Orange County HIV Planning and Coordination
FY 2014 Orange County QM Outcomes and Indicators (updated 03/20/14)

Priority	Service	FY 2014 QM Outcomes				
		Outcome	Indicators	Methodology	Sample	Target %
1	**Ambulatory Medical Care**	Improvement in health	Increase/maintenance in CD4	ARIES	Patients with at least 2 CD4 tests in 12 month period (significant change is	90%
			Undetectable HIV viral load	ARIES	Patients on HIV medications with viral load less than or equal to 200 copies/mL	90%
		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 the each 4 months of the measurement year	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**	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%
		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%
			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%
		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%
			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%
	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	All jail case management clients released from jail (not including ICE detainees)	90%
	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%
	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%
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%
		Maintenance of health insurance	Ability to maintain access to prescription medications during the reporting period	Client Satisfaction Survey	All valid responses	95%
	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%
		Maintenance of prescription medications	Ability to obtain medications that they would otherwise would not be able to obtain	Client Satisfaction Survey	All valid responses	95%
4	**Oral Health Care**	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%
		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%

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5	**Mental Health: Individual Counseling**	Development of individual treatment plan	Client charts include completed individual treatment plan	Chart Review	30 charts per provider	95%
		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%
	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%
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%
		Increased ability to get housing	Clients report the service helped them get or stay in housing	Client Satisfaction Survey	All valid responses	90%
	Transitional Housing	Increased ability to stay in housing	Clients report the service helped them get permanent housing	Client Satisfaction Survey	All valid responses	80%
			Clients report the service helped them avoid being homeless	Client Satisfaction Survey	All valid responses	80%
		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
8	**Home Health Care/Home and Community-Based Services**	Decreased hospitalization	Clients report that service helped them avoid going to the hospital	Client Satisfaction Survey	All valid responses	80%
		Maintenance of daily activities	Clients report that service helped them maintain their daily activities	Client Satisfaction Survey	All valid responses	80%
9	**Food Bank**	Maintenance of weight	Clients report this service helped them gain or maintain appropriate weight	Client Satisfaction Survey	All valid responses	80%
		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%
	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%
		Nutritious diet	Clients report this service helped them achieve a nutritious diet	Client Satisfaction Survey	All valid responses	80%
		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%
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%
		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%
		Maintainance or improvement in health	Clients report this service helped them maintain or improve their health	Client Satisfaction Survey	All valid responses	TBD
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%
			Clients report that services helped them to get to dentist's appointments they might have missed	Client Satisfaction Survey	All valid responses	95%
			Clients report that services helped them to get to appointments with their therapist they might have missed	Client Satisfaction Survey	All valid responses	95%
		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%

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12	**Substance Abuse Services-Residential (Residential Treatment Program)**	Completion of inpatient substance abuse treatment program	Increase in the perecentage 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
		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%
		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
	Substance Abuse Services-Residential (Detox)	Completion of detox program	Increase in the perecentage 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
		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%
		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
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%
			Clients report that legal staff helped them understand their legal rights	Client Satisfaction Survey	All valid responses	80%
		Increased understanding of of legal options	Clients report that legal service staff helped them understand their legal options	Client Satisfaction Survey	All valid responses	80%
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%
			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%
			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%
			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%
			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%