

# Ryan White Quality Management Update

Katrina D. Gary, DHEC

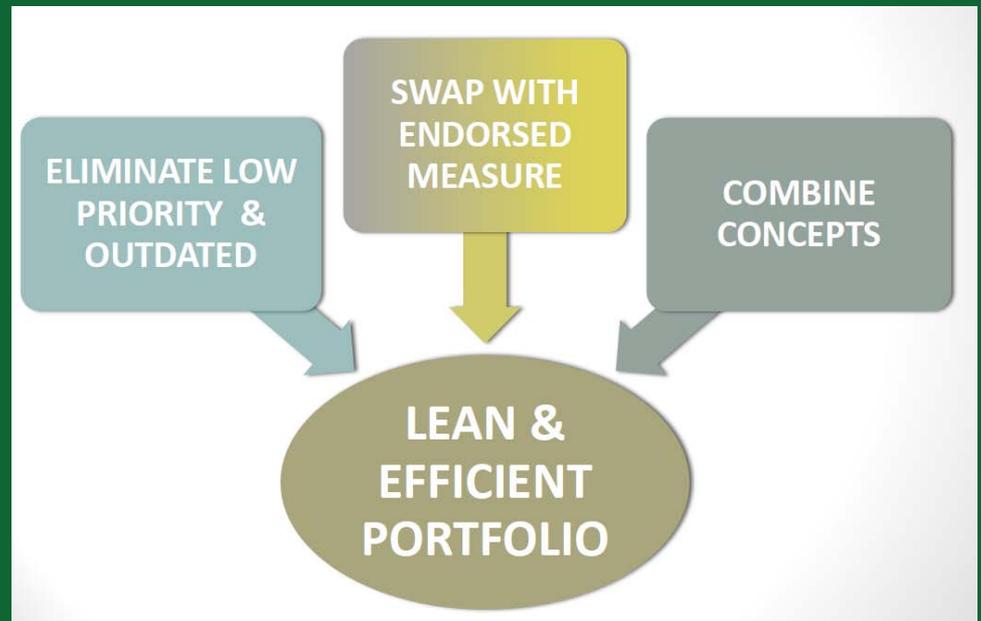
Aaron O'Brien, Roper St. Francis

# Continuous Quality Improvement

- Quality is defined as meeting and/or exceeding the expectations of our customers.
- Success is achieved through meeting the needs of those we serve.
- Most problems are found in processes, not in people. CQI does not seek to blame, but rather to improve processes.
- It is possible to achieve continual improvement through small, incremental changes.
- Continuous improvement is most effective when it becomes a natural part of the way everyday work is done.

# Upcoming QM Changes

- On November 6, the HIV/AIDS Bureau (HAB) informed grantees of changes to the performance measure portfolio.
- The changes have placed priority of some measures-which yields fewer measures.



# CURRENT PERFORMANCE MEASURE PORTFOLIO STRUCTURE

<http://hab.hrsa.gov/deliverhivaids/habperformmeasures.html>

**Old: 56 Measures**

Clinical Groups 1, 2, & 3

Pediatric

Medical Case Management

ADAP

Oral Health

Systems

**New: 46 Measures**

Core

Clinical

Medical Case Management

ADAP

Oral Health

Systems

Archived

# Archived

## Adolescent/Adult:

1. ARV Therapy for Pregnant Women
2. CD4 T-Cell Count
3. HAART
4. Medical Visits
5. PCP Prophylaxis
6. Adherence Assessment & Counseling
7. TB Screening
8. Hepatitis/HIV Alcohol Counseling
9. Influenza Vaccination
10. MAC Prophylaxis
11. Mental Health Screening
12. Tobacco Screening
13. Toxoplasma Screening

## All Ages:

1. Viral Load Monitoring
2. Viral Load Suppression on ART

## Medical Case Management (MCM):

1. Medical Visits

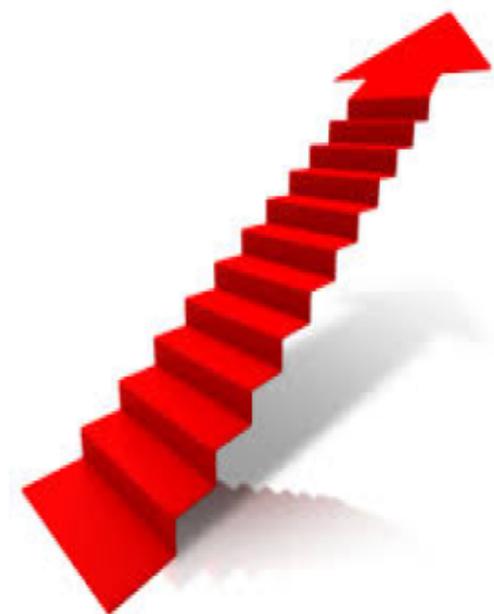
## Pediatrics:

1. Adherence Assessment and Counseling
2. ARV Therapy
3. CD4 Value
4. Developmental Surveillance
5. Health Care Transition Planning for HIV-infected Youth
6. HIV Drug Resistance Testing Before Initiation of Therapy
7. Lipid Screening
8. Medical Visit
9. PCP Prophylaxis for HIV-Infected Children
10. Planning for Disclosure of HIV Status to Child
11. TB Screening

## System:

1. Disease Status at Time of Entry Into Care
2. Quality Management Program

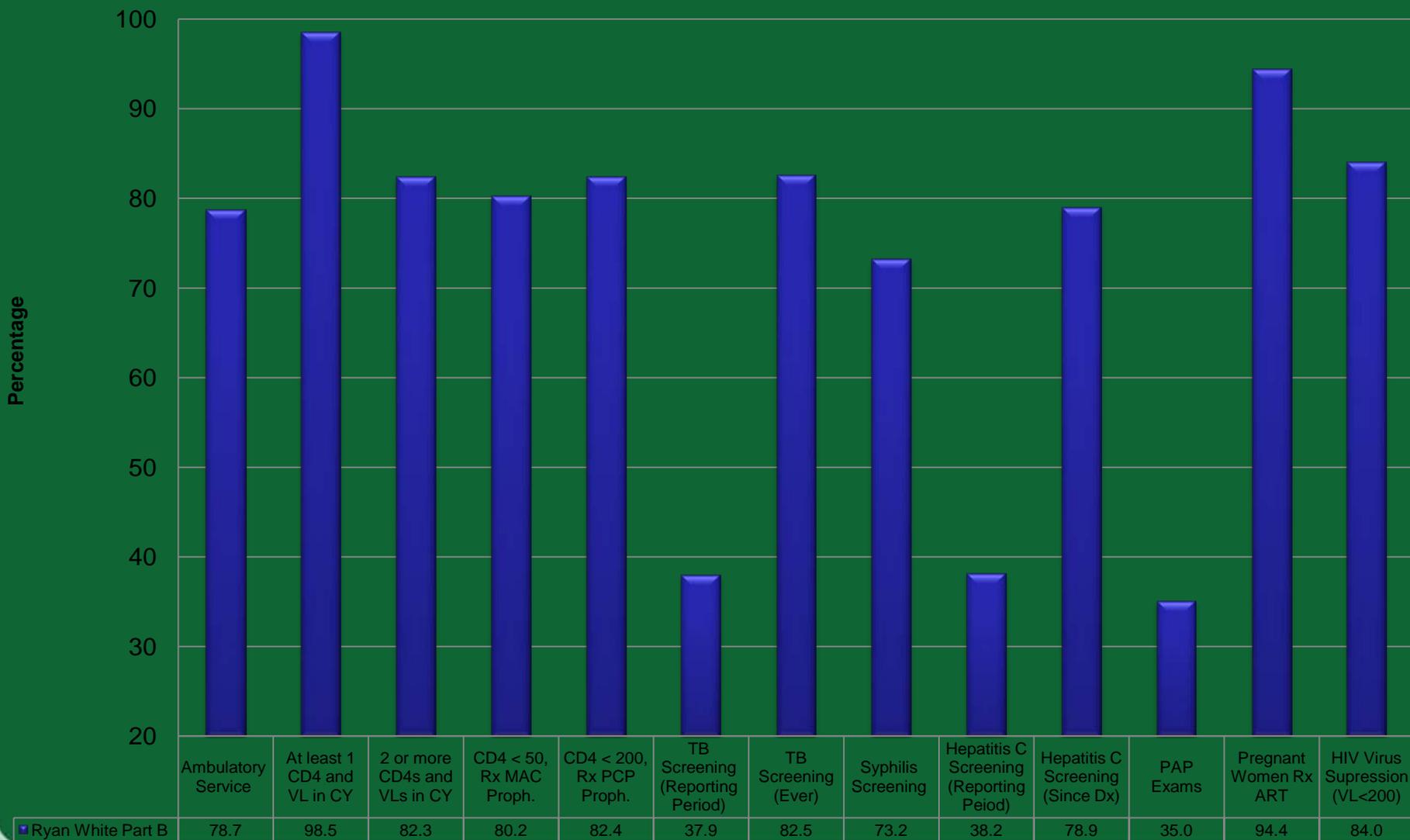
# Questions?



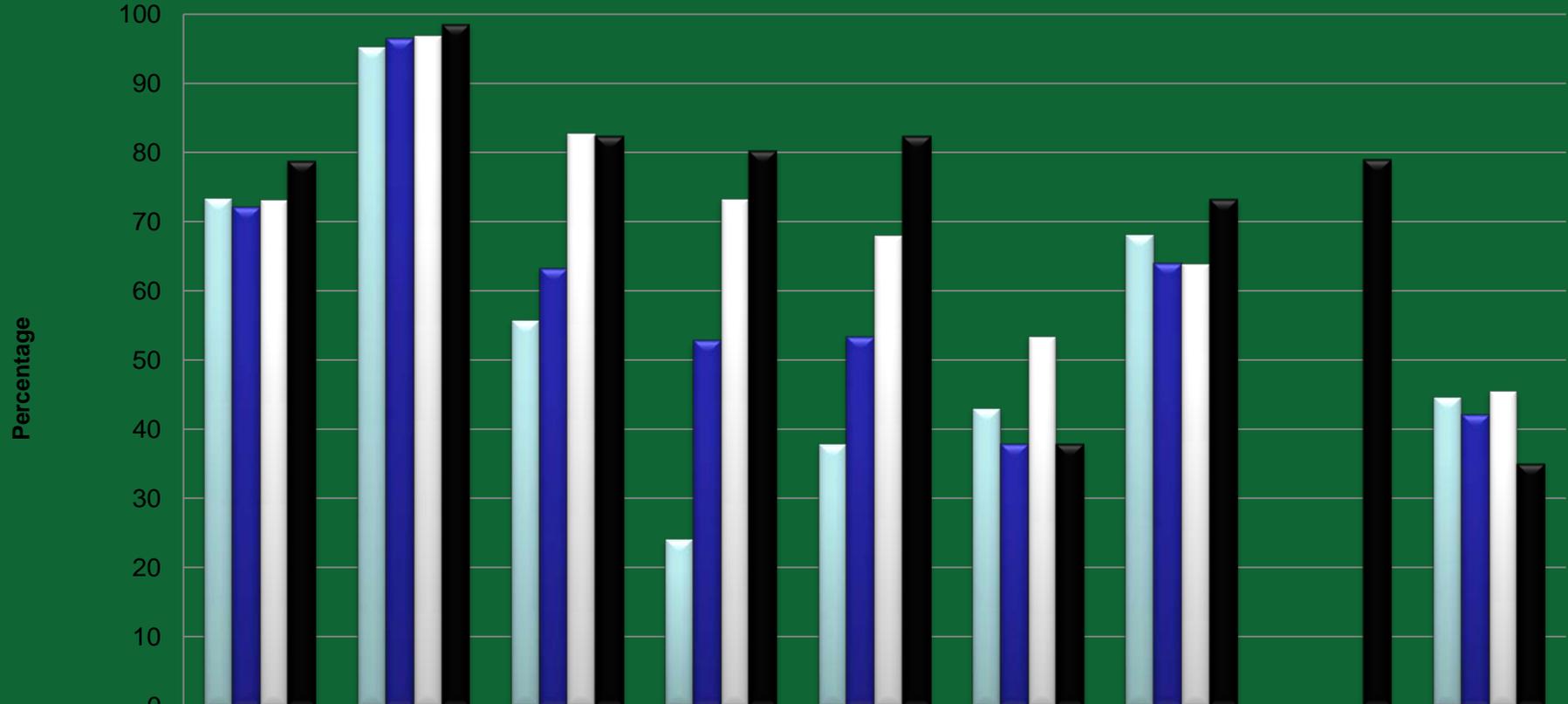
- ⇒ Review HIV/AIDS Bureau performance measure webpage
  - ⇒ Measure detail sheets
  - ⇒ Frequently asked questions (FAQs)
- ⇒ Identify changes to own measure portfolio
- ⇒ Send questions to [HIVmeasures@hrsa.gov](mailto:HIVmeasures@hrsa.gov) or call Marlene Matosky (301-443-0798)

<http://hab.hrsa.gov/deliverhivaidscore/habperformmeasures.html>

## Ryan White Part B: CY 2012 Quality Measure Outcomes

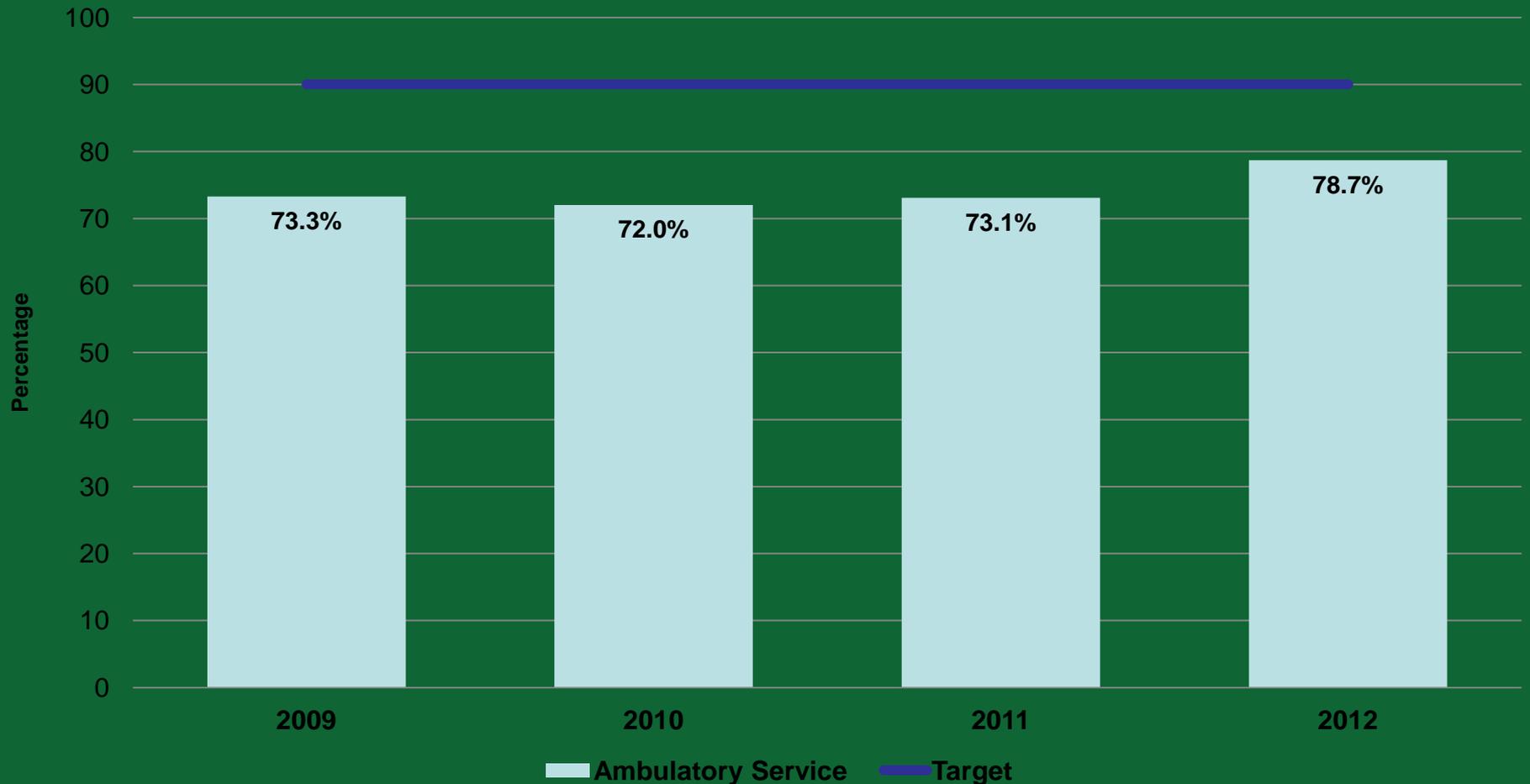


## Ryan White Part B Quality Management Data Trends



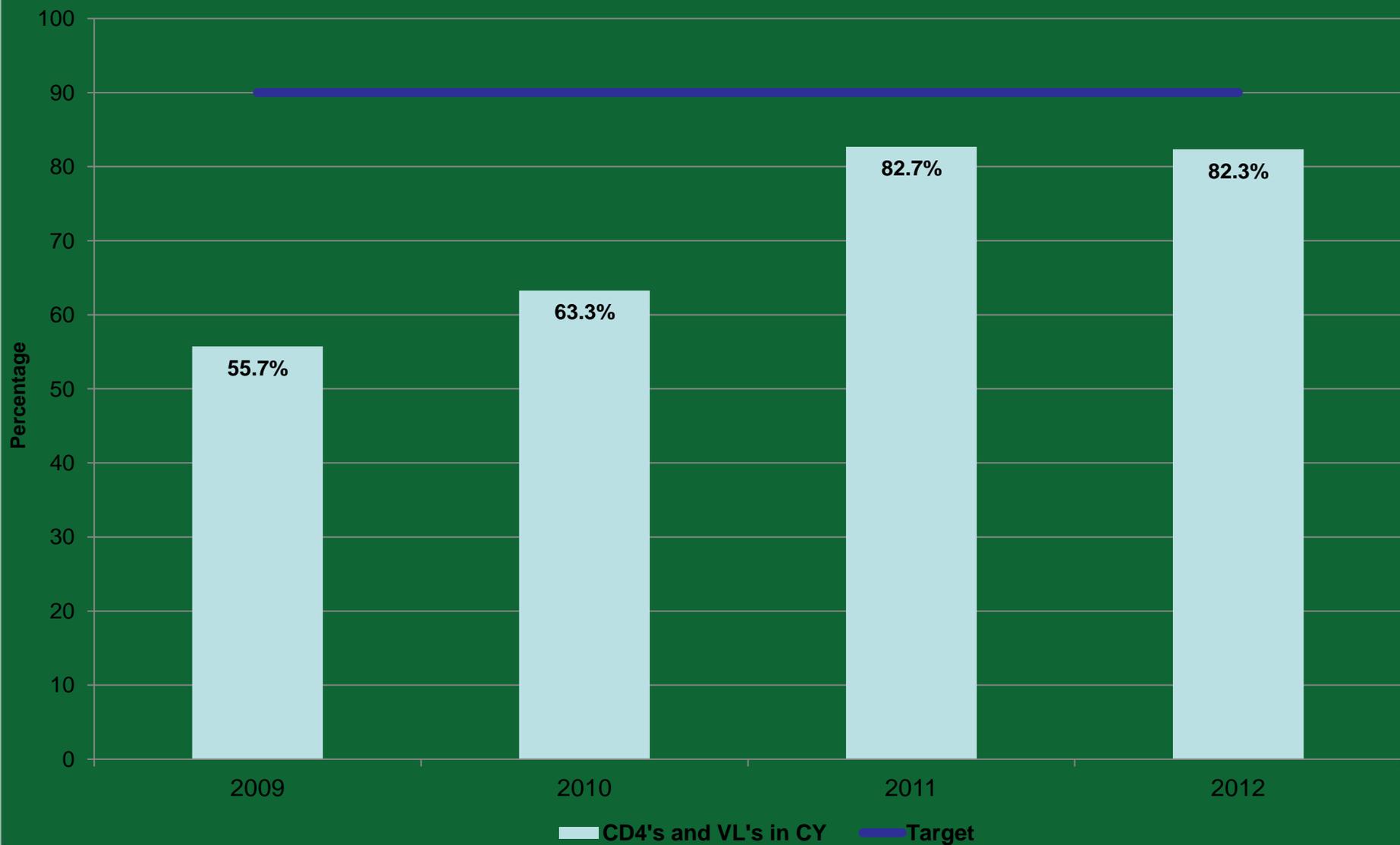
	Ambulatory Service	At least 1 CD4 and VL in CY	2 or more CD4's and VL's in CY	CD4 < 50, prescribed MAC	CD4 < 200, prescribed PCP	TB Screening (Reporting Period)	Syphilis Screening	Hepatitis C Screening (Since Diagnosis)	PAP Exams
2009 Average	73.3	95.3	55.7	24.0	37.8	42.9	68.1		44.6
2010 Average	72.0	96.6	63.3	52.8	53.4	37.9	64.0		42.1
2011 Average	73.1	96.9	82.7	73.3	67.9	53.4	63.8		45.4
2012 Average	78.7	98.5	82.3	80.2	82.4	37.9	73.2	78.9	35.0

## Ryan White Part B Trends: Ambulatory Service

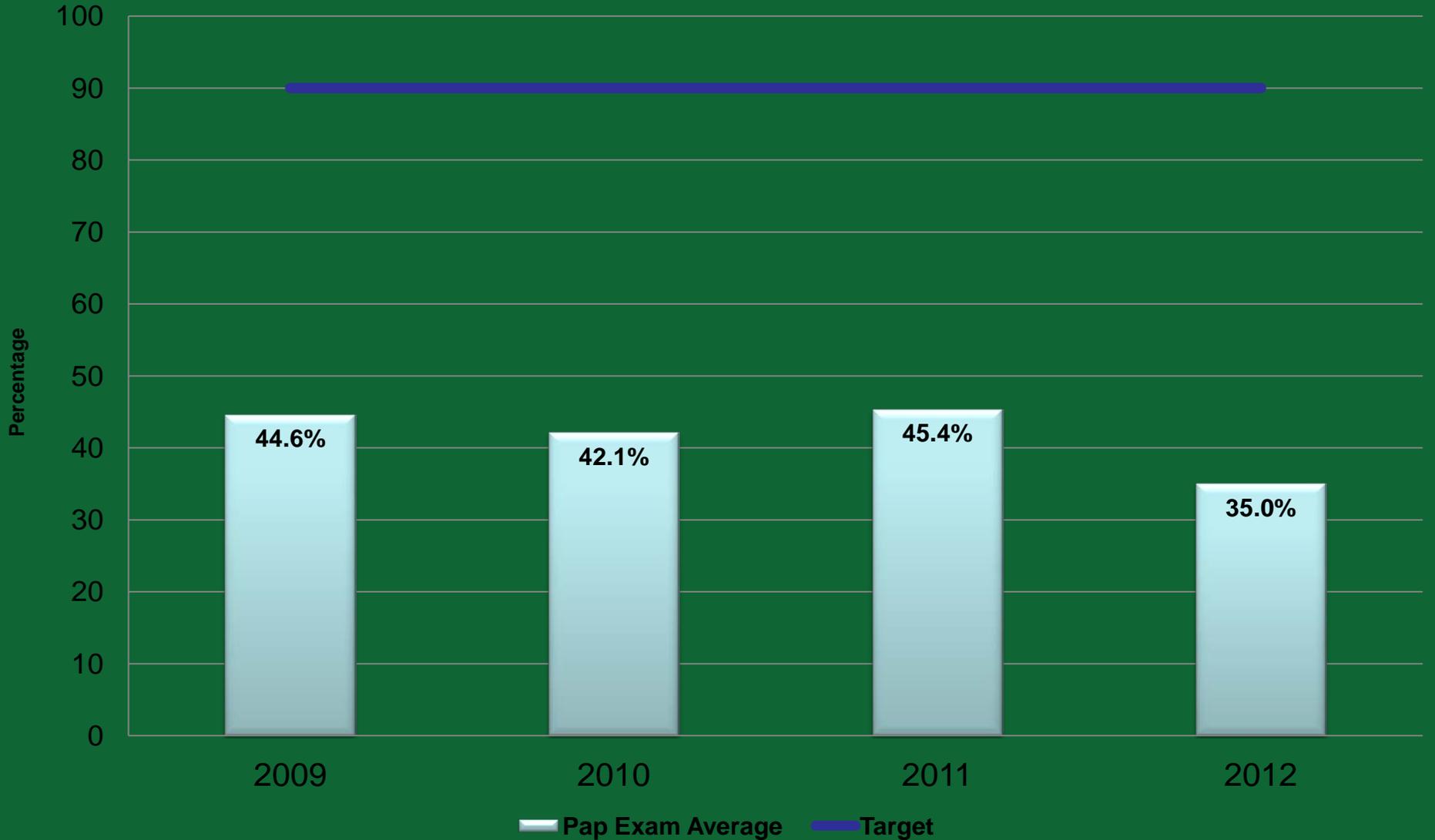


\*Inclusive of clients who had at least 1 Ambulatory Service during the reporting period, and their first service was prior to six months after the start of the reporting period.

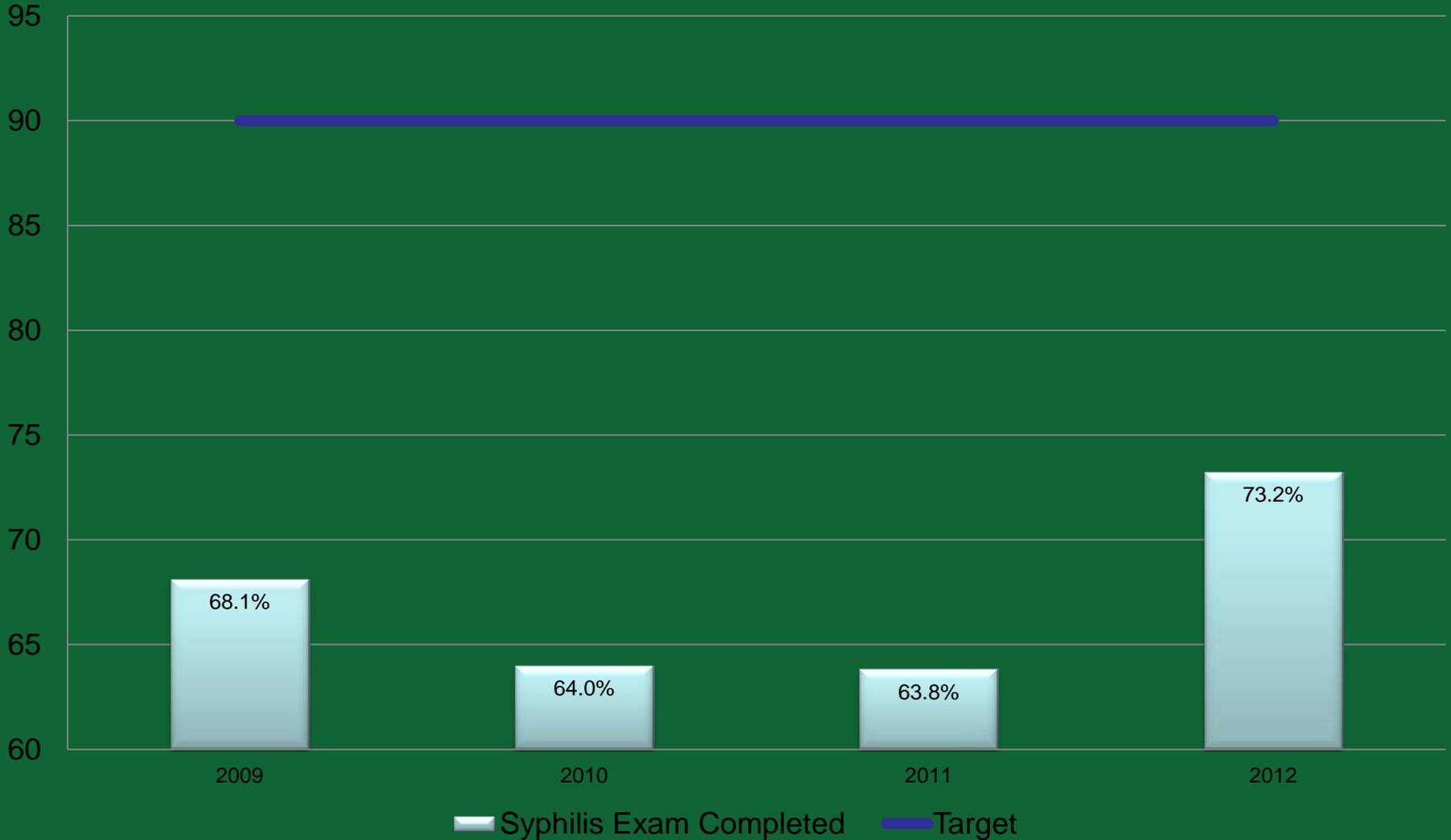
### Ryan White Part B: 2 or More CD4's and VL's in CY 2012



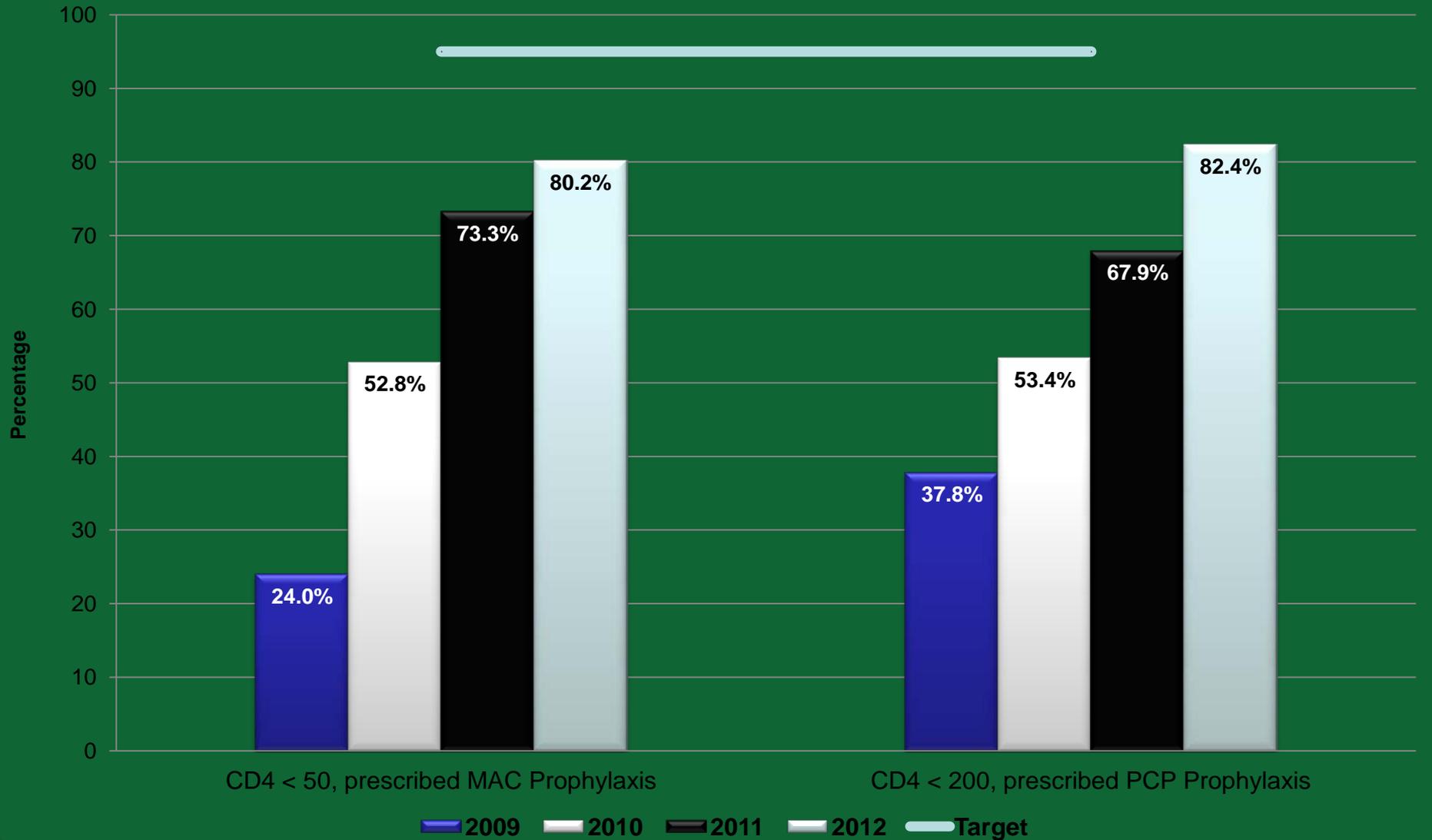
### Ryan White Part B Trends: Pap Exams



### Ryan White Part B: Syphilis Exam

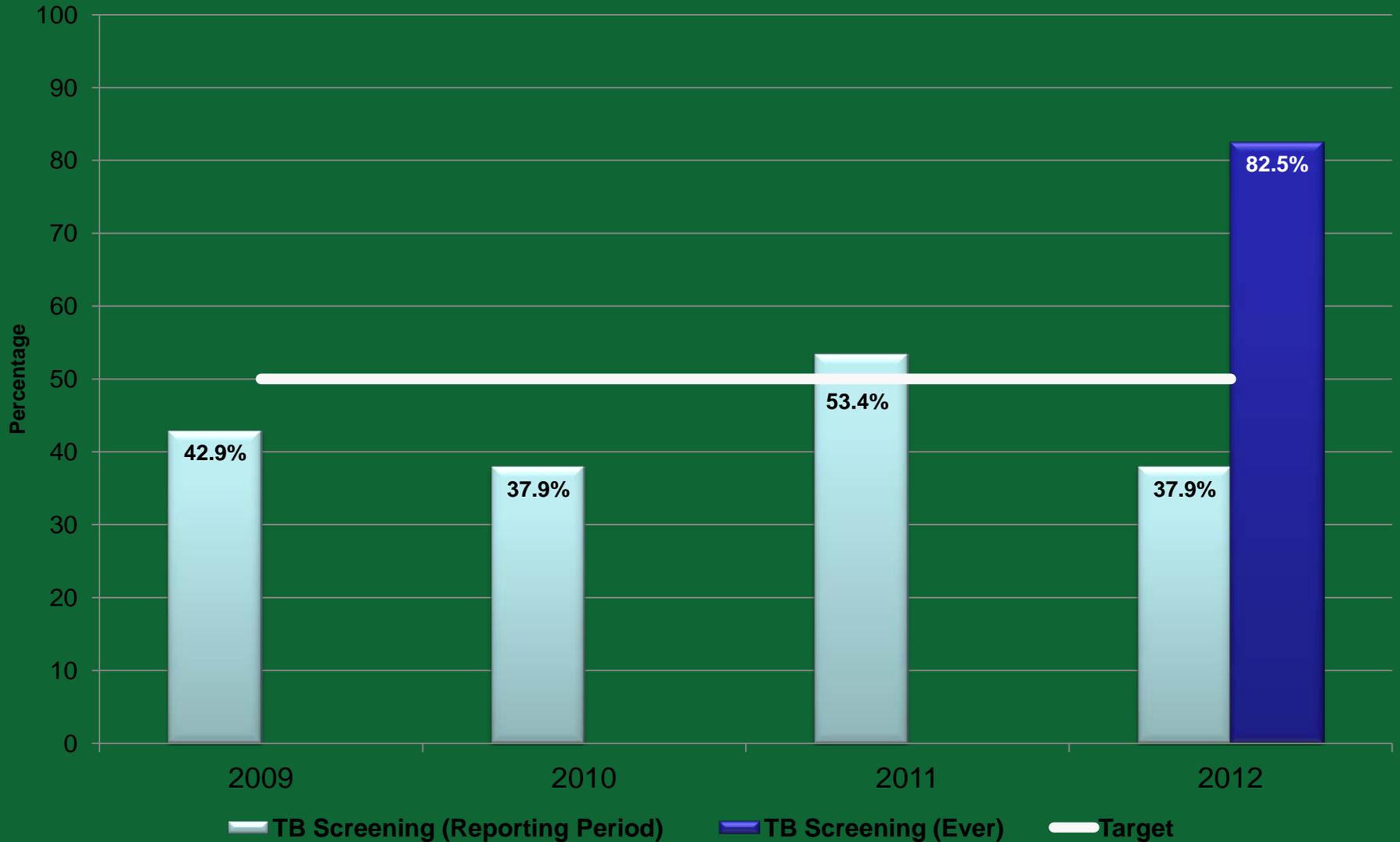


### Ryan White Part B Trends: MAC and PCP Prophylaxis





## Ryan White Part B Trends: TB Screening

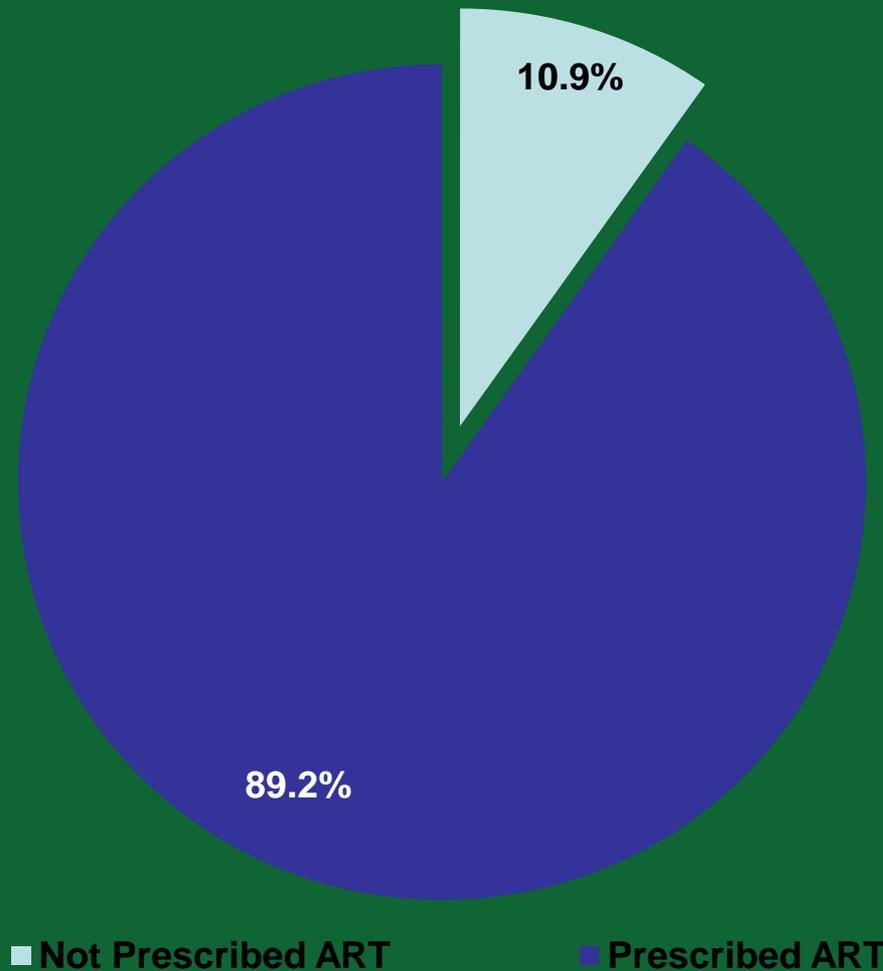


## Ryan White Part B: Oral Health Care Referrals

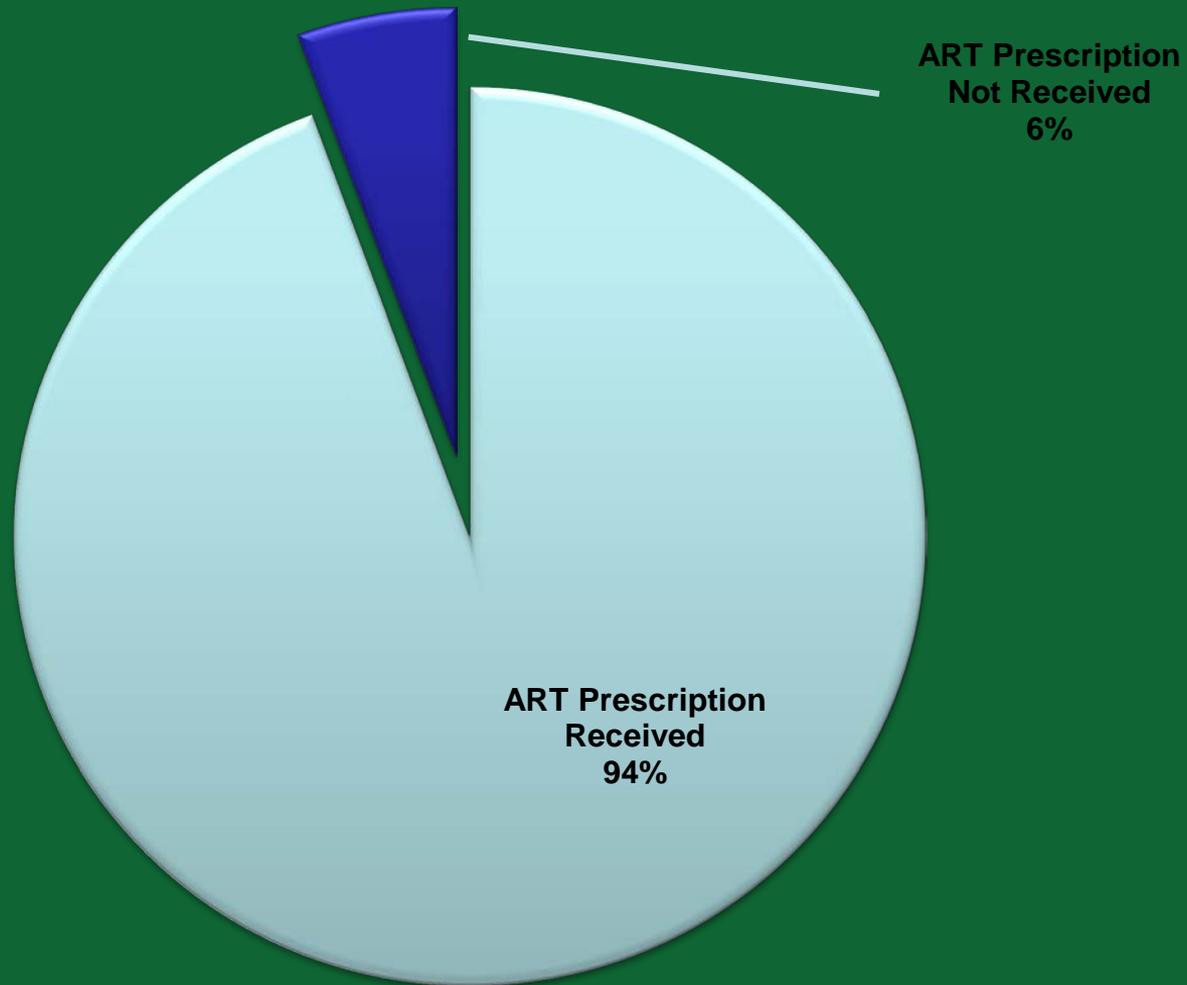


## Ryan White Part B: Older Than 13 years and Prescribed ART

\*\* This measure represents clients who had a CD4  $\leq$  350 or VL  $\geq$  100,000, older than 13 yrs, and prescribed ART



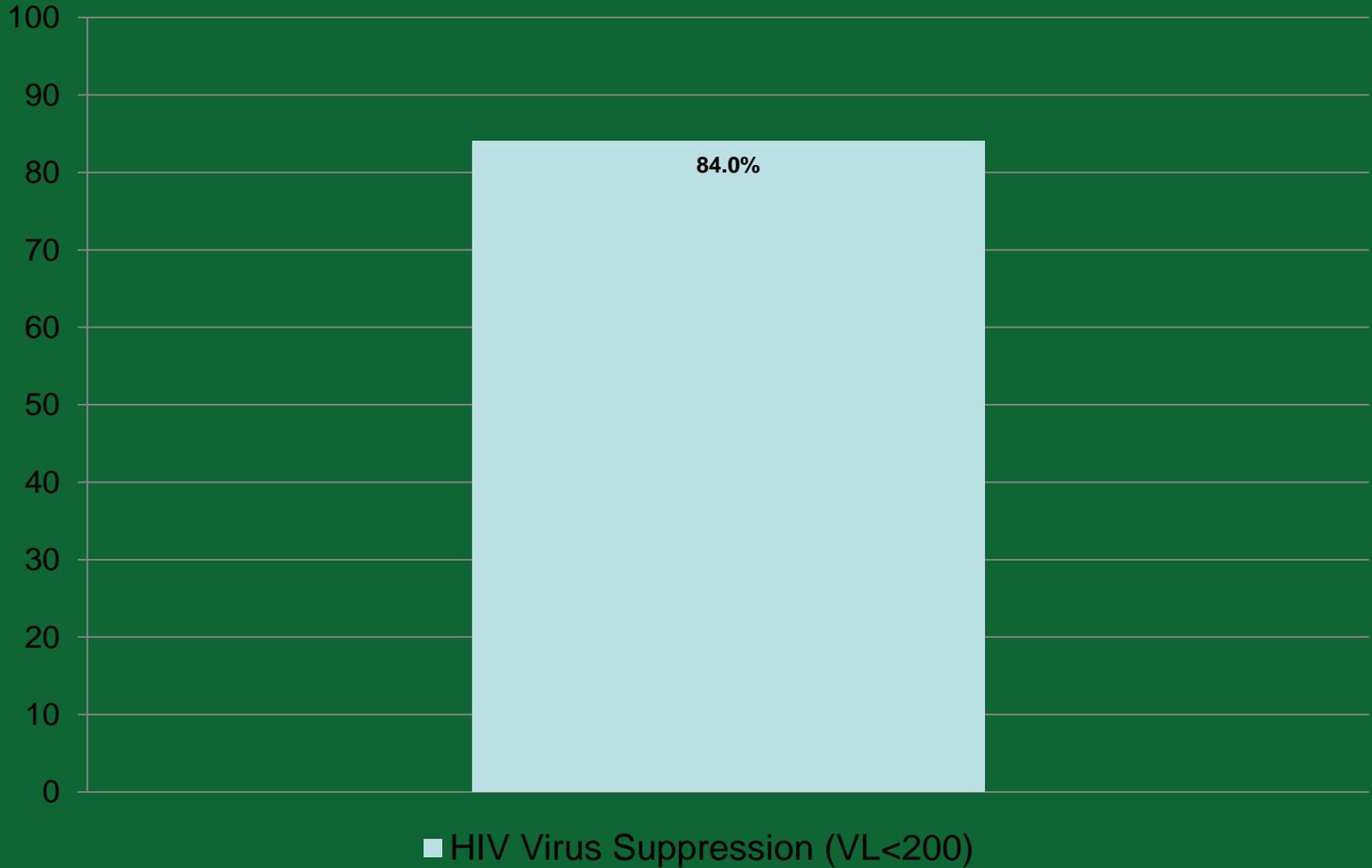
## Ryan White Part B: Pregnant Women and ART



■ ART Prescription Received

■ ART Prescription Not Received

### Ryan White Part B: HIV Virus Suppression (VL<200)



# Key Elements of a Breakthrough Performance

- Providers will have to:
  - Have the will to do what it takes to change to a new system.
  - Share and implement ideas on which to base the design of the new system.
  - Execute the ideas.

# Any Questions



# Ryan White Part C Update

Aaron O'Brien





# South Carolina Part C Programs

- BJ Comprehensive Health
- CareSouth Carolina
- Catawba Care
- Eau Claire Cooperative Health Centers, Inc
- HopeHealth, Inc
- Little River Medical Center Inc.
- Low Country Health Care System, Inc
- New Horizon Family Health Services
- Roper St. Francis Healthcare
- Sandhills Medical Foundation
- Spartanburg Regional Healthcare System

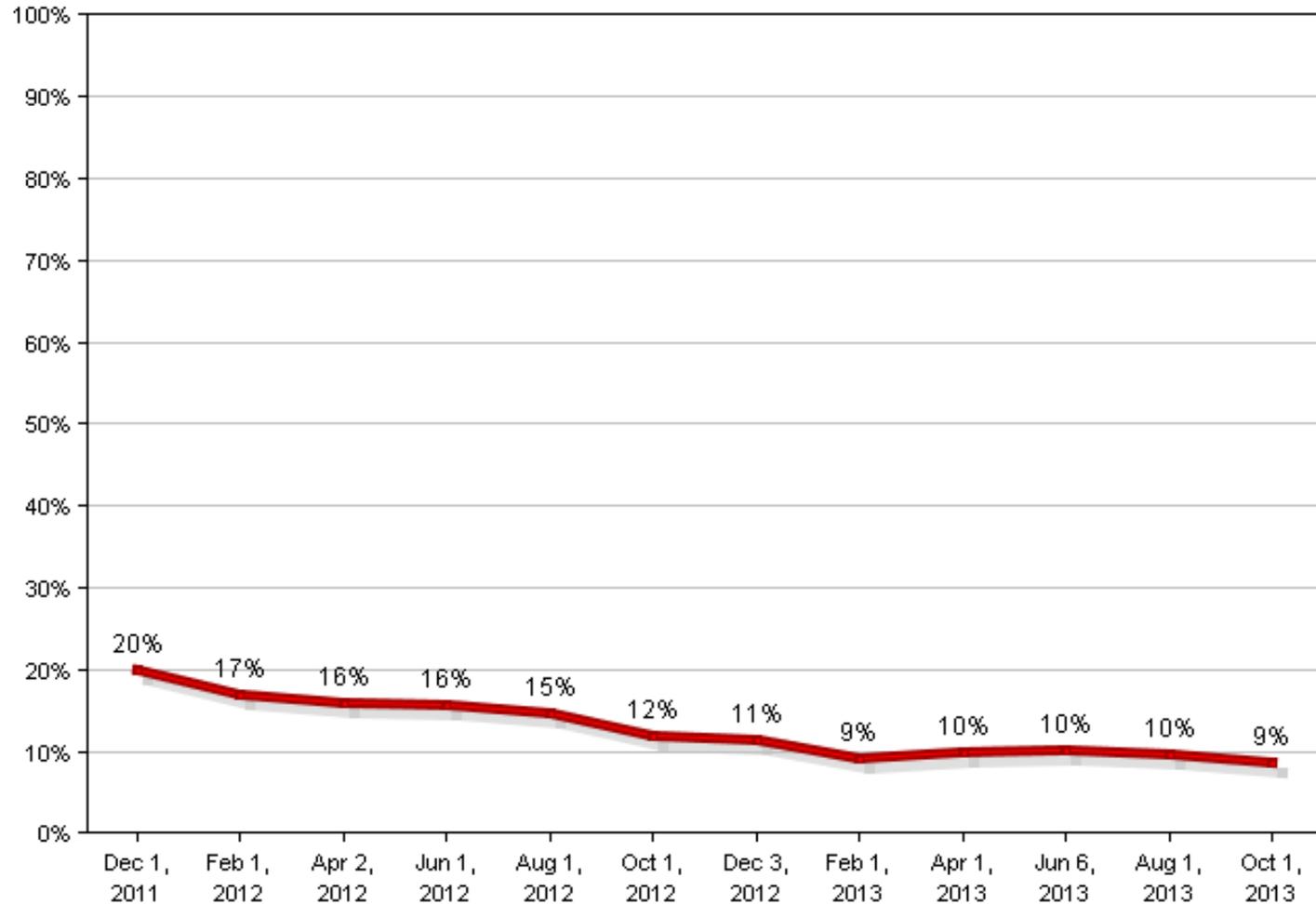


# In +Care Campaign

- All Part C Programs Participating - Over 3000 patients
- **Year 1**
  - Building Participation
  - Improving Data Collection & Submission
  - Providing TA
  - Creating a learning community
- **Year 2**
  - Statewide Patient Engagement Survey

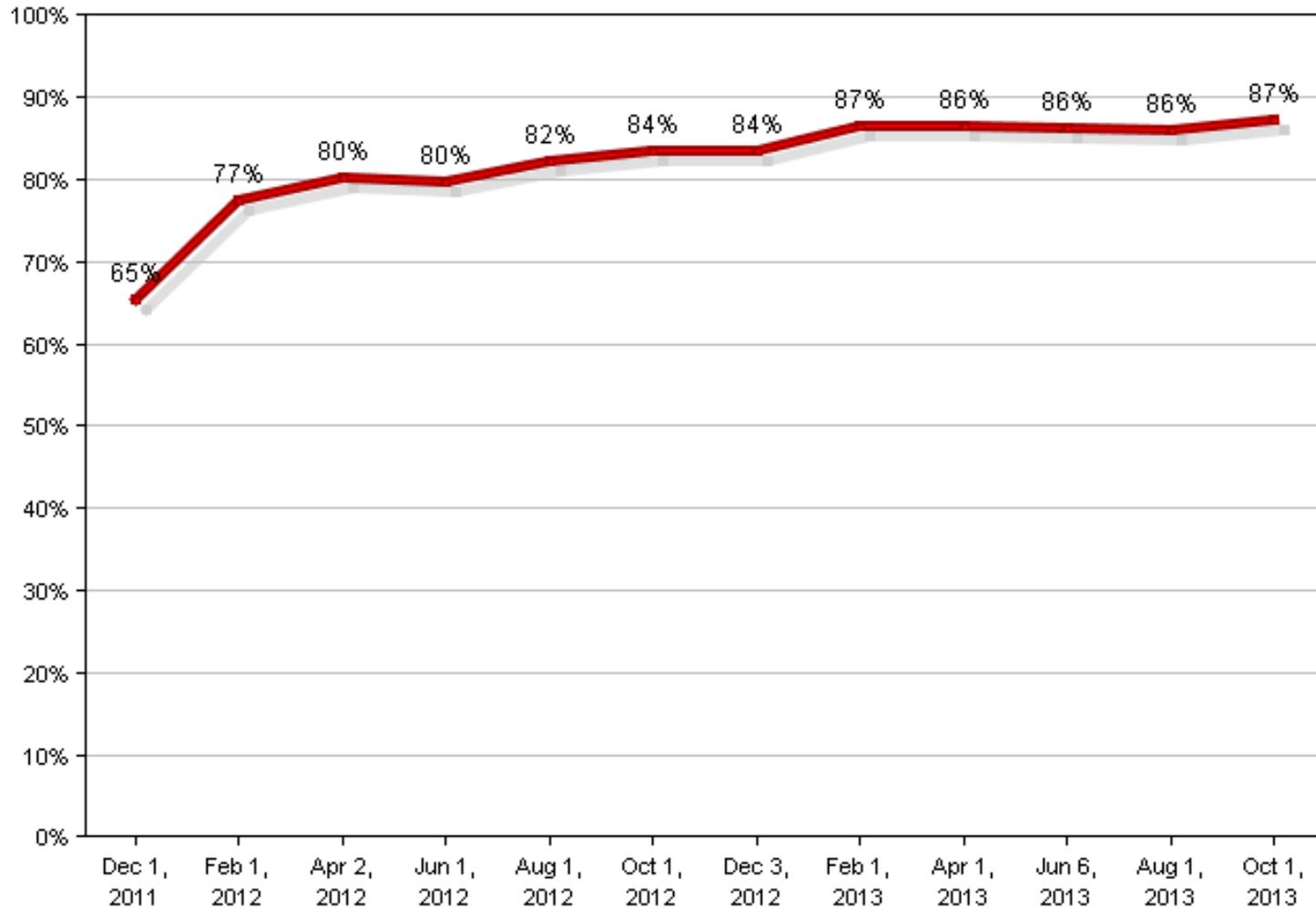
# In +Care Campaign

## Gap Measure



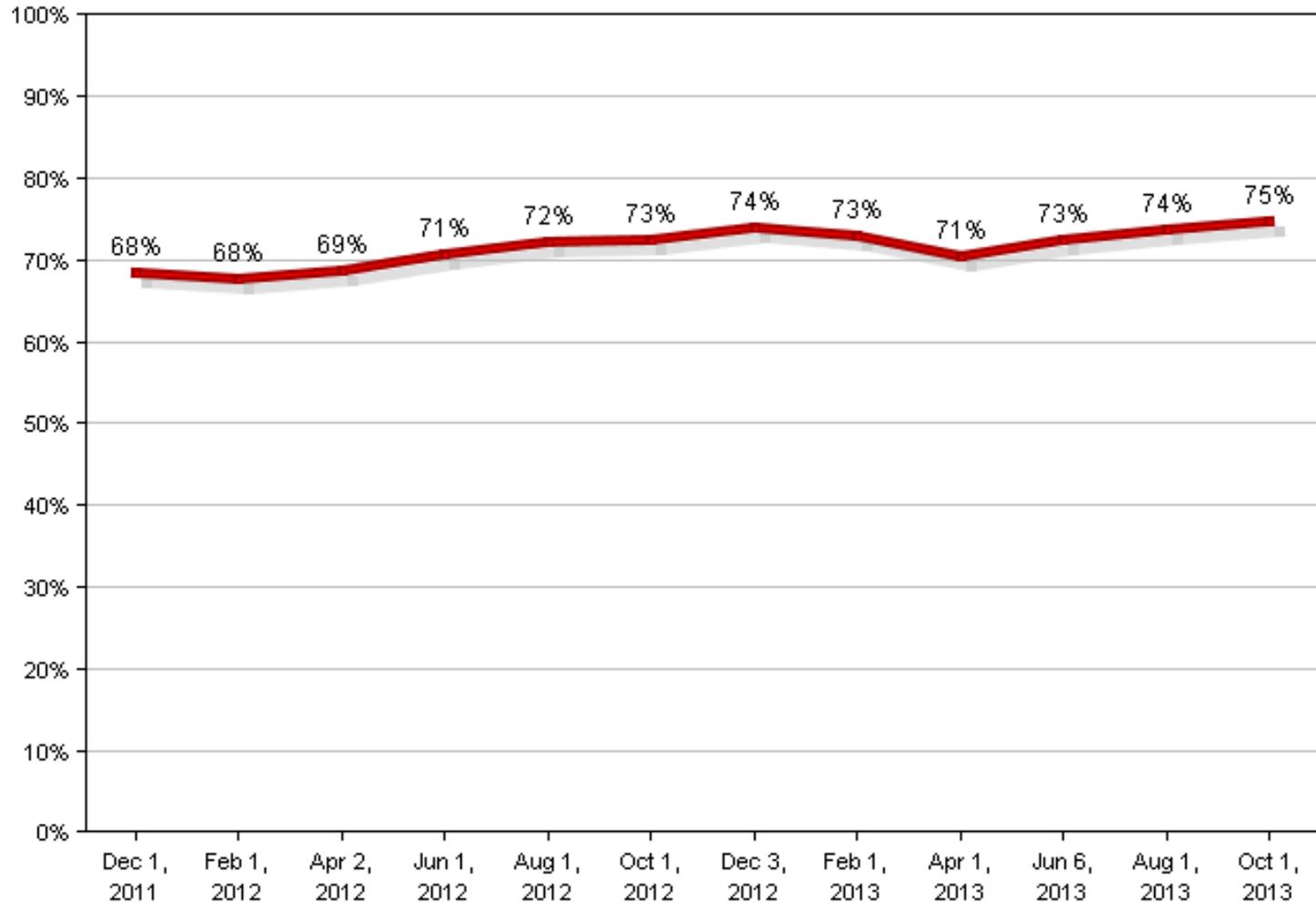
# In +Care Campaign

## Visit Frequency Measure



# In +Care Campaign

## Viral Load Measure

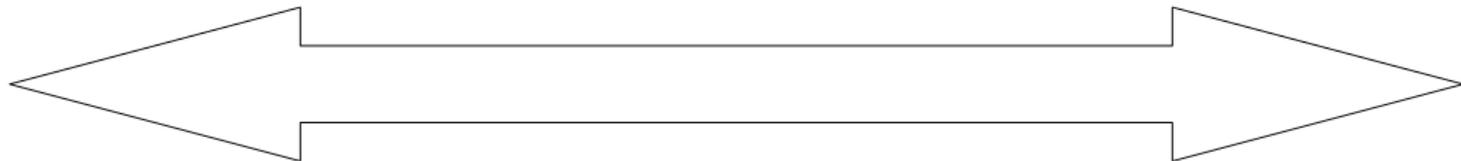




# Patient Engagement Survey

- 9 Part C Programs conducted interviews
- Facilitators/barriers to care
- Asked to rate their own level of engagement

Please review this diagram, then mark on the arrow how engaged you are with your medical care...



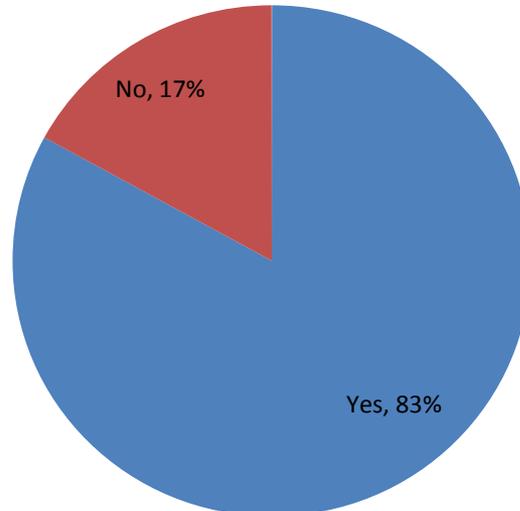
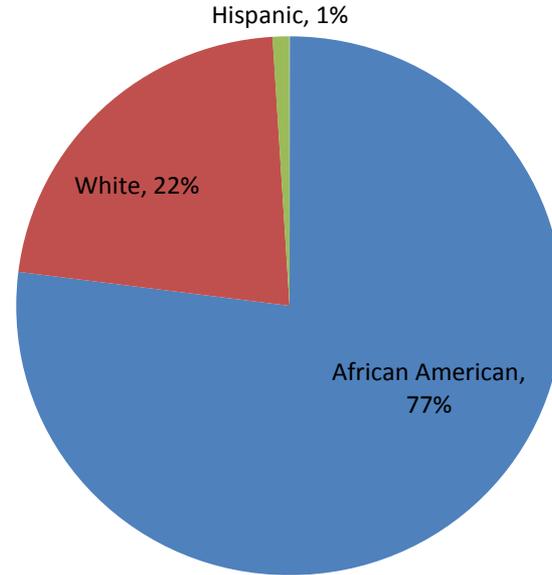
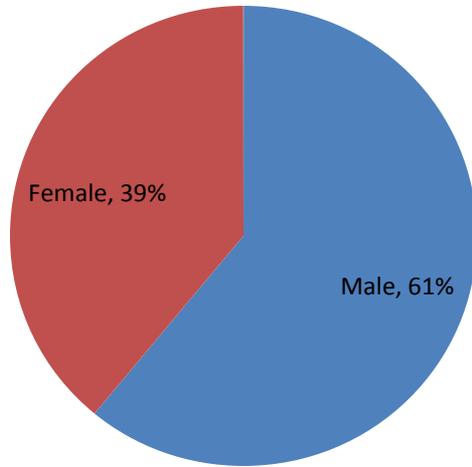
**Not At All Engaged**

First visit in two years or more, come only when ill

**Fully Engaged**

Attend all scheduled visits, ask questions, take medications as directed, participate in clinic activities

# Participants



# Personal Facilitators

# Personal Facilitators

- Family/Children

# Personal Facilitators

- Family/Children
- Good health, feeling better

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- Good health, feeling better
- Empowerment

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- Empowerment
- Feeling educated

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- Accomplishments/Improved Results

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- Family/Children
- Good health, feeling better
- Empowerment
- Feeling educated
- Spirituality/Faith
- Accomplishments/Improved Results
- Keeping Calendar

# Personal Barriers

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- Homelessness

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- Homelessness
- Meeting Basic Needs

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- Transportation

# Personal Barriers

- Homelessness
- Meeting Basic Needs
- Transportation
- Drug Use

# Personal Barriers

- Homelessness
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- Transportation
- Drug Use
- Sickness Leads to Depression

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- Family Problems

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- Meeting Basic Needs
- Transportation
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- Sickness Leads to Depression
- Family Problems
- None HIV Health Problems

# Personal Barriers

- Homelessness
- Meeting Basic Needs
- Transportation
- Drug Use
- Sickness Leads to Depression
- Family Problems
- None HIV Health Problems
- Stigma/Acceptance of Disease



# Provider Facilitators

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- Communication

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- Communication
- Trust

# Provider Facilitators

- Communication
- Trust
- Relationship

# Provider Facilitators

- Communication
- Trust
- Relationship
- Knowledge/expertise

# Provider Facilitators

- Communication
- Trust
- Relationship
- Knowledge/expertise
- Provider reinforces appointment adherence

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- Consistency

# Provider Facilitators

- Communication
- Trust
- Relationship
- Knowledge/expertise
- Provider reinforces appointment adherence
- Consistency
- Safety

# Provider Barriers

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- Communication (typing during visits)

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- Transition between providers

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- Communication (typing during visits)
- Transition between providers
- Poor communication between providers

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- Communication (typing during visits)
- Transition between providers
- Poor communication between providers
- Bad experience at HIV diagnosis - indifference

# System Facilitators

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- Flexible Scheduling

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- Free/Inexpensive Care

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- Case Managers

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- Case Managers
- Collocation of Services
- Coverage of non-HIV Care
- Reminders/Calls between visits
- Short Wait Times
- Clear Understanding of Staff Roles

# System Barriers

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- Phone Systems

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- Group Activities

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- Burdensome Paperwork

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- Phone Systems
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- Wait times



# Improving Engagement

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- Patient Experience

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- Empower/Educate Patients

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- Consistency – CMs & Providers

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- Patient Experience
- Empower/Educate Patients
- HOPWA Programs
- Supportive Testing
- Flexible Scheduling
- Consistency – CMs & Providers
- Treat Comorbidities



# HAB Measures

Measure	2009	2010	2011	2012
MAC Prophylaxis	63%	68%	61%	83%
PCP Prophylaxis	65%	72%	66%	91%
Syphilis Screenings	73%	75%	74%	85%
Cervical Paps	52%	47%	53%	49%
TB Screening	61%	63%	68%	85%
2 CD4 Counts				86%
Hepatitis C				89%
Oral Health				17%
Pregnant ART				100%
VL Suppression				77%

