

# Clinical Quality Management Program

Baltimore City Health Department

Ryan White Office

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# Categories Reviewed in 2010

- OAHS Primary Medical Care, Adult
- Adult Mental Health Services
- Pediatric Mental Health Services
- MAI Mental Health Services
- Outpatient Substance Abuse Treatment
- MAI Outpatient Substance Abuse Treatment
- Residential Substance Abuse Treatment
- Outreach Services
- MAI Outreach Services

# Categories Reviewed in 2011

- OAHS Primary Medical Care, Adult
- OAHS Primary Medical Care, Pediatrics
- Oral Health Care Services
- MAI Oral Health Care Services
- Hospice Services
- Non-Medical Case Management
- Psychosocial Support Services

# Primary Medical Care

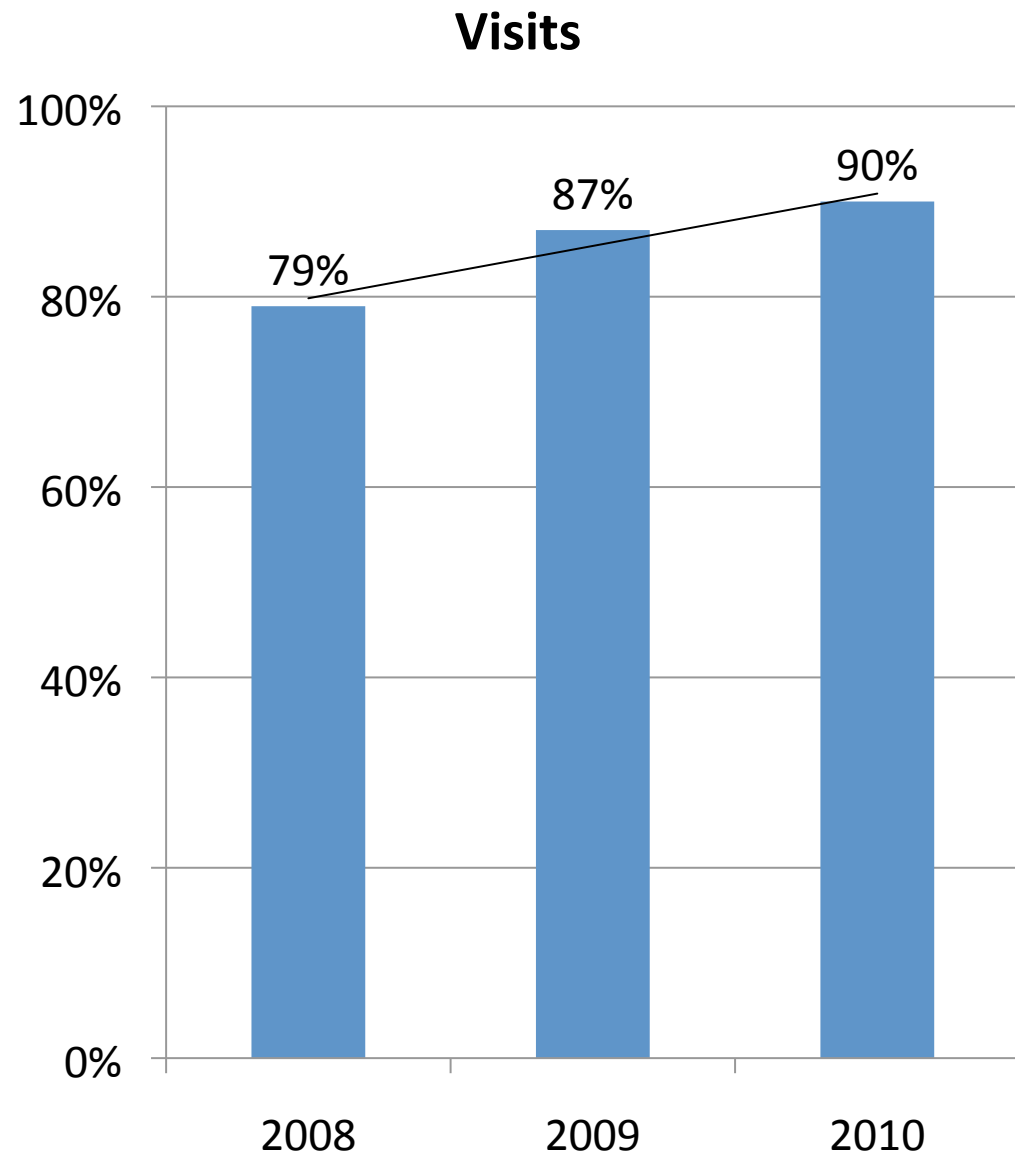
## Strengths

- Medical Visits
- CD4 Tests
- HAART
- PCP Prophylaxis
- Hep C Screens
- Lipid Panels
- Syphilis Screens
- Pneumo Vaccine
- Substance Use Screens
- Adherence Counseling

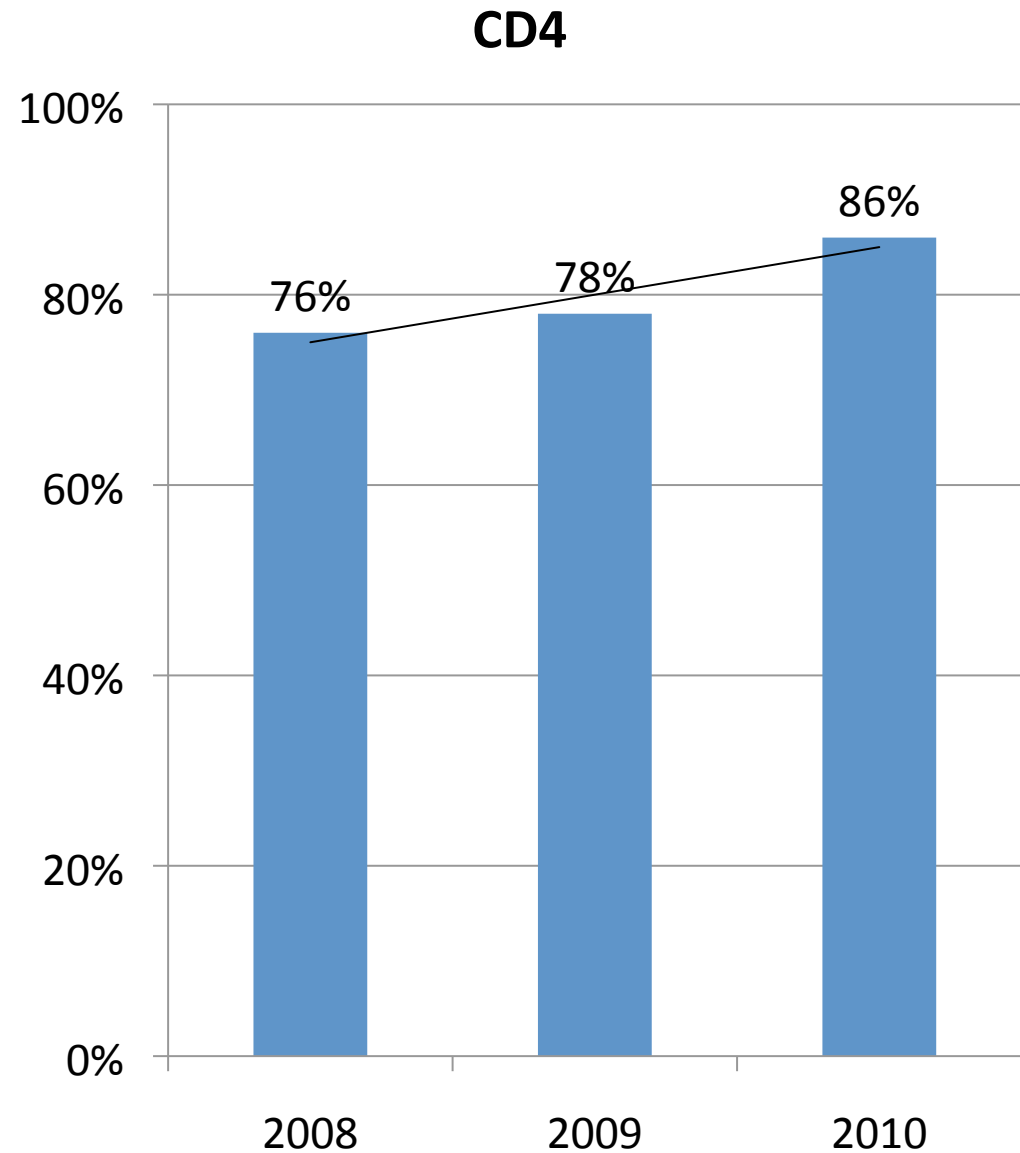
## Areas For Improvement

- Chlamydia Screens
- Gonorrhea Screens
- TB Screens
- Oral Exam Referrals
- Influenza Vaccine
- ARV & Pregnancy Doc.
- HIV Risk Counseling
- Hep B Vaccinations
- Mental Health Screens
- Pap Screens
- Alcohol/Hep Counseling
- Tobacco Cessation Counseling

PMC Medical Visits, N=509  
Percentage of clients with HIV infection who had 2 or more medical visits at least 3 months apart in an HIV care setting in the measurement year

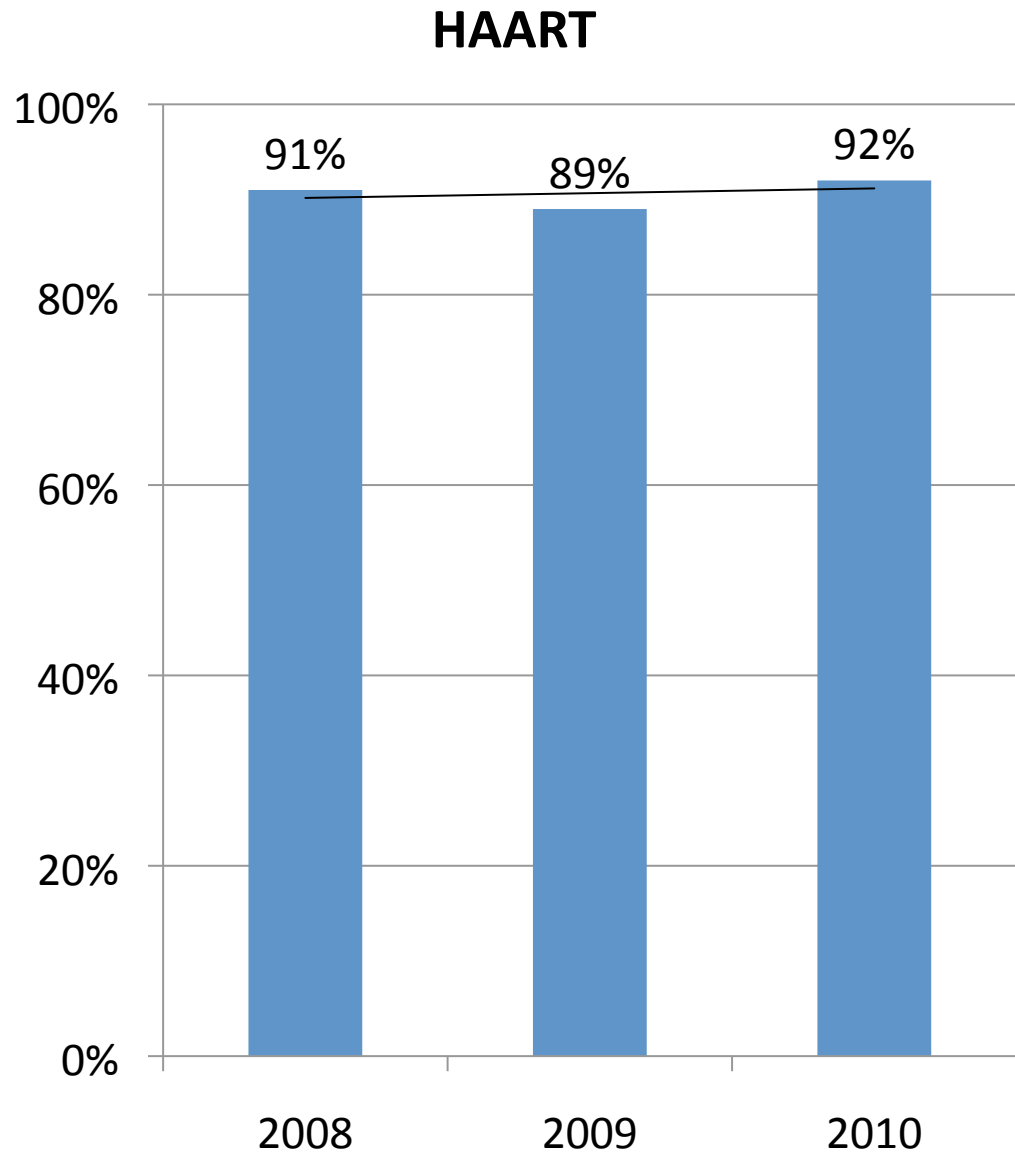


PMC – CD4, N=503  
Percentage of clients with HIV infection who had 2 or more CD4 T-cell counts performed at least 3 months apart during the measurement year

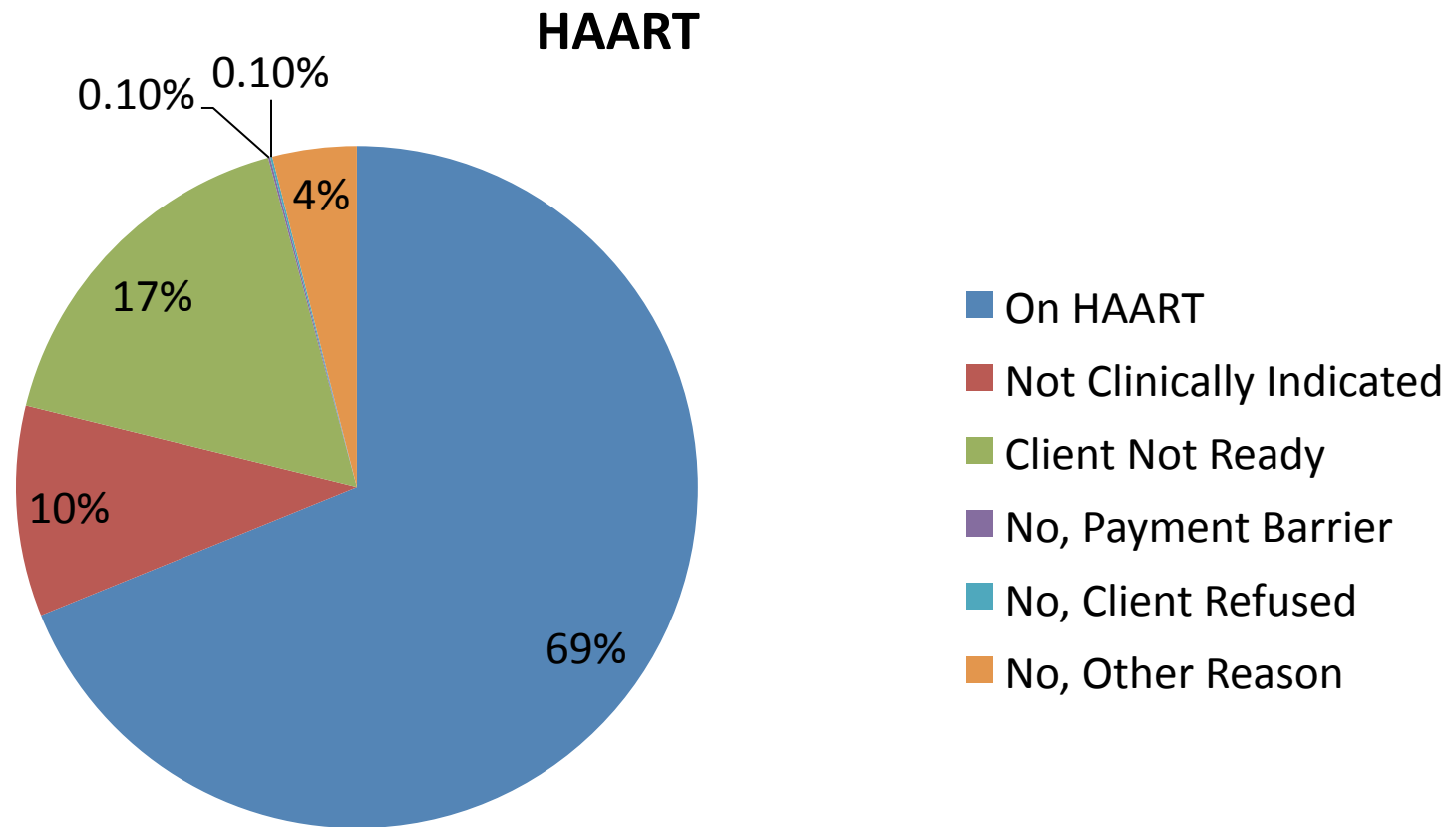


PMC – HAART, N=358, 64%  
of sample CDC AIDS-  
Defined

Percentage of  
clients with AIDS  
who were  
prescribed a  
HAART regimen  
within the  
measurement  
year

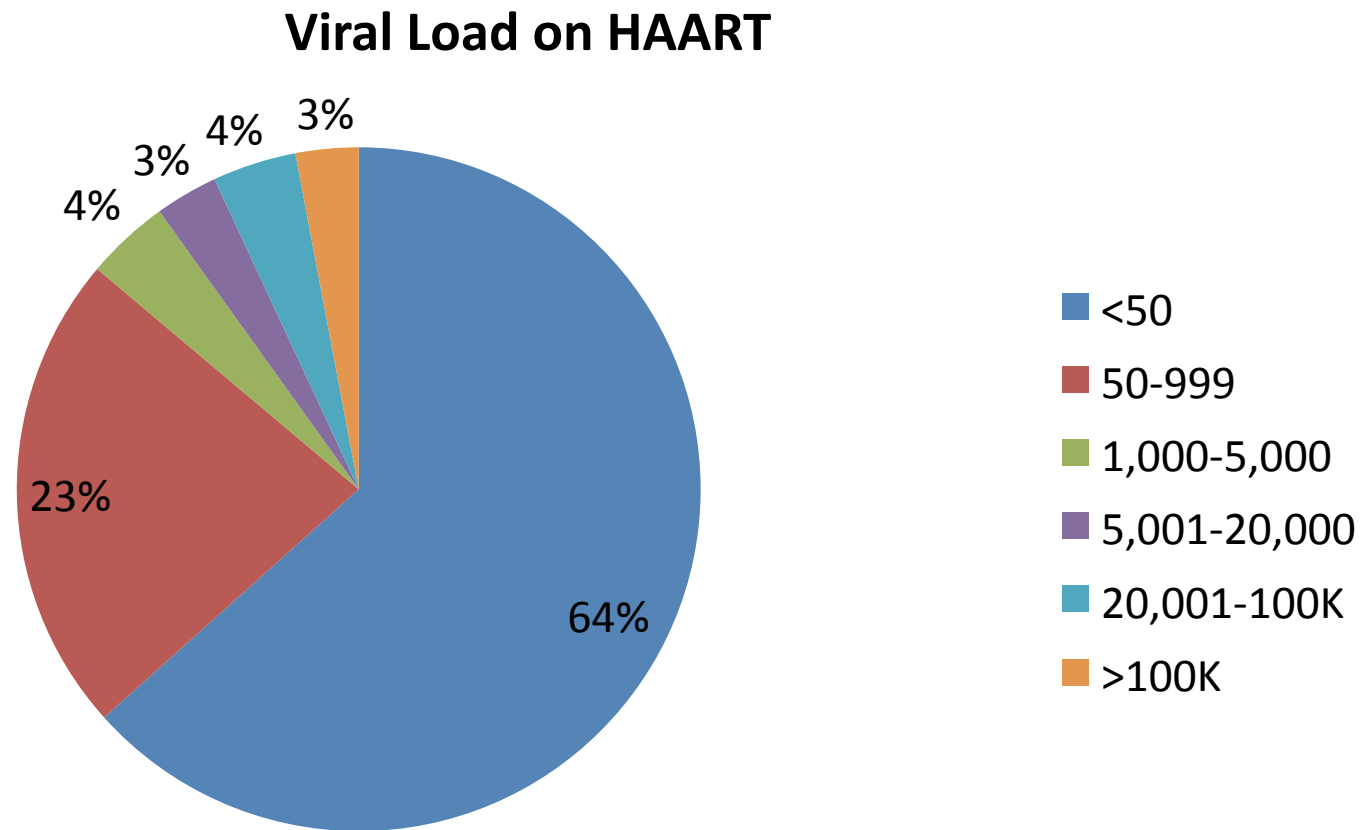


# HAART, N=4,206 (CLD)



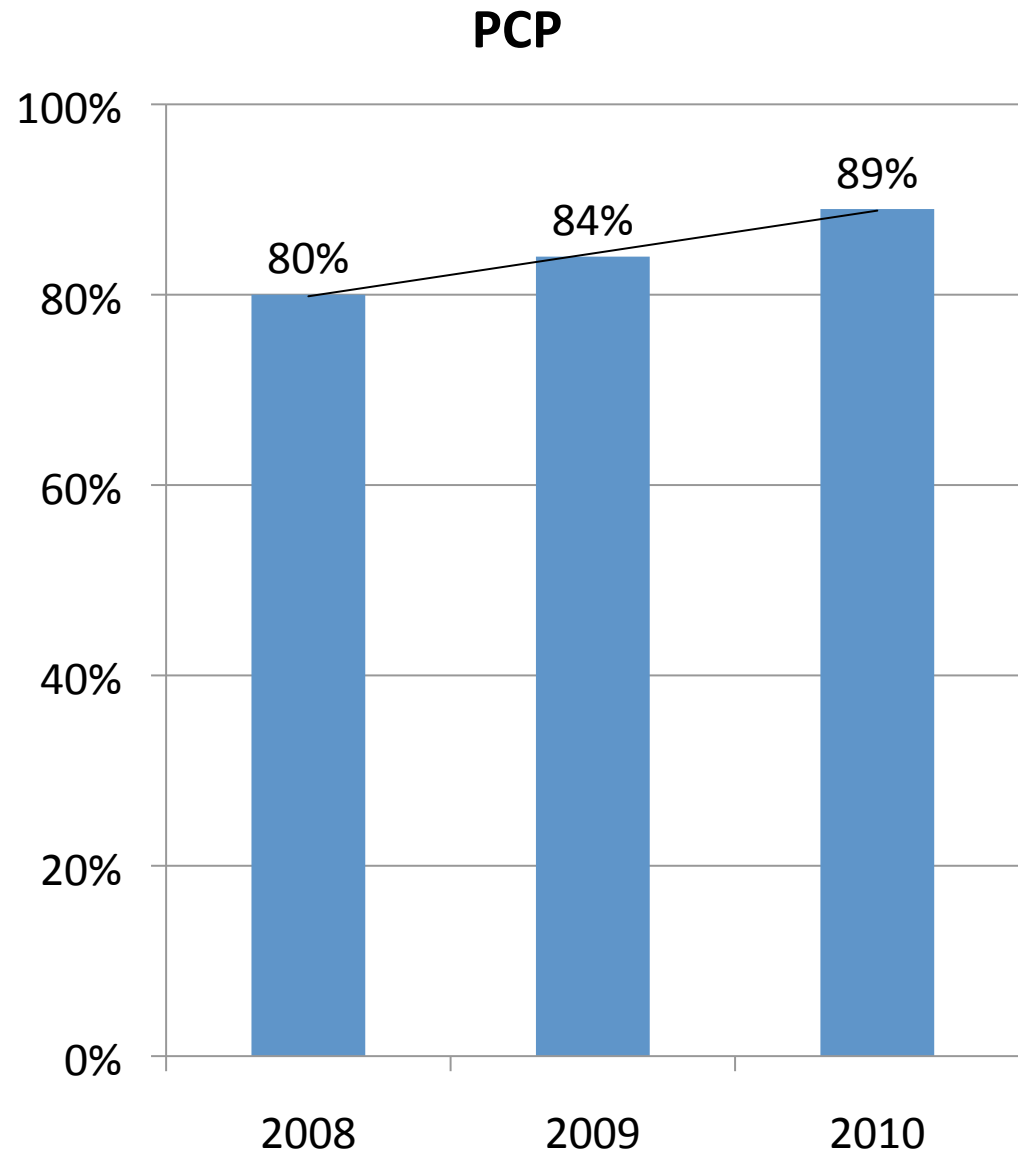


# Viral Load Result, N=2,511 (CLD)



PMC – PCP, N=149, 26% of sample CD4<200

Percentage of clients with HIV infection and a CD4 T-cell count below 200 cells/mm who were prescribed PCP prophylaxis



# Core PMC Measures

- Strong Patient Retention!
- Strong HIV Labs/Monitoring!
- Strong HAART in AIDS-Defined Clients; 2/3 HAART Overall
- Viral Load Suppression

	Total	On HAART
Undetectable	41%	64%
<1,000 Copies	77%	87%
<20,000 Copies	89%	94%

- Resistance Testing?

# Mental Health

## **Strengths**

- HIV Status
- Demographics
- Labs
- Insurance Status
- Intakes
- Care Plans
- Engagement in Care
- Medications

## **Areas For Improvement**

- Residency & Income Elig.
- Cognitive Assessments
- Pt. Care Plan Signatures
- Specific Tx Outcomes
- HIV Prevention Counseling
- Substance Abuse Referrals
- Medication Education
- Referral Follow-Up
- Care Plan Updates

# Outpatient Substance Abuse

## **Strengths**

- Demographics
- Insurance Status
- HIV Status
- Agency Policies
- Admissions Requirements
- Treatment Plans
- Service Documentation
- Referrals
- Discharge Summaries

## **Areas For Improvement**

- HIV Risk Factor
- Medications
- Broader Treatment Plans
- Infectious Disease Edu.
- Risk Reduction Counseling
- Family Services
- Clinical Interventions for Methadone clients

# Residential Substance Abuse

## **Strengths**

- Demographics
- Insurance Status
- HIV Status
- Medications
- Agency Policies
- Medical Reports
- Admissions Requirements
- Treatment Plans
- Infectious Disease Edu.
- Service Documentation
- Discharge Summaries

## **Areas For Improvement**

- HIV Risk Factor
- Residency & Income Elig.
- Broader Treatment Plans
- Family Services
- Referral Outcomes

# Outreach Services

## Strengths

- Demographics
- Site-Based Outreach
- Needs Assessments
- Mutual Goal Setting
- Agency QI Activities
- Consumer Satisfaction
- Street & Site-Based Outreach Linkage to Primary Care

## Areas For Improvement

- HIV Risk Factor
- Medications
- Residency & Income Elig.
- Insurance Status
- Agency Policies
- Traditional Outreach Linkage to Primary Care

# Capacity Building

- Agency Debriefings: Fall 2010
- 4 Category TA's: January – July, 2011
  - Data Rankings
  - Project Charters
  - Fishbone Analyses
  - PDSA's
  - Next Steps
- EMA Reports: June, 2011
- Vendor Reports and Corrective Action Plans: July, 2011



# Questions? Thank-You!

- Iris Allen, MPH
- Evelyn Bradley, DrPh
- Ralph Brisueno, Chief
- Karen Dorsey
- Hilda Ndirangu, MS
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- PLWHA Committee
- All Participating Providers and Consumers!