

# Attachment E

## FY 17 Performance Measures

FY2017  
Performance Outcomes  
All Funding Sources

Fiscal Year 2017 Performance Indicator Outcomes

Please note that unless otherwise noted, the Performance Outcomes include all Ryan White clients served during the Fiscal Year regardless of funding sources.

CASE MANAGEMENT (NON-MEDICAL)		Total Clients: 980
Performance Measure	Indicator	Outcome
HAB Core Measure: Prescription of HIV Antiretroviral Therapy.	Number/Percentage of HIV+ patients, regardless of age, prescribed HIV antiretroviral therapy.	1. 949/980 96.84%
HAB Core Measure: HIV Viral Load Suppression.	Number/Percentage of HIV+ patients, regardless of age, with a HIV viral load less than 200 copies/ML at last HIV Viral load test during the measurement year.	2. 806/980 82.24%
<b>Quality of Care</b>		
1. Standards of Care for Benefits and Enrollment Case Management are met.  2. Benefits and Enrollment assistance.  3. Referrals to non-Ryan White entitlement programs.  4. Health care referrals.  5. Improved quality of life.  6. Follow-up	1a. 100% of Case Management (non-Medical) providers will comply with Case Management (non-Medical) service standards. <i>(site visit)</i>	1a. N/A
	1b. 90% of Benefits and Enrollment Case Management charts reviewed will comply with Case Management (non-medical) service standards. <i>(site visit)</i>	1b. 81.6%
	2. 95% of people requesting Benefits and Enrollment case management will receive advice and assistance in obtaining needed services.	2. 100%
	3. 95% of clients receiving Benefits and Enrollment case management services will be referred to all appropriate (non-Ryan White) entitlement programs to maximize benefits.	3. 100%
	4. 100% of clients who do not have an identified primary care provider at intake will receive a referral to an appropriate physician or clinic. <i>(chart review)</i>	4. 100%
	5. 60% of clients surveyed who received Case Management (non-medical) services will report improved quality of life. <i>(postcard survey)</i>	5. 87.5% of respondents (7 out of 8) "Strongly agreed).
6. 100% of clients will receive case management (non-medical) follow-up.	6. 100%	

Fiscal Year 2017 Performance Indicator Outcomes

<b>CHILD CARE</b>		<b>Total Clients: 37</b>
<b>Performance Measure</b>	<b>Indicator</b>	<b>Outcome</b>
HHS Measure: Retention in HIV Medical Care.	1. Number/Percentage of HIV+ patients, regardless of age, with at least two medical visits at least three months apart in the measurement year.	1. 19/37 51.35%
<b>Quality of Care</b>		
Standards of Care for Child Care are met.	1. 100% of child care providers will comply with child care service standards. ( <i>site visit</i> )	1. 100%
Awareness of child care services.	2. 75% of clients with children under 15 living in the home will be made aware of available child care resources funded by Ryan White. ( <i>client satisfaction survey</i> )	2. 63.2% of respondents *24 out of 38 responding yes) reported being aware of child care resources.
Child care for HIV-related service appointments.	3. 100% of clients surveyed who requested child care services for medical or support service appointments will have referrals or financial assistance made available, as funding is available. ( <i>postcard survey</i> )	3. No responses received

<b>Emergency Financial Assistance</b>		<b>Total Clients: 241</b>
<b>Performance Measure</b>	<b>Indicator</b>	<b>Outcome</b>
HHS Measure: Retention in HIV Medical Care.	1. Number/Percentage of HIV+ patients, regardless of age, with at least two medical visits at least three months apart in the measurement year.	1. 96/241 39.83%
<b>Quality</b>		
Adherence to Standards of Care for Direct Emergency Assistance.	1. 100% of providers will comply with applicable Emergency Financial Assistance service standards. ( <i>site visit</i> )	1. 100%

<b>HEALTH EDUCATION AND RISK REDUCTION</b>		<b>Total Clients: 142</b>
Health		
<b>Performance Measure</b>	<b>Indicator</b>	<b>Outcome</b>
HAB Systems-Level Measures: Linkage to HIV Medical Care	1. Number/Percentage of newly diagnosed HIV+ persons linked to care within 30 days of their HIV+ diagnosis.	1. 26/26 100%
Quality		
Standards of Care for Health Education and Risk Reduction are met.	1. 100% of Health Education and Risk Reduction (PCRS) providers will comply with Health Education and Risk Reduction service standards. ( <i>site visit</i> )	1. 71/142 50%

<b>HEALTH INSURANCE PREMIUM AND COST-SHARING ASSISTANCE</b>		<b>Total Clients: 33</b>
<b>Performance Measure</b>	<b>Indicator</b>	
HAB Core Measure: HIV Viral Load Suppression.	1. Number/Percentage of HIV+ patients, regardless of age, with an HIV viral load less than 200 copies/ML at last HIV Viral load test during the measurement year.	1. 27/33 81.82%
Quality		
Standards of Care for Health Insurance Premium and Cost-Sharing Assistance are met.	1. 100% of Health Insurance Premium and Cost-Sharing Assistance providers will comply with Health Insurance Premium and Cost-Sharing Assistance service standards. ( <i>site visit</i> )	1. 90.9%
Linkage documentation.	2. 100% of all referrals and linkages to services for HIV+ clients receiving Health Insurance Premium and Cost-Sharing Assistance services shall be documented.	2. 100%
Health care referrals.	3. 100% of HIV+ clients who do not have an identified primary care provider will receive a referral to an appropriate physician or clinic. ( <i>chart review</i> )	3. 100%
Payment processing.	4. 100% of clients who received Health Insurance Premium and Cost Sharing Assistance will indicate payments had been processed and approved for medical co-payments and/or health insurance premiums. ( <i>chart review</i> )	4. 100%

<b>HOUSING</b>		<b>Total Clients: 143</b>
<b>Performance Measure</b>	<b>Indicator</b>	<b>Outcome</b>
HHS Measure: Retention in HIV Medical Care.	1. Number/Percentage of HIV+ patients, regardless of age, with at least two medical visits at least three months apart in the measurement year	1. 65/143 45.45%
<b>Quality</b>		
Standards of Care for Housing are met.	1. 100% of providers will comply with applicable Housing Assistance service standards. ( <i>site visit</i> )	1. 100%
Improved or stable housing.	2. 85% of all clients surveyed who received housing assistance will report improved or stable housing as compared to their housing situation in the previous year. ( <i>postcard survey</i> )	2. No responses received
Improved quality of life.	3. 60% of clients surveyed who received housing assistance will report improvements in or maintenance of their general health status and/or quality of life. ( <i>postcard survey</i> )	3. No responses received

<b>MEDICAL CASE MANAGEMENT including PEDIATRIC TREATMENT ADHERENCE</b>		
<b>Total Clients: 1,152 (HIV+ 1,138; Affected 12; Indeterminate: 2)</b>		
<b>Performance Measure</b>	<b>Indicator</b>	<b>Outcome</b>
<b>Medical Case Management:</b> HAB MCM Measure: Medical Case Management: Care Plan.	1. 95% of clients will have a care plan developed based upon assessment. ( <i>chart review</i> )	1. 99.2% of charts reviewed (124/125) had a current care plan.
HHS Measure: Retention in HIV Medical Care.	2. Number/Percentage of HIV+ patients, regardless of age, with at least two medical visits at least three months apart in the measurement year. (Active clients at year end)	2. 513/1138 45.08%
HAB Core Measure: HIV Viral Load Suppression.	3. Number/Percentage of HIV+ patients, regardless of age, with an HIV viral load less than 200 copies/ML at last HIV Viral load test during the measurement year.(Active clients at year end.)	3. 895/1138 78.65%
HHS Measure: Housing Status.	4. Number/Percent of Ryan White clients with permanent housing.	4. 418/1138 36.73%
<b>Pediatric Treatment Adherence:</b> HHS Measure: Retention in HIV Medical Care.	<b>Pediatric Treatment Adherence</b> 1. Number/Percentage of HIV+ patients, regardless of age, with at least two medical visits at least three months apart in the measurement year.	1. 100%
HAB Core Measure: Prescription of HIV Antiretroviral Therapy.	2. Number/Percentage of HIV+ patients, regardless of age, prescribed HIV antiretroviral therapy.	2. 100%
HAB Core Measure: HIV Viral Load Suppression.	3. Number/Percentage of HIV+ patients, regardless of age, with an HIV viral load less than 200 copies/ML at last HIV Viral load test during the measurement year.	3. 100%
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MEDICAL CASE MANAGEMENT including PEDIATRIC TREATMENT ADHERENCE Continued:		
Quality of Care		
<p><b>Medical Case Management:</b> Standards of Care for medical case management are met.</p> <p>Acuity Scale is used as client assessment tool.</p> <p>Care Plan Development.</p> <p>Maintenance or improvement of health status and quality of life.</p>	<p><b>Medical Case Management:</b></p> <p>1. 95% of medical case management charts reviewed will comply with Medical Case Management service standards. <i>(site visit)</i></p> <p>2. 95% of clients will be assessed using an acuity scale. <i>(chart review)</i></p> <p>3. 95% of clients will have a care plan developed based upon assessment. <i>(chart review)</i></p> <p>4a. 60% of clients surveyed who received medical case management services will report adherence to their anti-retroviral drug treatment plans. <i>(postcard survey)</i></p> <p>4b. 100% of clients who do not have an identified primary care provider at intake will receive a referral to an appropriate physician or clinic. <i>(chart review)</i></p>	1. 90.6% MCM, 83.9% MAI MCM
		2. 100%
		3. 99.2% of charts reviewed (124/125) had a current care plan.
		4a. 84.4% of respondents indicated MCM helps with adherence
		4b. 100%
		1. 100%
<p><b>Pediatric Treatment Adherence:</b> 1. Accurate antiretroviral agents for HIV dispensed.</p> <p>Medication dispensation.</p> <p>Assessed for sensitivities, resistance, and side effects</p> <p>Medication Adherence.</p> <p>Improved health indicators.</p> <p>Adherence counseling.</p>	<p><b>Pediatric Treatment Adherence:</b></p> <p>1. 100% of Medication Adherence (Pediatric) providers will dispense medications (including prescriptions for antiretroviral agents for HIV) according to PHS Pediatric HIV Treatment guidelines. <i>(site visit)</i></p> <p>2. 100% of pediatric clients will receive their needed medication within 48 hours.</p> <p>3. 100% of clients receiving treatment adherence services will be assessed for sensitivities, resistance, and side effects at least once every six months by a registered nurse AND a pharmacist. <i>(chart review)</i></p> <p>4. 75% of clients receiving treatment adherence services will adhere to medication program. <i>(year-end outcomes from UCD)</i></p> <p>5. 70% of pediatric clients receiving treatment adherence services will show improved health indicators. <i>(chart review)</i></p> <p>6. 85% of pediatric clients will receive HIV medication adherence counseling at least twice in a 6 month period. <i>(database)</i></p>	2. 100%
		3. 100%
		4. 91.6%
		5. 91.6%
		6. 91.6%

<b>MEDICAL NUTRITIONAL THERAPY</b>		<b>Total Clients: 364</b>
<b>Performance Measure</b>	<b>Indicator</b>	
1. HAB Core Measure: HIV Viral Load Suppression.	1. Number/Percentage of HIV+ patients, regardless of age, with an HIV viral load less than 200 copies/ML at last HIV Viral load test during the measurement year.	1. 313/364 85.99%
<b>Quality</b>		
Standards of Care for Medical Nutritional Therapy are met.	1. 100% of Medical Nutritional Therapy providers will comply with Medical Nutritional Therapy service standards. ( <i>site visit</i> )	1. 85.7%
Individualized nutritional plans.	2. 100% of clients receiving medical nutritional therapy will have an individualized nutritional plan developed within 60 days of assessment by the licensed registered dietitian. (chart review)	2. 100%

<b>MEDICAL TRANSPORTATION</b>		<b>Total Clients: 563</b>
<b>Performance Measure</b>	<b>Indicator</b>	
HAB Systems-Level Measures: Linkage to HIV Medical Care	1. Number/Percentage of newly diagnosed HIV+ persons linked to care within 30 days of their HIV+ diagnosis.	1. 17/17 100%
HHS Measure: Retention in HIV Medical Care.	2. Number/Percentage of HIV+ patients, regardless of age, with at least two medical visits at least three months apart in the measurement year.	2. 247/563 43.87%
<b>Quality</b>		
Standards of Care for Medical Transportation are met.	1. 100% of Transportation providers will comply with Medical Transportation service standards. ( <i>site visit</i> )	1. 86.5%
Availability of medical transportation services.	2. 75% of clients surveyed who showed evidence of need for medical transportation services will receive medical transportation for HIV/AIDS-related care appointments. ( <i>postcard survey</i> )	2. 86% of respondents (18 out of 21) reported “always” receiving medical transportation services. 14% (3 clients) reported “sometimes”.



Fiscal Year 2017 Performance Indicator Outcomes

MENTAL HEALTH THERAPY <span style="float: right;">Total Clients: 738 (HIV+: 701; Affected: 36; Indeterminate: 1)</span>		
Performance Measure	Indicator	Outcomes
HHS Measure: Retention in HIV Medical Care.	1. Number/Percentage of HIV+ patients, regardless of age, with at least two medical visits at least three months apart in the measurement year.	1. 368/701 52.5%
<b>Quality of Care</b>		
Standards of Care for Mental Health Therapy are met.	1. 100% of mental health providers will comply with Mental Health service standards. ( <i>site visit</i> )	1. 87.9%
Health Care Referrals	2. 100% of clients who do not have an identified primary care provider at intake will receive a referral to an appropriate physician or clinic. ( <i>chart review</i> )	2. 100%
Decreased mental health symptoms.	3. 60% percent of clients who receive Mental Health services will report a decrease in symptoms that initiated referral into mental health services. ( <i>postcard survey</i> )	3. 91% (10 out of 11 respondents)
Improved functionality.	4. 60% of clients surveyed who received mental health counseling will report improved functionality. ( <i>postcard survey</i> )	4. 100% (11 respondents)

Fiscal Year 2017 Performance Indicator Outcomes

ORAL HEALTH CARE		Total Clients: 553
Performance Measure	Indicator	Outcomes
HHS Measure: Retention in HIV Medical Care.  HAB Oral Care Measures: Oral Health Services: Dental Treatment Plan.	1. Number/Percentage of HIV+ patients, regardless of age, with at least two medical visits at least three months apart in the measurement year.	1. 303/553 54.79%
	2. Number/Percent of clients receiving oral health care services will have a dental treatment plan. (Chart review)	2. 100%
Quality		
Adherence to Standards of Care for Dental Services.  Appropriate specialty care.  Improved oral health.  Health Care Referrals.	1. 100% of dental care providers will comply with Oral Health Care service standards. ( <i>site visit</i> )	1. 81.5%
	2. 100% of clients receiving specialty oral health services will receive appropriate dental care as determined by County authorization review. ( <i>database</i> )	2. 81.5%
	3. 60% of clients surveyed who received Oral Health Care will report improved oral health through self-report. ( <i>postcard survey</i> )	3. 3 out of 4 respondents answered the question. Of the 3 responding, 100% reported improved oral health.
	4. 100% of clients receiving oral health care services who do not have an identified primary care provider at intake will receive a referral to an appropriate physician or clinic. ( <i>chart review and database</i> )	4. Data not available.

OUTPATIENT/AMBULATORY CARE		Total Clients: 1,932 (HIV+: 1,932; Indeterminate: N/A)
Performance Measure	Indicator	Outcomes
<p>HHS Measure: Retention in HIV Medical Care.</p> <p>HAB Core Measure: Prescription of HIV Antiretroviral Therapy.</p> <p>HAB Core Measure: HIV Viral Load Suppression.</p> <p>4. HHS Measure: Housing Status.</p> <p>5. Minimize health disparities by ensuring access to primary medical care services by people of color.</p> <p>6. Minimize health disparities by ensuring access to primary medical care services by women, infants, children and youth (WICY).</p>	1. Number/Percentage of HIV+ patients, regardless of age, with at least two medical visits at least three months apart in the measurement year	1. 947/1932 49.02%
	2. Number/Percentage of HIV+ patients, regardless of age, prescribed HIV antiretroviral therapy.	2. 1833/1932 97.46%
	3. Number/Percentage of HIV+ patients, regardless of age, with a HIV viral load less than 200 copies/ML at last HIV Viral load test during the measurement year.	3. 1632/1932 84.47%
	4. Number/Percent of Ryan White outpatient/ambulatory care HIV+ clients with permanent housing.	4. 765/1932 39.6%
	5. Number/Percent of clients accessing primary medical care will be reflective of TGA's proportion of PLWH/A by race/ethnicity. <i>(database)</i>	5. See below: Exceeds reflectiveness
	6. Number/Percent of clients accessing primary medical care will be reflective of TGA's proportion of WICY living with HIV/AIDS. <i>(database)</i>	6. See below: Exceeds Reflectiveness
<b>Quality of Care</b>		
<p>Improved adherence to Public Health Service Guidelines for the treatment of people living with HIV/AIDS.</p> <p>Mortality Rate Reduction.</p> <p>Viral Load Suppression.</p>	1. 100% of primary care services offered will meet PHS guidelines. <i>(site visit)</i>	1. 100%
	2. Decreased or stable mortality rate for all HIV+ persons in routine outpatient/ambulatory care. <i>(database)</i>	2. 23/2496 1%
	3. Number/Percentage of persons with HIV Viral Load Suppression will exceed National standards.	3. 1632/1932 84.47% in Sacramento TGA  National rate: 50.1%

Fiscal Year 2017 Performance Indicator Outcomes

Number/Percent of Ambulatory Care clients is reflective of TGA's proportion of PLWH/A by race/ethnicity.	Number of Ambulatory Care Clients	Percent of Ambulatory Care Clients	Percent of TGA's HIV/AIDS Prevalence
White	974/1972	49.4%	55.8%
Black/African American	502/1972	25.5%	23.4%
Hispanic	400/1972	20.3%	16.3%
Asian	72/1972	3.7%	3.2%
American Indian/Alaskan Native	24	1.3%	0.7%

Number/Percent of Ambulatory Care clients is reflective of TGA's proportion of PLWH/A by WICY	Number of Ambulatory Care WICY Clients	Percent of Ambulatory Care WICY Clients	Percent of TGA's HIV/AIDS WICY Prevalence
Women	974/1972	49.4%	55.8%
Infants	502/1972	25.5%	23.4%
Children	400/1972	20.3%	16.3%
Youth	72/1972	3.7%	3.2%
Total	24	1.3%	0.7%

Note 2: WICY Ambulatory Care Expenditures (\$194,156 out of total Part A ambulatory care expenses of \$341,748) 31.87 % over the TGA's WICY proportion established by CDC at 18.93%.

<b>OUTREACH SERVICES</b>			<b>Total Clients: 297</b>
<b>Performance Measure</b>	<b>Indicator</b>	<b>Outcome</b>	
HAB Systems-Level Measures: Linkage to HIV Medical Care	1. Number/Percentage of newly diagnosed HIV+ persons linked to care within 30 days of their HIV+ diagnosis.	1. 6/6 100% See note below	
<b>Quality</b>			
Standards of Care for Outreach services are met.	1. 100% of outreach providers will comply with Outreach service standards. ( <i>site visit</i> )	1. 81.8% Non-MAI Outreach; 76.5% MAI Outreach%	
Outreach referrals	2. 100% of all referrals and linkages to services for HIV+ clients receiving Outreach services shall be documented.	2. 100%	
Health care referrals.	3. 100% of HIV+ clients who do not have an identified primary care provider at initial contact will receive a referral to an appropriate physician or clinic. ( <i>chart review</i> )	3. 100 %	

The outcome indicators above are for both MAI Outreach services and Non-MAI Outreach services as they are tracked by service and not by race.

<b>SUBSTANCE ABUSE TREATMENT</b>		<b>Total Clients: Residential - 62; Outpatient - 310</b>
Performance Measure	Indicator	Outcomes
<b>Health</b>		
HHS Measure: Retention in HIV Medical Care.	1. Number/Percentage of HIV+ patients, regardless of age, with at least two medical visits at least three months apart in the measurement year.	<b>1a. Outpatient:</b> 163/310 52.58%
HAB Core Measure: HIV Viral Load Suppression.	2. Number/Percentage of HIV+ patients, regardless of age, with a HIV viral load less than 200 copies/ML at last HIV Viral load test during the measurement year.	<b>1b. Residential:</b> 33/62 52.23%
		<b>2a. Outpatient:</b> 251/310 80.97%
		<b>2b. Residential:</b> 44/62 70.97%
<b>Quality of Care</b>		
Standards of Care for Substance Abuse Treatment are met.	1. 100% of substance abuse providers will deliver services according to Standards of Care. ( <i>site visit</i> )	<b>1a. Outpatient:</b> 81.6%
Residential Treatment Participation	2. 25% of clients entering residential substance abuse treatment will complete residential treatment program. (provider exit reports)	<b>1b. Residential:</b> 89.5%
Health Care Referrals	3. 100% of clients who do not have an identified primary care provider will receive a referral to an appropriate physician or clinic upon completion of substance abuse treatment. ( <i>database</i> )	2. 66% (31 out of 47) who received detox services completed the program.
Current care plan.	4. 80% of clients will have a current care plan in their files. (chart review)	<b>3a. Outpatient:</b> 88.71%
Reduced risk behaviors.	5a. 60% of clients surveyed who received outpatient substance abuse services will reduce risk behaviors for substance use as measured by self-report. ( <i>postcard survey</i> )	<b>3b. Residential:</b> 91.94%
	5b. 60% of clients surveyed who received outpatient substance abuse services will reduce risk behaviors for transmission of HIV and other communicable diseases as measured by self-report. ( <i>postcard survey</i> )	<b>4a. Outpatient:</b> 100%
		<b>4b. Residential:</b> 93.1%
		5a. 74.2% of respondents (23 out of 31) reported reduced risk behaviors for substance use.
		5b. 80% of respondents (24 out of 30) reported reduced risk for transmission of HIV and other communicable diseases.

**Food Bank/ Home Delivered Meal Services/Part B Only**

Clients Retained in Care	270/518	52.12%
Virally Suppressed	424/518	81.85%