurement year (at least two medical visits with a provider with prescribing privileges at least three months apart within the measurement year).	75%	75%	na
Improved Functional Status	Percent of clients will have an increased GAF rating from initial GAF to GAF at discharge or final GAF rating within the measurement period if client is still accessing services.	55%	59%	75%
Stabilized CD4	Percent of clients will have stabilized (≥ 200) or increased their CD4 T-cell count from initial labs during the measurement period to final labs during the measurement period.	75%	83%	na
Most Recent CD4 Stable	Percent of clients with at least one CD4 T-cell count within the measurement year and those that are considered medically stable ($CD_4 \geq 200$).	75%	67%	na
Undetectable Viral Load	Percent of clients will have a viral load that remained undetectable or decreased to ≤ 50 from initial labs during the measurement period to final labs during the measurement period.	75%	75%	na
Most Recent Viral Load Undetectable	Percent of clients with at least one viral load within the measurement year will be considered undetectable (< 50).	75%	67%	na

Substance Abuse Services				
Overall Program Performance Measures				
<u>Heading</u>	<u>Definition</u>	<u>Goal</u>	<u>2010</u>	<u>2009</u>
Client Satisfaction	Percent of clients will report being very satisfied or satisfied with the Substance Abuse services (including group sessions) they received over the last 12 months.	75%	86%	na
Retention in Care- Individual Sessions	Percent of clients entering the care system at least 90 days prior to the end of the measurement year will remain in care for at least three appointments within the measurement year.	55%	77%	80%

SUPPORT SERVICES

Non-Medical Case Management

Non-medical case management scored well over their goal in nearly all areas. The area of “client follow-up every three months” is new and was implemented in March 2011 for data collection in grant year 2011-2012. This was collection for grant year 2010-2011 just to gauge the current contact rate. Overall the service category of non-medical case management excelled within agency compliance measures. Strategies will be developed by the quality management team to encourage more case management use among minority populations.

Non-Medical Case Management				
Agency Compliance Measures				
<u>Heading</u>	<u>Definition</u>	<u>Goal</u>	<u>2010</u>	<u>2009</u>
Assigned to Case Manager	Percent of clients will be assigned to a Case Manager upon intake.	100%	100%	na
Complete Ryan White Part A Client Registration Form	Percent of newly enrolled clients during the measurement period will have a Ryan White Part A Client Registration Form documented in the client chart on intake.	100%	100%	na
Complete Client Acuity Form	Percent of newly enrolled clients during the measurement period will have an acuity form documented in the client chart on intake.	100%	100%	57%
Client Care Plan or Individual Service Plan	Percent of newly enrolled clients during the measurement period will have a Client Care Plan or Individual Service Plan documented in the client chart on intake.	100%	94%	72%
Client Reassessment	Percent of clients will have a completed reassessment form documented twice each at least three months apart within the 12 month measurement period.	85%	96%	na
Updated Client Acuity	Percent of clients will have an updated client acuity documented at least twice each at least three months apart within the 12 month measurement period.	85%	92%	57%
Updated Client Care Plan or Individual Service Plan	Percent of clients will have an updated ISP documented at least twice each at least three months apart within the 12 month measurement period.	85%	90%	72%
Client Follow-up Every Three Months	Percent clients will have a follow-up documented by a Medical Case Management client encounter form (or other approved method such as case notes) at least twice per year in between each period of reassessment.	85%	54%	na
Discharge Summary	Percent of clients discharged from case management will have a discharge summary documented in the client chart or in CAREWare.	90%	100%	na
Final Acuity at Discharge	Percent of clients will have an updated acuity score documented in their chart at the time of discharge.	90%	100%	na

Non-Medical Case Management				
Client Level Outcome Measures				
<u>Heading</u>	<u>Definition</u>	<u>Goal</u>	<u>2010</u>	<u>2009</u>
In Medical Care	Percent of clients that are in medical care (at least one medical visit per measurement period).	75%	96%	48%
Maintained Adherence to Medical Care (HRSA HAB measure)	Percent of clients that maintain adherence to medical care visits within the measurement year (at least two medical visits with a provider with prescribing privileges at least three months apart within the measurement year).	75%	88%	na
Stabilized CD4	Percent of clients will have stabilized (≥ 200) or increased their CD4 T-cell count from initial labs during the measurement period to final labs during the measurement period.	75%	92%	na
Most Recent CD4 Stable	Percent of clients with at least one CD4 T-cell count within the measurement year and those that are considered medically stable ($CD_4 \geq 200$).	75%	91%	na
Undetectable Viral Load	Percent of clients will have a viral load that remained undetectable or decreased to ≤ 50 from initial labs during the measurement period to final labs during the measurement period.	75%	69%	na
Most Recent Viral Load Undetectable	Percent of clients with at least one viral load within the measurement year will be considered undetectable (< 50).	75%	70%	na
Decreased Client Acuity	Percent of clients will have a decreased client acuity score from initial score on intake to final score at discharge or final score within the measurement period.	90%	86%	na
Non-Medical Case Management				
Overall Program Performance Measures				
<u>Heading</u>	<u>Definition</u>	<u>Goal</u>	<u>2010</u>	<u>2009</u>
MAI Measure-Service Utilization among Minority Populations	Percent of minority clients (excluding only non-Hispanic White Male clients age 25+) will access Medical Case Management Services at least once during the measurement period.	65%	17%	20%
Increased Non-Medical Case Management Service Utilization Among Minorities in Medical Care	Percent of clients in the Ryan White Part A system of care will have at least one non-Medical Case Management service visit within the measurement period.	65%	74%	na
Client Satisfaction	Percent of clients will report being very satisfied or satisfied with the services they received from community case managers and social workers for their HIV/AIDS status over the last 12 months.	75%	84%	na
Received the Care and Services Needed	Percent of clients will report that their case manager helped them get the services they need.	65%	69%	na
Received Needed Referrals	Percent of clients will report getting the referrals they were in need of.	65%	68%	na
Understand Case Management Care Plan	Percent of clients will report that their case manager helped them understand their casemanagement care plan.	65%	62%	na
Improved Psychosocial Status	Percent of clients will report that their case manager helped them improve the problems, feelings, or situations they discussed.	65%	65%	na

Medical Transportation Assistance

Due to grant requirements to tie all services to medical outcomes, stricter measures have been added to the medical case management standard of care for data collection during grant year 2011-2012. Overall, clients report an 89% satisfaction rate with medical transportation services and nearly all of the client level outcomes measures meet their respective goals.

Medical Transportation Assistance				
<i>Agency Compliance Measures</i>				
<u>Heading</u>	<u>Definition</u>	<u>Goal</u>	<u>2010</u>	<u>2009</u>
Eligible Utilization of Bus Pass	Percent of Medical Transportation service encounters for bus pass utilization will have documentation in the client file of eligible appointment/utilization with proof of service/appointment received.	95%	na	na
Eligible Utilization of Van Transportation	Percent of Medical Transportation service van encounters will have documentation in CAREWare corresponding to the date of service on the provider log for all Medical Transportation service van encounters.	95%	na	na
Van Transportation Requirements Met	Percent of Medical Transportation service van transportation specific contract requirements will be submitted to the Grantee at the end of the grant year.	100%	na	na
Medical Transportation Assistance				
<i>Client Level Outcome Measures</i>				
<u>Heading</u>	<u>Definition</u>	<u>Goal</u>	<u>2010</u>	<u>2009</u>
In Medical Care	Percent of clients that are in medical care (at least one medical visit per measurement period).	75%	100%	na
Maintained Adherence to Medical Care (HRSA HAB measure)	Percent of clients that maintain adherence to medical care visits within the measurement year (at least two medical visits with a provider with prescribing privileges at least three months apart within the measurement year).	75%	80%	na
Stabilized CD4	Percent of clients will have stabilized (≥ 200) or increased their CD4 T-cell count from initial labs during the measurement period to final labs during the measurement period.	75%	94%	na
Most Recent CD4 Stable	Percent of clients with at least one CD4 T-cell count within the measurement year and those that are considered medically stable ($CD_4 \geq 200$).	75%	91%	na
Undetectable Viral Load	Percent of clients will have a viral load that remained undetectable or decreased to ≤ 50 from initial labs during the measurement period to final labs during the measurement period.	75%	76%	na
Most Recent Viral Load Undetectable	Percent of clients with at least one viral load within the measurement year will be considered undetectable (< 50).	75%	57%	na
Medical Transportation Assistance				
<i>Overall Program Performance Measures</i>				
<u>Heading</u>	<u>Definition</u>	<u>Goal</u>	<u>2010</u>	<u>2009</u>
Client Satisfaction	Percent of clients that report being very satisfied or satisfied with the transportation services they received over the last 12 months	75%	89%	na

Food Bank/Home-Delivered Meals

Client satisfaction with this service category will be collected in the upcoming grant year. While 100% of those clients accessing Part A medical care maintained adherence to care, 95% overall accessed medical care at least once.

Food Bank/Food Voucher				
Agency Compliance Measures				
<u>Heading</u>	<u>Definition</u>	<u>Goal</u>	<u>2010</u>	<u>2009</u>
none				
Food Bank/Food Voucher				
Client Level Outcome Measures				
<u>Heading</u>	<u>Definition</u>	<u>Goal</u>	<u>2010</u>	<u>2009</u>
In Medical Care	Percent of clients that are in medical care (at least one medical visit per measurement period).	75%	95%	na
Maintained Adherence to Medical Care (HRSA HAB measure)	Percent of clients that maintain adherence to medical care visits within the measurement year (at least two medical visits with a provider with prescribing privileges at least three months apart within the measurement year).	75%	100%	na
Stabilized CD4	Percent of clients will have stabilized (≥ 200) or increased their CD4 T-cell count from initial labs during the measurement period to final labs during the measurement period.	75%	78%	na
Most Recent CD4 Stable	Percent of clients with at least one CD4 T-cell count within the measurement year and those that are considered medically stable ($CD_4 \geq 200$).	75%	92%	na
Undetectable Viral Load	Percent of clients will have a viral load that remained undetectable or decreased to ≤ 50 from initial labs during the measurement period to final labs during the measurement period.	75%	54%	na
Most Recent Viral Load Undetectable	Percent of clients with at least one viral load within the measurement year will be considered undetectable (< 50).	75%	67%	na
Food Bank/Food Voucher				
Overall Program Performance Measures				
<u>Heading</u>	<u>Definition</u>	<u>Goal</u>	<u>2010</u>	<u>2009</u>
Client Satisfaction	Percent of clients will report being very satisfied or satisfied with the Food Services (for food vouchers) they received in the last 12 months through the Ryan White Program.	75%	na	na

Emergency Financial Assistance

Emergency financial assistance is the provision of short-term payments to agencies or the establishment of voucher programs to help with emergency expenses related to essential utilities, housing, food (including groceries, food vouchers, and food stamps), and medication, when other resources are not available.

Due to Ryan White funds being the last resort of payment, when emergency financial assistance is utilized, clients will need to show proof that at least three other community resources declined their request prior to Ryan White funds being issued for grant year 2011-2012.

Housing and utility assistance payments are being issued in a very timely manner with 82% of housing assistance request paid within 7 days and 88% of utility assistance payments made within 48 hours.

Emergency Financial Assistance				
Agency Compliance Measures				
<u>Heading</u>	<u>Definition</u>	<u>Goal</u>	<u>2010</u>	<u>2009</u>
Documentation of Denial From at Least Three Other Resources	Percent of clients receiving EFA will have a planning session documented in the case notes that at least three other community resources were approached for emergency assistance prior to EFA being issued. This must include the name of the community resource/agency, date contacted, and reason for denial.	80%	na	na
Request Paid Within 7 Days-Housing Assistance	Percent of clients receiving Housing assistance will have documentation that the request was paid 7 days after the approved request.	75%	82%	na
Request Paid Within 48 Hours-Utility Assistance	Percent of clients receiving EFA will have documentation that the request was paid 48 hours after the approved request.	75%	88%	na
Emergency Financial Assistance				
Client Level Outcome Measures				
<u>Heading</u>	<u>Definition</u>	<u>Goal</u>	<u>2010</u>	<u>2009</u>
In Medical Care	Percent of clients that are in medical care (at least one medical visit per measurement period).	75%	97%	56%
Maintained Adherence to Medical Care (HRSA HAB measure)	Percent of clients that maintain adherence to medical care visits within the measurement year (at least two medical visits with a provider with prescribing privileges at least three months apart within the measurement year).	75%	73%	na
Stabilized CD4	Percent of clients will have stabilized (≥ 200) or increased their CD4 T-cell count from initial labs during the measurement period to final labs during the measurement period.	75%	84%	na
Most Recent CD4 Stable	Percent of clients with at least one CD4 T-cell count within the measurement year and those that are considered medically stable ($CD_4 \geq 200$).	75%	75%	na
Undetectable Viral Load	Percent of clients will have a viral load that remained undetectable or decreased to ≤ 50 from initial labs during the measurement period to final labs during the measurement period.	75%	63%	na
Most Recent Viral Load Undetectable	Percent of clients with at least one viral load within the measurement year will be considered undetectable (< 50).	75%	52%	na
Received Resource Directory	Percent of clients will report having received a list of community resources at least once per year.	65%	74%	na
Emergency Financial Assistance				
Overall Program Performance Measures				
<u>Heading</u>	<u>Definition</u>	<u>Goal</u>	<u>2010</u>	<u>2009</u>
Client Satisfaction	Percent of clients will report being very satisfied or satisfied with the Emergency Financial Assistance (for utilities and housing) they received in the last 12 months through the Ryan White Program.	75%	83%	na

OVERALL CLIENT LEVEL OUTCOMES AND PROGRAM PERFORMANCE

Six client level outcomes measures were tracked during grant year 2010-2011 to monitor medical care access and health outcomes of our clients. Of the sample size collected, a minimum of 30 clients from each service category totaling about 140, 95% of client's accessed medical care at least

once during the measurement period. This data was collected utilizing both CAREWare and the Southern Nevada Health Districts eHARS database.

The next four indicators utilize data on only those clients accessing Part A medical care and does not include those accessing medical care services other than Part A.

Clients that maintained adherence to medical care, had two or more medical visits with a medical provider with prescribing privileges at least three months apart within the measurement year, were tracked at 81%.

We also tracked CD4 T-cell counts and viral loads on those same clients and found that of their most recent CD4 count, 87% were considered medically stable. Eighty-six percent had an increased CD4 count from their initial within the measurement period to their final within the measurement period, which would be no more than a 12 month period.

Of those same clients 57% were reported to have their most recent viral load considered undetectable with 65% achieving or maintaining an undetectable viral load within the measurement period.

Overall Client Level Outcomes			
<u>Heading</u>	<u>Definition</u>	<u>Goal</u>	<u>2010</u>
In Medical Care	Percent of clients that are in medical care (at least one medical visit per measurement period).	75%	95%
Maintained Adherence to Medical Care (HRSA HAB measure)	Percent of clients that maintain adherence to medical care visits within the measurement year (at least two medical visits with a provider with prescribing privileges at least three months apart within the measurement year).	75%	81%
Stabilized CD4	Percent of clients will have stabilized (≥ 200) or increased their CD4 T-cell count from initial labs during the measurement period to final labs during the measurement period.	75%	86%
Most Recent CD4 Stable	Percent of clients with at least one CD4 T-cell count within the measurement year and those that are considered medically stable ($CD_4 \geq 200$).	75%	87%
Undetectable Viral Load	Percent of clients will have a viral load that remained undetectable or decreased to ≤ 50 from initial labs during the measurement period to final labs during the measurement period.	75%	65%
Most Recent Viral Load Undetectable	Percent of clients with at least one viral load within the measurement year will be considered undetectable (< 50).	75%	57%

As for overall quality of all HIV/AIDS service 87% of clients surveyed stated they were very satisfied or satisfied with the quality of service received.

Overall Program Performance Measures			
<u>Heading</u>	<u>Definition</u>	<u>Goal</u>	<u>2010</u>
Client Satisfaction	Percent of clients that report being very satisfied or satisfied with the overall quality of care and services they received for their HIV/AIDS status over the last 12 months.	75%	87%