

**Orange County HIV Planning and Coordination
FY 2014 Orange County QM Outcomes and Indicators (Approved by QM Committee 11/05/14)**

Priority	Service	FY 2014 QM Outcomes				Notes for QM Committee	
		Outcome	Indicators	Methodology	Sample		Target %
1	Ambulatory Medical Care	Improvement in health	Undetectable HIV viral load	ARIES	Patients on HIV medications with viral load less than or equal to 200 copies/mL	86%	Target is based on Comprehensive Plan Goal for 2015. Strategies identified to reach goal: 1. Educate HIV Specialist on the Public Health Services Guidelines 2. Educate providers regarding referring to HIV specialists for treatment 3. Ensure client access to HIV-related medications 4. Provide education and support to clients regarding initiation and adherence to medications Outcomes for Viral Load for past three years are: - FY11: 77% - FY12: 80% - FY13: 83%
			Prescription of HIV Antiretroviral Therapy	ARIES or Chart Review	Patients, regardless of age, prescribed antiretroviral therapy with at least two visits in the measurement year	TBD	
			No new or recurrent opportunistic infections	Chart review	Sample number based on patient load	90%	
			Prescribed Pneumocystis jiroveci Pneumonia (PCP) Prophylaxis	Chart Review	Patients who were prescribed PCP prophylaxis within three months of a CD4 count below 200 cell/mm ³	TBD	
		Linkage to care	Patients who needed medical care that were newly enrolled with a medical provider	ARIES	Number of patients who had at least one medical visit in each 4-month period of the measurement period	85%	
		Retention to care	Patient had at least one medical visit with a provider in each 6-month period of 24-month measurement period with a minimum of 60 days between visits	ARIES	Number of patients who had at least one medical visit in the first 6 months of the 24-month measurement period	80%	
2	Medical Case Management	Improvement in health	Undetectable HIV viral load	Surveillance data	Patients on HIV medications with viral load less than or equal to 200 copies/mL with at least two Medical Case Management visits in the measurement period	TBD	Baseline Year
		Retention to care	Patient had at least one medical visit with a provider in each 6-month period of 24-month measurement period with a minimum of 60 days between visits	Surveillance data	Number of patients who had at least two medical case management visits in the first 6 months of the 24-month measurement period	TBD	Baseline Year
		Increased ability to get to medical care	Clients report that their case manager usually or always talked to them about specific things they could do to get medical services when they needed	Client Satisfaction Survey	All valid responses	80%	Recommended that methodology be modified for indicators that rely on client self-report, when possible.
		Decreased psycho-social needs for Medical Case Management clients	Improved or stable acuity scores as assessed by the HIV acuity scale	ARIES or Chart review	Chart review sample number based on client load or clients with at least 2 acuity scores in 12 month period in ARIES	80%	If chart review utilized, requires Grantee spot check during site visit.
			Clients reported that they usually or always felt that overall, their life ran more smoothly because of help they got from their case manager	Client Satisfaction Survey	All valid responses	80%	Recommended that methodology be modified for indicators that rely on client self-report, when possible.
		Met goals stated in individual service plan	Clients report they usually or always felt involved in making decisions about their service needs	Client Satisfaction Survey	All valid responses	80%	Recommended that methodology be modified for indicators that rely on client self-report, when possible.
	Clients report that their case manager usually or always was good at showing them how they could help themselves		Client Satisfaction Survey	All valid responses	80%	Recommended that methodology be modified for indicators that rely on client self-report, when possible.	
	Jail Case Management	Increased ability to get to medical care	Jail Case Management clients who receive a medical care visit with a physician within three months of release	Chart review (to determine clients released into OC) and Surveillance data	All jail case management clients released from jail into Orange County (not including ICE detainees)	55%	Target is unrealistic. According to data for In+Care Campaign the average for linking newly diagnosed to care within 4-months of diagnosis is: - National: 59% - State: 70% - Orange County: 88%
	Client Advocacy (also see Referral Services)	Increased ability to get to medical and/or support services	Clients report that they received information they needed to access services	Client Satisfaction Survey (May not be attributable to Client Advocacy services)	All valid responses	80%	Recommended that methodology be modified for indicators that rely on client self-report, when possible.
	Benefits Counseling	Increased understanding/assistance with benefits	Clients report that they usually or always were able to get easy to understand information or assistance regarding their benefit options	Client Satisfaction Survey	All valid responses	90%	Recommended that methodology be modified for indicators that rely on client self-report, when possible.

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3	Health Insurance Premium & Cost Sharing Assistance-Medications	Maintenance of health insurance	Ability to maintain health insurance during the reporting period	Chart review	Clients receiving service in last 12 months	95%	If chart review utilized, requires Grantee spot check during site visit.
			Ability to obtain insurance that they would otherwise would not be able to obtain	Client Satisfaction Survey	All valid responses	95%	Recommended that methodology be modified for indicators that rely on client self-report, when possible.
	Emergency Financial Assistance for Medications	Maintenance of prescription medications	Ability to maintain access to prescription medications during the reporting period	Chart review	Clients receiving service in last 12 months	95%	If chart review utilized, requires Grantee spot check during site visit.
			Ability to obtain medications that they would otherwise would not be able to obtain	Client Satisfaction Survey	All valid responses	95%	Recommended that methodology be modified for indicators that rely on client self-report, when possible.
4	Oral Health Care	Increased access to basic dental services	Number and percent of clients who access basic dental services	ARIES	Clients receiving service in last 12 months	TBD	Baseline Year
		Increased education regarding oral health	Clients report that the dentist always or usually gave them easy to understand instructions about how to take care of their oral health	Client Satisfaction Survey	All valid responses	80%	Recommended that methodology be modified for indicators that rely on client self-report, when possible.
		Improved ability to eat	Percentage of clients served who report that oral health services improved their ability to eat	Client Satisfaction Survey	All valid responses	80%	Recommended that methodology be modified for indicators that rely on client self-report, when possible.
5	Mental Health: Individual Counseling	Development of individual treatment plan	Client charts include completed individual treatment plan	Chart review	Percentage of charts based on HRSA methodology for clients served	95%	If chart review utilized, requires Grantee spot check during site visit.
		Met goals stated in individual treatment plan	Clients report that they always or usually met goals set with their therapist	Client Satisfaction Survey	All valid responses	80%	Recommended that methodology be modified for indicators that rely on client self-report, when possible.
		Increase in clients who comply with treatment plan	Number and percentage of clients who comply with their treatment plan	Chart review	Clients who have a completed treatment plan	TBD	Baseline Year
	Mental Health: Group Counseling	Increased ability to cope with HIV Disease	Clients report that this service helped them to better cope with their HIV disease	Client Satisfaction Survey	All valid responses	80%	Recommended that methodology be modified for indicators that rely on client self-report, when possible.
6	Emergency Financial Assistance for Housing	Increased ability to stay in housing	Clients report the service helped them get or stay in housing	Client Satisfaction Survey	All valid responses	90%	Recommended that methodology be modified for indicators that rely on client self-report, when possible.
		Increased ability to get housing	Clients report the service helped them get or stay in housing	Client Satisfaction Survey	All valid responses	90%	Recommended that methodology be modified for indicators that rely on client self-report, when possible.
	Transitional Housing	Increased ability to stay in housing	Clients report the service helped them get permanent housing	Client Satisfaction Survey	All valid responses	80%	Recommended that methodology be modified for indicators that rely on client self-report, when possible.
			Clients report the service helped them avoid being homeless	Client Satisfaction Survey	All valid responses	80%	Recommended that methodology be modified for indicators that rely on client self-report, when possible.
		Increased ability to stay in medical care	Clients report they were able to maintain medical care due to stable housing	Client Satisfaction Survey	All valid responses	TBD	Recommended that methodology be modified for indicators that rely on client self-report, when possible.
8	Home Health Care/Home and Community-Based Services	Decreased hospitalization	Number and percent of clients not having a an HIV-related hospitalization	Chart review	Clients receiving service in last 12 months	TBD	
		Maintenance of daily activities	Clients report that service helped them maintain their daily activities	Client Satisfaction Survey	All valid responses	80%	Recommended that methodology be modified for indicators that rely on client self-report, when possible.

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9	Food Bank	Maintenance of weight	Clients report this service helped them gain or maintain appropriate weight	Client Satisfaction Survey	All valid responses	80%	Recommended that methodology be modified for indicators that rely on client self-report, when possible.
		Increased ability to take medications	Clients report this service helped them take their medications that need to be taken with food	Client Satisfaction Survey	All valid responses	80%	Recommended that methodology be modified for indicators that rely on client self-report, when possible.
	Home Delivered Meals	Increased ability to get meals	Clients report this service helped them access meals that they would not be able to make on their own	Client Satisfaction Survey	All valid responses	80%	Recommended that methodology be modified for indicators that rely on client self-report, when possible.
		Nutritious diet	Clients report this service helped them achieve a nutritious diet	Client Satisfaction Survey	All valid responses	80%	Recommended that methodology be modified for indicators that rely on client self-report, when possible.
		Increased ability to take medications	Clients report this service helped them take their medications that need to be taken with food	Client Satisfaction Survey	All valid responses	80%	Recommended that methodology be modified for indicators that rely on client self-report, when possible.
10	Nutritional Supplements (HRSA - Food Bank)	Gaining or maintenance of weight	Clients report that this service helped them to gain or maintain appropriate weight	Client Satisfaction Survey	All valid responses	80%	Recommended that methodology be modified for indicators that rely on client self-report, when possible.
		Increased ability to take medications	Clients report this service helped them take their medications that need to be taken with food	Client Satisfaction Survey	All valid responses	80%	Recommended that methodology be modified for indicators that rely on client self-report, when possible.
		Maintenance or improvement in health	Clients report this service helped them maintain or improve their health	Client Satisfaction Survey	All valid responses	TBD	Recommended that methodology be modified for indicators that rely on client self-report, when possible.
11	Medical Transportation Services	Increased ability to get to health care appointments	Clients report that services helped them to get to doctor's appointments they might have missed	Client Satisfaction Survey	All valid responses	95%	Recommended that methodology be modified for indicators that rely on client self-report, when possible.
			Clients report that services helped them to get to dentist's appointments they might have missed	Client Satisfaction Survey	All valid responses	95%	Recommended that methodology be modified for indicators that rely on client self-report, when possible.
			Clients report that services helped them to get to appointments with their therapist they might have missed	Client Satisfaction Survey	All valid responses	95%	Recommended that methodology be modified for indicators that rely on client self-report, when possible.
		Increased ability to get medications	Clients report that services helped them pick up medication they would not have been able to pick up	Client Satisfaction Survey	All valid responses	95%	Recommended that methodology be modified for indicators that rely on client self-report, when possible.
12	Substance Abuse Services-Residential (Residential Treatment Program)	Completion of inpatient substance abuse treatment program	Increase in the percentage of clients with substance abuse diagnosis who enter and complete an inpatient substance abuse treatment program	Chart Review/ Provider Reports	Clients who entered residential substance abuse treatment during reporting period	TBD	If chart review utilized, requires Grantee spot check during site visit.
		Increased ability to stay in medical care	Clients report they were able to maintain medical care due to residential treatment	Client Satisfaction Survey	All Valid Responses	80%	Recommended that methodology be modified for indicators that rely on client self-report, when possible.
		Creation of an After Care Plan	Increase the percent of clients who establish an After Care Plan	Chart Review/ Provider Reports	Clients who complete a residential program	TBD	If chart review utilized, requires Grantee spot check during site visit.
	Substance Abuse Services-Residential (Detox)	Completion of detox program	Increase in the percentage of clients with substance abuse diagnosis who enter and complete an detox program	Chart Review/ Provider Reports	Clients who entered detox during reporting period	TBD	If chart review utilized, requires Grantee spot check during site visit.
		Increased ability to stay in medical care	Clients report they were able to maintain medical care due to detox	Client Satisfaction Survey	All Valid Responses	80%	Recommended that methodology be modified for indicators that rely on client self-report, when possible.
		Creation of an After Care Plan	Increase the percent of clients who establish an After Care Plan	Chart Review/ Provider Reports	Clients who complete a detox program	TBD	If chart review utilized, requires Grantee spot check during site visit.

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13	Legal Services	Increased understanding of legal rights	Clients report that legal service staff always or usually provided easy to understand information about their legal rights	Client Satisfaction Survey	All valid responses	80%	Recommended that methodology be modified for indicators that rely on client self-report, when possible.
			Clients report that legal staff helped them understand their legal rights	Client Satisfaction Survey	All valid responses	80%	Recommended that methodology be modified for indicators that rely on client self-report, when possible.
		Increased understanding of legal options	Clients report that legal service staff helped them understand their legal options	Client Satisfaction Survey	All valid responses	80%	Recommended that methodology be modified for indicators that rely on client self-report, when possible.
N/A	Referral Services	Improved ability to access services	Clients report that providers asked them about their life situation (housing, finances, etc.) and made a referral if they needed help	Client Satisfaction Survey	All valid responses	80%	Recommended that methodology be modified for indicators that rely on client self-report, when possible.
			Clients report that providers asked them about how they were feeling emotionally and made a referral to a mental health provider, counselor, or support group if they needed help	Client Satisfaction Survey	All valid responses	80%	Recommended that methodology be modified for indicators that rely on client self-report, when possible.
			Clients report that providers asked them about their teeth and made a referral if they needed a dentist	Client Satisfaction Survey	All valid responses	80%	Recommended that methodology be modified for indicators that rely on client self-report, when possible.
			Clients report that providers asked them about whether they needed help to tell their potentially exposed (sexual or needle sharing) partners about their HIV status and made a referral if they needed help	Client Satisfaction Survey	All valid responses	80%	Recommended that methodology be modified for indicators that rely on client self-report, when possible.
			Clients report that providers asked them about their drug and alcohol use and made a referral if they needed help	Client Satisfaction Survey	All valid responses	80%	Recommended that methodology be modified for indicators that rely on client self-report, when possible.