

# Atlanta EMA Performance Measures

Thursday, October 6, 2016

Quality Management Committee  
Meeting



# Agenda

- Measuring Performance
- Current Performance Measures
- Proposed Atlanta EMA indicators
- Measurement Definition Updates
- Resources



# Measuring Performance

- **Select a quality of care indicator.**
- **Define the measurement population.**
- **Define the measure.**
- Create a data collection plan.
- Develop data collection instructions.
- Train the medical record abstractors.
- Run a pilot test.
- Collect data.
- Analyze data and plan QI activities.
- Display and distribute data.
- Evaluate the measurement process.

# Quality Measurement Terms

## Indicator

- “A measure used to determine, over time, an organization’s performance of a particular element of care.”
- May measure a particular function, process, or outcome.
- An indicator can measure :
  - Accessibility
  - Efficiency
  - Appropriateness
  - Patient satisfaction
  - Demographic characteristics
  - Efficacy

## Measure

- “A quantitative tool that provides an indication of an organizations’ performance in relation to a specified process or outcome”



# Example:

<b>Indicator Type:</b>	Accessibility
<b>Performance Goal:</b>	To increase access to care for new patients by providing medical appointments within 2 weeks of referrals .
<b>Performance Objective:</b>	<p>By the end of 2017, an average of 7 days will have elapsed between a new patient's request for a medical appointment and actual date of the appointment.</p> <p>By the end of 2017, 98% of all new patients will be provided a medical appointment within 2 weeks of referral.</p>
<b>Indicator:</b>	Number of days that elapsed between a new patient's request for a medical appointment and actual date of the appointment
<b>Measure:</b>	Percentage of new patients provided a medical appointment within 2 weeks of referral

# Measuring Performance

## Step 1. Select a quality of care indicator

- **Review care guidelines**
  - Standards of Care
- **Identify possible indicators**
  - **Relevancy**
    - Does the indicator relate to a condition that occurs frequently or have a great impact on the patients in the EMA?
  - **Measurability**
    - Can the indicator realistically and efficiently be measured ?
  - **Improvability**
    - Can the performance rate associated with the indicator realistically be improved ?

# Measuring Performance

## Step 1- Select a quality of care indicator

- **Select and/or modify the indicators**
  - **Review Performance Measures**
    - Care Continuum
    - HAB Performance Measures
      - Accept updated measures from HRSA?
  - **Update Atlanta EMA Indicators**
    - Funded Service Category
    - **Committee-developed measures**
      - HAB Measures not included in Clinical Chart Review 2014 ?
      - Archived HAB Measures ?

# Current Performance Measures

- **HHS Common Indicators**

- ART Among Persons in HIV Medical Care
- Viral Load Suppression Among Persons in HIV Medical Care

- **HAB Core Measures**

- Viral Load Suppression
- Prescribed Antiretroviral Therapy

- **HAB Adolescent and Adult**

- Cervical Cancer Screening
- Chlamydia Screening
- Gonorrhea Screening
- Hepatitis B Screening
- Hepatitis C Screening
- HIV Risk Counseling
- Oral Exam
- Substance Use Screening
- Syphilis Screening

- **Archived HAB Measures**

- Medical Visits
- PCP Prophylaxis
- TB Screening



# Measuring Performance

## Step 2- Define the measurement population

- **Define the target population**

- **Gender**
- **Age**
- **Location**
  - Should the measure be funded service category specific or all clients?
- **Patient condition**
  - Newly diagnosed?
  - Newly enrolled?
  - Is a confirmed diagnosis required?
  - Do certain conditions make patient ineligible?
- **Active treatment status**
  - How many visits are required for eligibility?



# Measuring Performance

## Step 3- Define the measure

<b>Indicator Type:</b>	Accessibility
<b>Measure:</b>	Percentage of new patients provided a medical appointment within 2 weeks of referral
<b>Numerator:</b>	Number of new patients provided a medical appointment $\leq$ 14 days of referral
<b>Denominator:</b>	All new patients provided a medical appointment following a referral
<b>Patient Exclusions*:</b>	New patients provided medical appointments without a referral; Patients 18 years of age and older

# Atlanta EMA Indicators - Proposed Measures

- **OAHS**

- **HAB Core Measures**
  - Gaps in HIV Medical
  - Viral Load Suppression
- **Archived HAB Measures**
  - Medical Visits

- **Oral Health**

- **Archived HAB Measures**
  - Medical Visits

- **Medical Case Management**

- **HAB Core Measures**
  - Viral Load Suppression
- **HAB Medical Case Management (MCM) Measures**
  - Care Plan
  - Gaps in HIV Medical Visits
- **Archived HAB Measures**
  - Medical Visits

- **Medical Nutrition Therapy**

- **Atlanta EMA Indicator**
  - Referral Compliance
  - Dietitian Meal Review
- **Archived HAB Measures**
  - Medical Visits

- **Mental Health**

- **HAB Adolescent/Adult Measures**
  - Screening for Clinical Depression and Follow-Up Plan
- **Atlanta EMA Indicator**
  - Treatment Plan Updated
- **Archived HAB Measures**
  - Medical Visits

- **Substance Abuse**

- **Atlanta EMA Indicator**
  - Treatment Plan Completion
- **Archived HAB Measures**
  - Medical Visits

# Atlanta EMA Indicators - Proposed Measures

- **Non-Medical Case Management**

- **Atlanta EMA Indicator**
  - Care Plan
  - Gaps in HIV Medical visits
- **HAB Core Measures**
  - Viral Load Suppression
- **Archived HAB Measures**
  - Medical Visits

- **Food Bank/Home delivered**

- **Archived HAB Measures**
  - Medical Visits

- **Psychosocial**

- **Atlanta EMA Indicator**
  - Patient Navigation
- **Archived HAB Measures**
  - Medical Visits

- **Medical Transportation**

- **Archived HAB Measures**
  - Medical Visits

- **Legal Services**

- **Archived HAB Measures**
  - Medical Visits

- **Linguistics**

- **Archived HAB Measures**
  - Medical Visits

- **Childcare**

- **Archived HAB Measures**
  - Medical Visits

- **Universal**

- **HAB Systems-Level Measures**
  - Waiting Time for Initial Access to Outpatient/Ambulatory Health Services
  - Housing Status
- **Archived HAB Measures**
  - Medical Visits

# Measurement Updates

- **PCP Prophylaxis**

- Archived HAB Adult/Adolescent Measure
  - Utilized in Clinical Chart Review
- HAB Core Measure
  - Aggregate numerators and denominators

- **TB Screening**

- Archived HAB Adult/Adolescent Measure
  - Utilized in Clinical Chart Review
- HAB All Ages Measure
  - Aged 3 months and older
  - Includes results interpreted (for tuberculin skin tests) at least once since the diagnosis of HIV infection
  - 2 or more medical visits 90 days apart



# Resources

- HRSA , HIV/AIDS Bureau
  - Quality Management Technical Assistance Manual
    - <ftp://ftp.hrsa.gov/hab/QM2003.pdf>
- National Quality Center
  - NQC Quality Academy- Tutorial 8 Choosing Quality Measures for HIV Care and Services
    - <http://nationalqualitycenter.org/resources/nqc-quality-academy-choosing-quality-measures-for-hiv-care-and-services/>
  - Measuring Clinical Performance
    - <http://www.nationalqualitycenter.org/resources/measuring-clinical-performance-a-guide-for-hiv-health-care-providers-pdf/>