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FY 2018 PERFORMANCE MEASURES HIGHLIGHTS

RYAN WHITE GRANT ADMINISTRATION

HARRIS COUNTY PUBLIC HEALTH (HCPH)

HCPH is the local public health agency for the Harris County, Texas jurisdiction. It provides a wide variety of public health activities and services aimed at improving the health and well-being of the Harris County community.

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Highlights from FY 2018 Performance Measures

Measures in this report are based on the 2018/2019 Houston Ryan White Quality Management Plan, Appendix B. HIV Performance Measures.

Clinical Case Management

- During FY 2018, from 3/1/2018 through 2/28/2019, 1,096 clients utilized Part A clinical case management. According to CPCDMS, 542 (50%) of these clients accessed primary care two or more times at least three months apart during this time period after utilizing clinical case management.
- Among these clients, 30% accessed mental health services at least once during this time period after utilizing clinical case management.
- For clients who have lab data in CPCDMS, 79% were virally suppressed.

Medical Case Management

- During FY 2018, 6,083 clients utilized Part A medical case management. According to CPCDMS, 3,177 (52%) of these clients accessed primary care two or more times at least three months apart during this time period after utilizing medical case management.
- Among these clients, 13% of clients accessed mental health services at least once during this time period after utilizing medical case management.
- For clients who have lab data in CPCDMS, 73% were virally suppressed.

Outreach

- During FY 2018, 311 (39%) clients accessed primary care within three months of their first outreach visit.
- 46% of clients moved from an unsuppressed to suppressed viral load status during this time period.

Primary Medical Care

- During FY 2018, 8,059 clients utilized Part A primary medical care. According to CPCDMS, 4,624 (75%) of these clients accessed primary care two or more times at least three months apart during this time period.
- Among clients whose initial primary care medical visit occurred during this time period, 304 (20%) had a CD4 < 200 within the first 90 days of initial enrollment in primary medical care.
- Among these clients, 82% had a viral load test performed at least every six months during this time period. Among clients with viral load tests, 76% were virally suppressed during this time period.
- 71% of new clients were engaged in care during this time period.
- During FY 2018, the average wait time for an initial appointment availability to enroll in primary medical care was 12 days, while the average wait time for an appointment availability to receive primary medical care was 9 days.

Service Linkage (Non-Medical Case Management)

- During FY 2018, 7,646 clients utilized Part A non-medical case management / service linkage. According to CPCDMS, 3,548 (46%) of these clients accessed primary care two or more times at least three months apart during this time period after utilizing non-medical case management.
- Among these clients, 49% of clients utilized primary medical care for the first time after accessing service linkage for the first time.
- The median number of days between the first service linkage visit and the first primary medical care visit was 14 days during this time period.

Substance Abuse Treatment

- During FY 2018, 16 (57%) clients utilized primary medical care after accessing Part A substance abuse treatment services.
- Among clients with viral load tests, 69% were virally suppressed during this time period.

Transportation

- Van-Based Transportation:
 - During FY 2018, 491 (64%) clients accessed primary care after utilizing van transportation services.
 - Among van-based transportation clients, 54% clients accessed LPAP services at least once during this time period after utilizing van transportation services.
- Bus Pass Transportation:
 - During FY 2018, 926 (35%) clients accessed primary care after utilizing bus pass services.
 - Among bus pass clients, 22% of clients accessed LPAP services at least once during this time period after utilizing bus pass services.
 - Among bus pass clients, 76% clients accessed any RW or State service after accessing bus pass services.

Vision Care

- During FY 2018, 993 clients were diagnosed with HIV/AIDS related and general ocular disorders. Among 245 clients with follow-up appointments, 21% of clients had disorders that were either resolved or improved, while 59% of clients had disorders that remained the same.

Ryan White Part A
HIV Performance Measures
FY 2018 Report

Clinical Case Management
All Providers

For FY 2018 (3/1/2018 to 2/28/2019), 1,096 clients utilized Part A clinical case management.

HIV Performance Measures	FY 2017	FY 2018	Change
A minimum of 75% of clients will utilize Part A/B/C/D primary care two or more times at least three months apart after accessing clinical case management	632 (50.0%)	542 (49.5%)	-0.5%
35% of clinical case management clients will utilize mental health services	328 (25.9%)	328 (30.0%)	4.1%
75% of clients for whom there is lab data in the CPCDMS will be virally suppressed (<200)	466 (71.1%)	453 (78.6%)	7.5%
Less than 15% of clients will be homeless or unstably housed	217 (17.2%)	164 (15.0%)	-2.2%

According to CPCDMS, 15 (1.4%) clients utilized primary care for the first time and 80 (7.3%) clients utilized mental health services for the first time after accessing clinical case management.

Clinical Chart Review Measures	FY 2017
85% of clinical case management clients will have a case management care plan developed and/or updated two or more times in the measurement year	*NA
Percentage of clients identified with an active substance abuse condition receiving Ryan White funded substance abuse treatment	*NA

*Clinical Case Management chart review was not performed for FY 2017 – review will be performed starting with FY 2018.

Ryan White Part A
HIV Performance Measures
FY 2018 Report

Health Insurance Assistance
All Providers

HIV Performance Measures	FY 2017	FY 2018	Change
75% of clients for whom there is lab data in the CPCDMS will be virally suppressed (<200)	1,252 (76.1%)	1,421 (81.0%)	4.9%

Ryan White Part A
HIV Performance Measures
FY 2018 Report

Local Pharmacy Assistance
All Providers

HIV Performance Measures	FY 2017	FY 2018	Change
75% of clients for whom there is lab data in the CPCDMS will be virally suppressed (<200)	2,913 (72.3%)	3,092 (77.4%)	5.1%

Ryan White Part A
HIV Performance Measures
FY 2018 Report

Medical Case Management
All Providers

For FY 2018 (3/1/2018 to 2/28/2019), 6,083 clients utilized Part A medical case management.

HIV Performance Measures	FY 2017	FY 2018	Change
A minimum of 85% of clients will utilize Part A/B/C/D primary care two or more times at least three months apart after accessing medical case management	2,626 (50.6%)	3,177 (52.2%)	1.6%
15% of medical case management clients will utilize mental health services	699 (13.5%)	799 (13.1%)	-0.4%
45% of clients who have third-party payer coverage (e.g. Medicare, Medicaid, private insurance) after accessing medical case management	*NA	458 (7.5%)	NA
75% of clients for whom there is lab data in the CPCDMS will be virally suppressed (<200)	2,004 (67.5%)	2,468 (73.4%)	5.9%
50% of clients will have at least one medical visit in each six-month period of the 24-month measurement period with a minimum of 60 days between medical visits	849 (36.9%)		
Less than 20% of clients will have more than a six month gap in medical care in the measurement year	660 (25.5%)	753 (24.3%)	-1.2%
Less than 15% of clients will be homeless or unstably housed	1,001 (19.3%)	1,022 (16.8%)	-2.5%

According to CPCDMS, 184 (3.0%) clients utilized primary care for the first time and 246 (4.0%) clients utilized mental health services for the first time after accessing medical case management.

Clinical Chart Review Measures	FY 2017
60% of medical case management clients will have a case management care plan developed and/or updated two or more times in the measurement year	5.0%

*Note that there was a change in the methodology of how this data is analyzed. Due to the way insurance data is collected, FY17 data cannot be re-evaluated.

Ryan White Part A
HIV Performance Measures
FY 2018 Report

Medical Nutritional Supplements
All Providers

HIV Performance Measures	FY 2017	FY 2018	Change
75% of clients for whom there is lab data in the CPCDMS will be virally suppressed (<200)	384 (80.7%)	389 (84.6%)	3.9%
90% of clients diagnosed with wasting syndrome or suboptimal body mass will improve or maintain body mass index (BMI) in the measurement year	6 (60.0%)	8 (66.7%)	6.7%

Ryan White Part A
HIV Performance Measures
FY 2018 Report

Oral Health Care
All Providers

Clinical Chart Review Measures*	FY 2016	FY 2017
100% of oral health clients will have a dental health history (initial or updated) at least once in the measurement year	87%	95%
100% of oral health clients will have a medical health history (initial or updated) at least once in the measurement year	87%	95%
90% of oral health clients will have a dental treatment plan developed and/or updated at least once in the measurement year	94%	99%
85% of oral health clients will receive oral health education at least once in the measurement year	88%	99%
90% of oral health clients will have a periodontal screen or examination at least once in the measurement year	84%	81%
60% oral health clients will have a Phase 1 treatment plan that is completed within 12 months	27%	27%

* To review the full FY 2017 chart review reports, please visit:
<http://publichealth.harriscountytexas.gov/Services-Programs/Programs/RyanWhite/Quality>

Ryan White Part A
HIV Performance Measures
FY 2018 Report

Outreach Services
All Providers

HIV Performance Measures	FY 2017	FY 2018	Change
Percentage of clients who attended a primary care visit within three months of the first Outreach visit	102 (45.9%)	311 (39.1%)	-6.8%
Percentage of clients who attended a primary care visit within three months of the first Outreach visit and a subsequent visit 6 to 12 months thereafter	67 (30.2%)	*NA	NA
Percentage of clients who went from an unsuppressed VL (≥ 200 copies/ml) to a suppressed viral load (< 200 copies/ml) in the project year	101 (48.3%)	223 (45.7%)	-2.6%

*Please note that due to the time parameters for this measure, data can only be produced for the previous fiscal year.

Ryan White Part A
HIV Performance Measures
FY 2018 Report

Primary Medical Care
All Providers

For FY 2018 (3/1/2018 to 2/28/2019), 8,059 clients utilized Part A primary medical care.

HIV Performance Measures	FY 2017	FY 2018	Change
90% of clients will have two or more medical visits, at least 90 days apart, in an HIV care setting in the measurement year	4,231 (73.2%)	4,624 (74.5%)	1.3%
Less than 20% of clients will have a CD4 < 200 within the first 90 days of initial enrollment in primary medical care	291 (22.2%)	304 (19.8%)	-2.4%
95% of clients will have Hepatitis C (HCV) screening performed at least once since HIV diagnosis	5,694 (75.8%)	5,967 (74.0%)	-1.8%
30% of clients will receive an oral exam by a dentist at least once during the measurement year	1,813 (24.1%)	2,034 (25.2%)	1.1%
85% of clients will have a test for syphilis performed within the measurement year	5,902 (78.7%)	6,648 (82.5%)	3.8%
95% of clients will be screened for Hepatitis B virus infection status at least once since HIV diagnosis	6,219 (82.8%)	6,726 (83.5%)	0.7%
90% of clients will have a viral load test performed at least every six months during the measurement year	3,695 (81.7%)	4,063 (82.1%)	0.4%
90% of clients for whom there is lab data in the CPCDMS will be virally suppressed (<200)	7,317 (71.4%)	6,139 (76.2%)	4.8%
35% of clients will have at least one medical visit in each six-month period of the 24-month measurement period with a minimum of 60 days between medical visits	2,345 (23.1%)		
Less than 20% of clients will have more than a six month gap in medical care in the measurement year	1,716 (29.7%)	1,719 (27.7%)	-2.0%
60% of new clients will be engaged in care	318 (67.9%)	420 (70.5%)	2.6%
100% of Ryan White Part A program-funded outpatient/ambulatory care organizations in the system/network will have a wait time of 15 or fewer business days for a Ryan White Part A program-eligible patient to receive an initial appointment to enroll in outpatient/ambulatory medical care	Data below		
Percentage of Ryan White Part A program-funded outpatient/ambulatory care organizations in the system/network who had a wait time of 15 or fewer business days for a Ryan White Part A program-eligible patient to receive an appointment for outpatient/ambulatory medical care	Data below		

For FY 2018, 83% of Ryan White Part A outpatient/ambulatory care organizations provided a waiting time of 15 or fewer business days for a program-eligible patient to receive an initial appointment to enroll in medical care.

**Average wait time for initial appointment availability to enroll in outpatient/ambulatory medical care:
EMA = 12 Days**

Agency 1:	12
Agency 2:	6
Agency 3:	7
Agency 4:	26
Agency 5:	8
Agency 6:	10

For FY 2018, 83% of Ryan White Part A outpatient/ambulatory care organizations provided a waiting time of 15 or fewer business days for a program-eligible patient to receive an appointment for medical care.

**Average wait time for appointment availability to receive outpatient/ambulatory medical care:
EMA = 9 Days**

Agency 1:	8
Agency 2:	5
Agency 3:	5
Agency 4:	19
Agency 5:	6
Agency 6:	9

Clinical Chart Review Measures*	FY 2016	FY 2017
100% of eligible clients will be prescribed Pneumocystis jiroveci pneumonia (PCP) prophylaxis	100%	93.0%
100% of pregnant women living with HIV will be prescribed antiretroviral therapy	100%	100%
75% of female clients will receive cervical cancer screening in the last three years	80.1%	82.5%
55% of clients will complete the vaccination series for Hepatitis B	55.6%	51.4%
85% of clients will receive HIV risk counseling within the measurement year	69.4%	90.7%
95% of clients will be screened for substance abuse (alcohol and drugs) in the measurement year	98.6%	99.1%
90% of clients who were prescribed antiretroviral therapy will have a fasting lipid panel during the measurement year	88.9%	88.8%
65% of clients at risk for sexually transmitted infections will have a test for gonorrhea and chlamydia within the measurement year	72.9%	77.6%
75% of clients will have documentation that a TB screening test was performed and results interpreted (for tuberculin skin tests) at least once since HIV diagnosis	66.9%	67.2%
65% of clients seen for a visit between October 1 and March 31 will receive an influenza immunization OR will report previous receipt of an influenza immunization	53.1%	53.5%
95% of clients will be screened for clinical depression using a standardized tool with follow-up plan documented	87.9%	96.4%
90% of clients will have ever received pneumococcal vaccine	86.7%	83.4%
100% of clients will be screened for tobacco use at least one during the two-year measurement period	99.4%	100%
Percentage of clients who received cessation counseling intervention if identified as a tobacco user	57.7%	55.7%
95% of clients will be prescribed antiretroviral therapy during the measurement year	97.6%	98.7%
85% of clients will have an HIV drug resistance test performed before initiation of HIV antiretroviral therapy if therapy started during the measurement year	69.2%	71.4%
75% of eligible reproductive-age women will receive reproductive health care (fertility desires assessed and client counseled on conception or contraception)	54.0%	34.9%
90% of clients will be screened for Intimate Partner Violence	81.9%	78.6%
100% of clients on ART will be screened for adherence	99.5%	100.0%

* To view the full FY 2017 chart review reports, please visit:
<http://publichealth.harriscountytexas.gov/Services-Programs/Programs/RyanWhite/Quality>

Ryan White Part A
HIV Performance Measures
FY 2018 Report

Service Linkage / Non-Medical Case Management
All Providers

For FY 2018 (3/1/2018 to 2/28/2019), 7,646 clients utilized Part A non-medical case management.

HIV Performance Measures	FY 2017	FY 2018	Change
A minimum of 70% of clients will utilize Part A/B/C/D primary care two or more times at least three months apart after accessing non-medical case management (service linkage)	3,259 (46.0%)	3,548 (46.4%)	0.4%
60% of clients will access RW primary medical care for the first time after accessing service linkage for the first time	372 (44.4%)	459 (48.9%)	4.5%
Mean of less than 30 days between first ever service linkage visit and first ever primary medical care visit:			
Mean	40	27	-32.5%
Median	19	14	-26.3%
Mode	1	1	0.0%
60% of newly enrolled clients will have a medical visit in each of the four-month periods of the measurement year	119 (43.1%)	133 (47.7%)	4.6%

Ryan White Part A
HIV Performance Measures
FY 2018 Report

Substance Abuse Treatment
All Providers

HIV Performance Measures	FY 2017	FY 2018	Change
A minimum of 70% of clients will utilize Parts A/B/C/D primary medical care after accessing Part A-funded substance abuse treatment services*	12 (46.2%)	16 (57.1%)	10.9%
75% of clients for whom there is lab data in the CPCDMS will be virally suppressed (<200)	14 (66.7%)	18 (69.2%)	2.5%
90% of clients will complete substance abuse treatment program	See data below		

***Overall, the number of clients who received primary care in FY 2018 was 21 (84.0%), with 16 receiving the services through Ryan White and 5 receiving the services through other insurance such as Medicare.**

Number of clients completing substance abuse treatment program during FY 2018 (March 2018 to February 2019): **13**

Number of clients engaged in substance abuse treatment program during FY 2018: **25**

Number of clients completing substance abuse treatment during FY 2018 who entered treatment in FY 2017: **5**

Ryan White Part A
HIV Performance Measures
FY 2018 Report

Transportation
All Providers

Van-Based Transportation	FY 2017	FY 2018	Change
A minimum of 70% of clients will utilize Parts A/B/C/D primary care services after accessing Van Transportation services	498 (66.2%)	491 (63.7%)	-2.5%
55% of clients will utilize Parts A/B LPAP services after accessing Van Transportation services	388 (51.6%)	417 (54.1%)	2.5%

Bus Pass Transportation	FY 2017	FY 2018	Change
A minimum of 50% of clients will utilize Parts A/B/C/D primary care services after accessing Bus Pass services	809 (33.5%)	926 (34.8%)	1.3%
A minimum of 20% of clients will utilize Parts A/B LPAP services after accessing Bus Pass services	471 (19.5%)	591 (22.2%)	2.7%
A minimum of 85% of clients will utilize any RW Part A/B/C/D or State Services service after accessing Bus Pass services	1,833 (75.8%)	2,013 (75.6%)	-0.2%

Ryan White Part A
HIV Performance Measures
FY 2018 Report

Vision Care
All Providers

HIV Performance Measures	FY 2018
75% of clients with diagnosed HIV/AIDS related and general ocular disorders will resolve, improve or stay the same over time	See ocular disorder table

Clinical Chart Review Measures*	FY 2016	FY 2017
100% of vision clients will have a medical health history (initial or updated) at least once in the measurement year	100%	99%
100% of vision clients will have a vision history (initial or updated) at least once in the measurement year	100%	99%
100% of vision clients will have a comprehensive eye exam at least once in the measurement year	100%	100%

* To review the full FY 2017 chart review reports, please visit:
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Ocular Disorder	Number of Diagnoses	Number with Follow-up	*Improved		*Resolved		*Same		*Worsened	
			#	%	#	%	#	%	#	%
Accommodation Spasm										
Acute Retinal Necrosis										
Anisocoria	13	3					3	100%		
Bacterial Retinitis										
Cataract	136	24					16	67%	8	33%
Chalazion	7	0								
Chorioretinal Scar	9	3					2	67%	1	33%
Chorioretinitis										
CMV Retinitis - Active										
CMV Retinitis - Inactive	2	1	1	100%						
Conjunctivitis	30	7	2	29%	3	43%	2	29%		
Covergence Excess										
Convergence Insufficiency										
Corneal Edema	1	0								
Corneal Erosion	1	0								
Corneal Foreign Body	2	0								
Corneal Opacity	38	0								
Corneal Ulcer										
Cotton Wool Spots										
Diabetic Retinopathy	8	3			2	67%			1	33%
Dry Eye Syndrome	374	96					95	99%	1	1%
Ecchymosis										
Esotropia										
Exotropia	5	2					2	100%		
Glaucoma	3	0								
Glaucoma Suspect	47	14	3	21%			10	71%	1	7%
Iritis	3	1			1	100%				
Kaposi Sarcoma	1	1					1	100%		
Keratitis	10	2	1	50%	1	50%				
Keratoconjunctivitis	1	1			1	100%				
Keratoconus	4	1					1	100%		
Lagophthalmos										
Macular Hole	1	0								
Meibomianitis	8	1			1	100%				
Molluscum Contagiosum										
Optic Atrophy	15	4					4	100%		
Papilledema	1	1			1	100%				

Ocular Disorder	Number of Diagnoses	Number with Follow-up	*Improved		*Resolved		*Same		*Worsened	
			#	%	#	%	#	%	#	%
Paresis of Accommodation										
Pseudophakia										
Refractive Change/Transient										
Retinal Detachment	1	0								
Retinal Hemorrhage										
Retinopathy HTN	6	1					1	100%		
Retinal Hole/Tear										
Suspicious Optic Nervehead(s)	1	0								
Toxoplasma Retinochoriochitis										
Thyroid Eye Disease										
Visual Field Defect	11	4					4	100%		
Vitreous Degeneration	6	1	1	100%						
Other	248	74	2	3%	32	43%	3	4%	37	50%
Total	993	245	10	4%	42	17%	144	59%	49	20%