

Measuring the Quality of HIV/AIDS Care in Pennsylvania

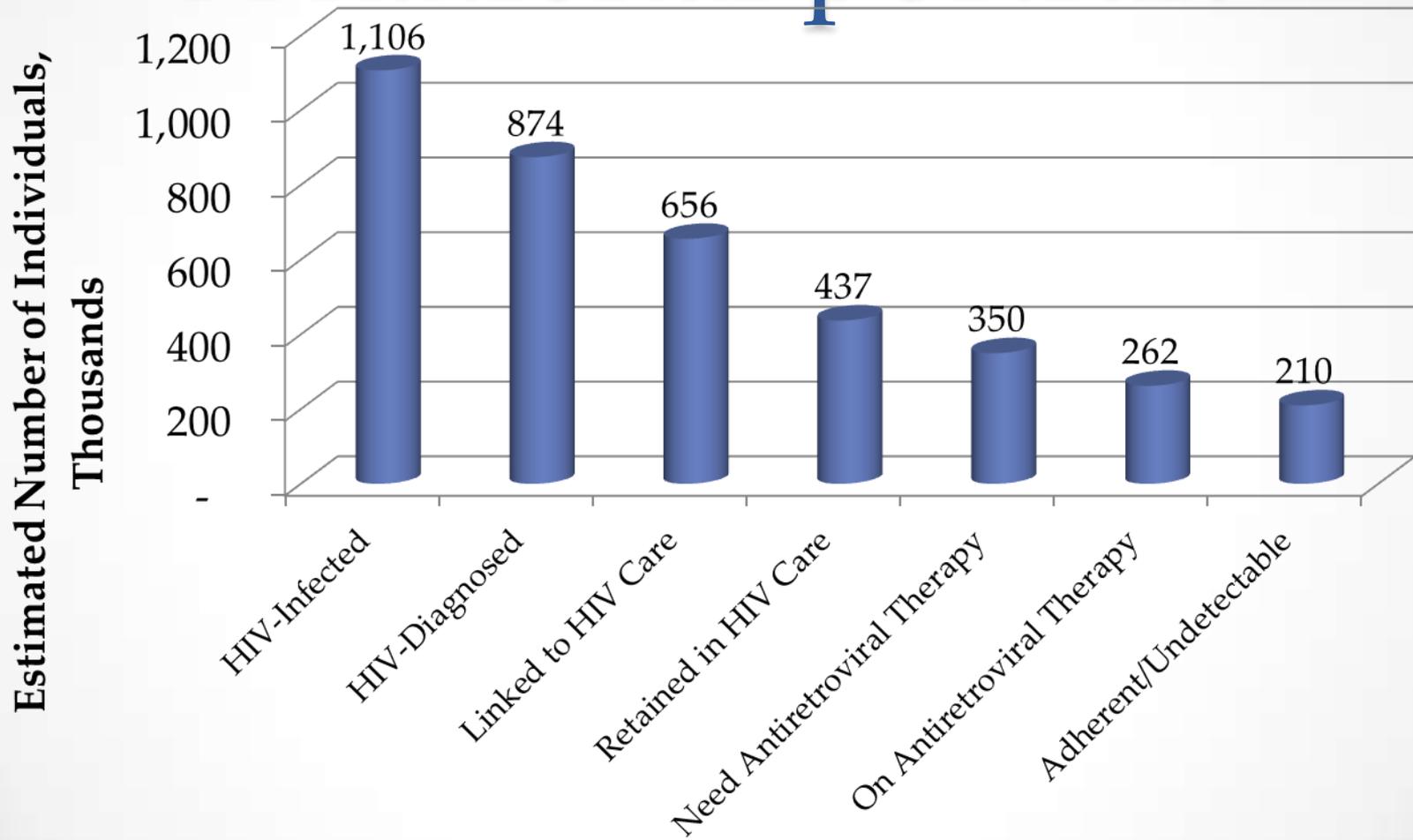
An overview and two-year analysis of
performance data from the PA HIV Web
Portal

Ryan White Conference
November 27, 2012

Agenda

- What are performance measures and what do they mean?
- How are we doing? A snapshot HIV/AIDS care in Pennsylvania
- Where is this data coming from? An introduction to the PA HIV Web Portal
- Questions and discussion

Why this is important: A national portrait



Performance Measures

- Federally established indicators to monitor the quality of care provided with Ryan White funding
- Output/process measures
 - Not measuring health of clients, but the care and services provided
- Medically-focused
- Data reports generated by CAREWare



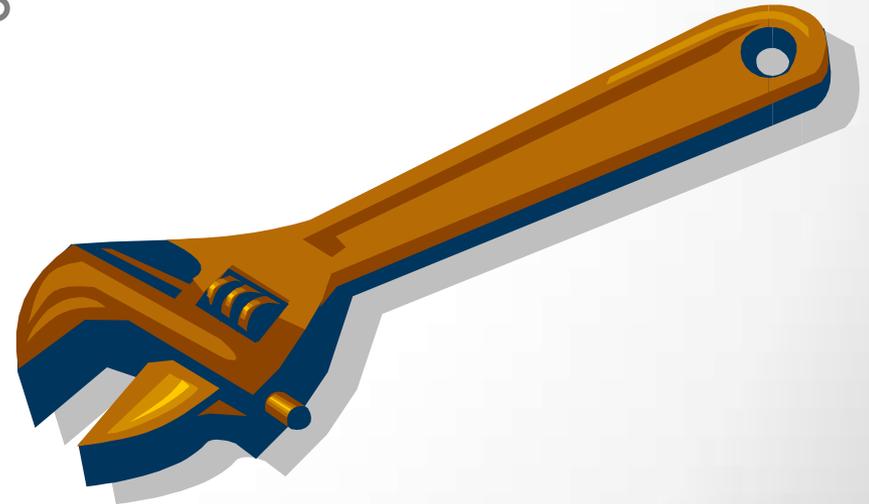
Why do we measure performance?

- Separate from what you *think* is happening from what is really happening
- Allow for comparing performance across sites, over time
- Link performance data to quality improvement activities
- Prioritize improvement in HIV care statewide
-



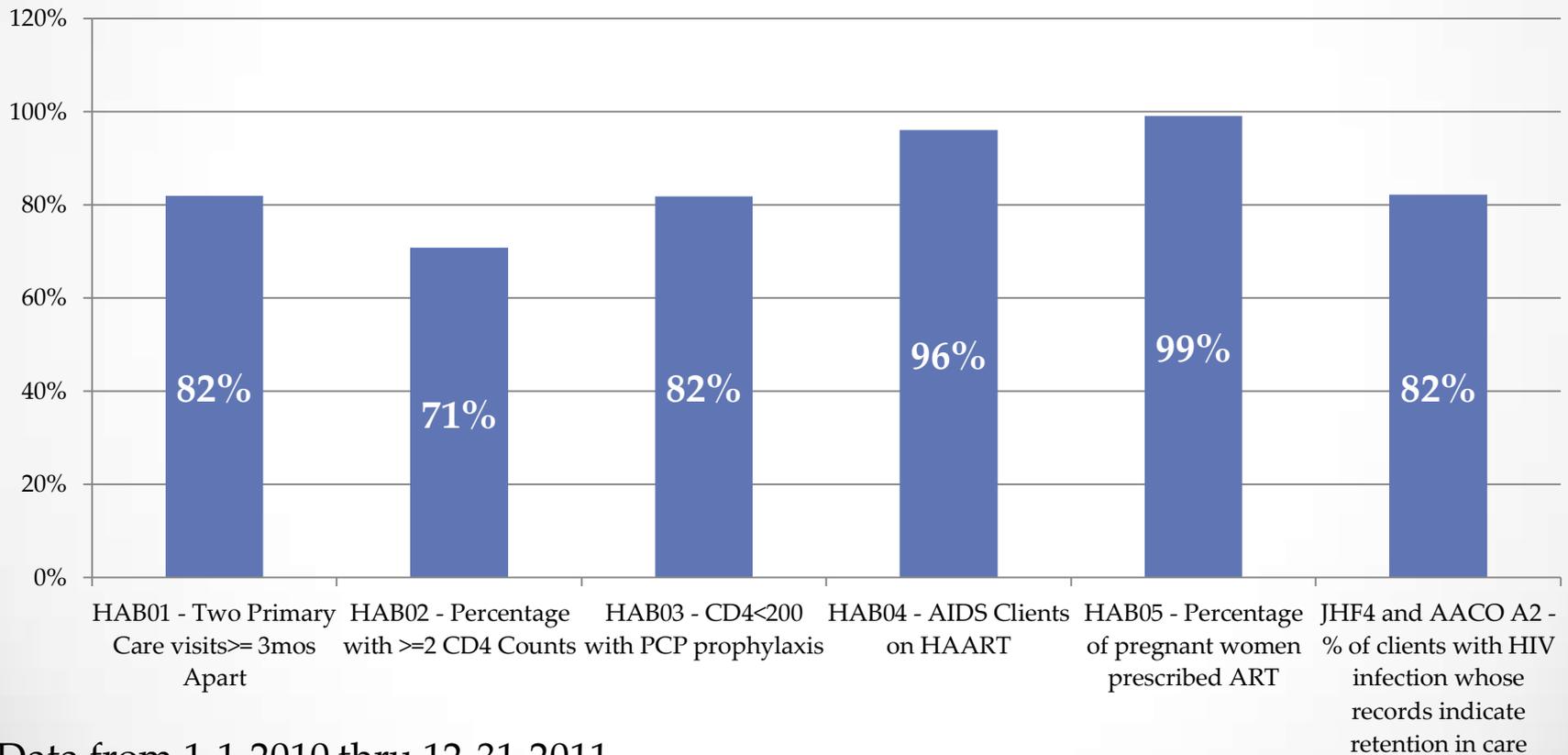
Limitations

- Gaps in current statewide reporting
 - Standalone Part C's
 - Philadelphia non-medical data
- Additional measures needed to better evaluate quality of PART B services



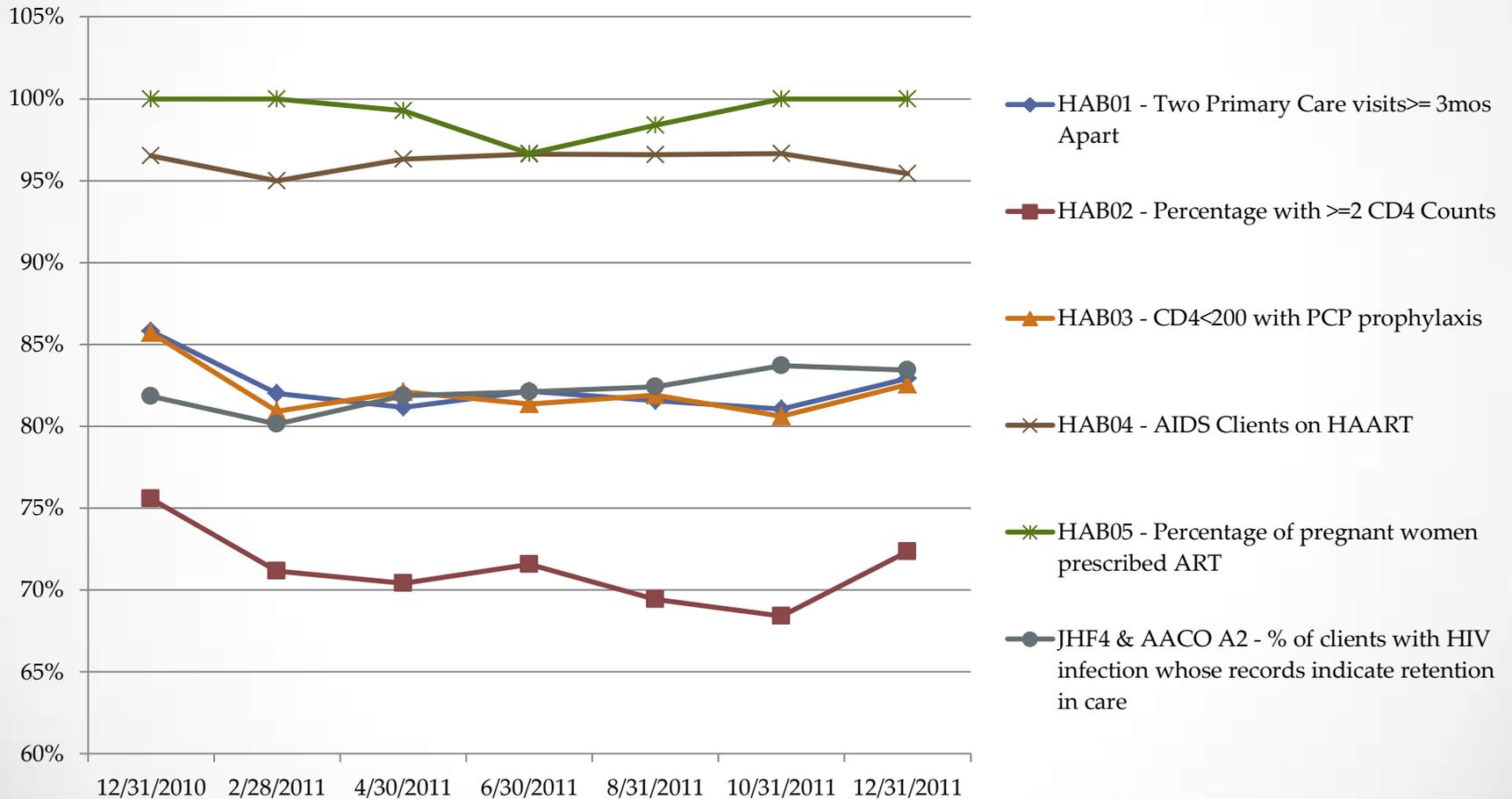
Generally good performance...

Statewide Aggregate

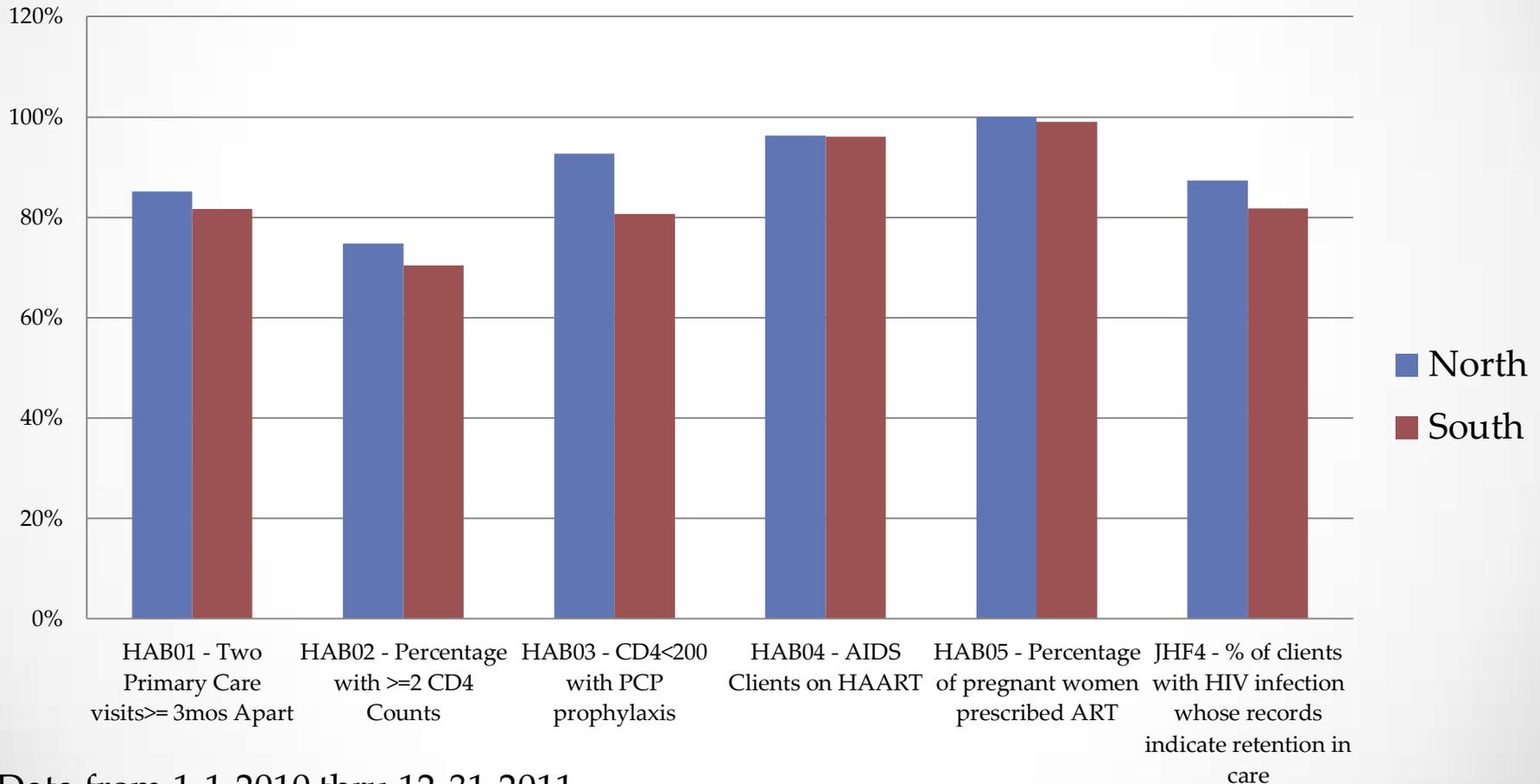


Data from 1-1-2010 thru 12-31-2011

...But stagnant

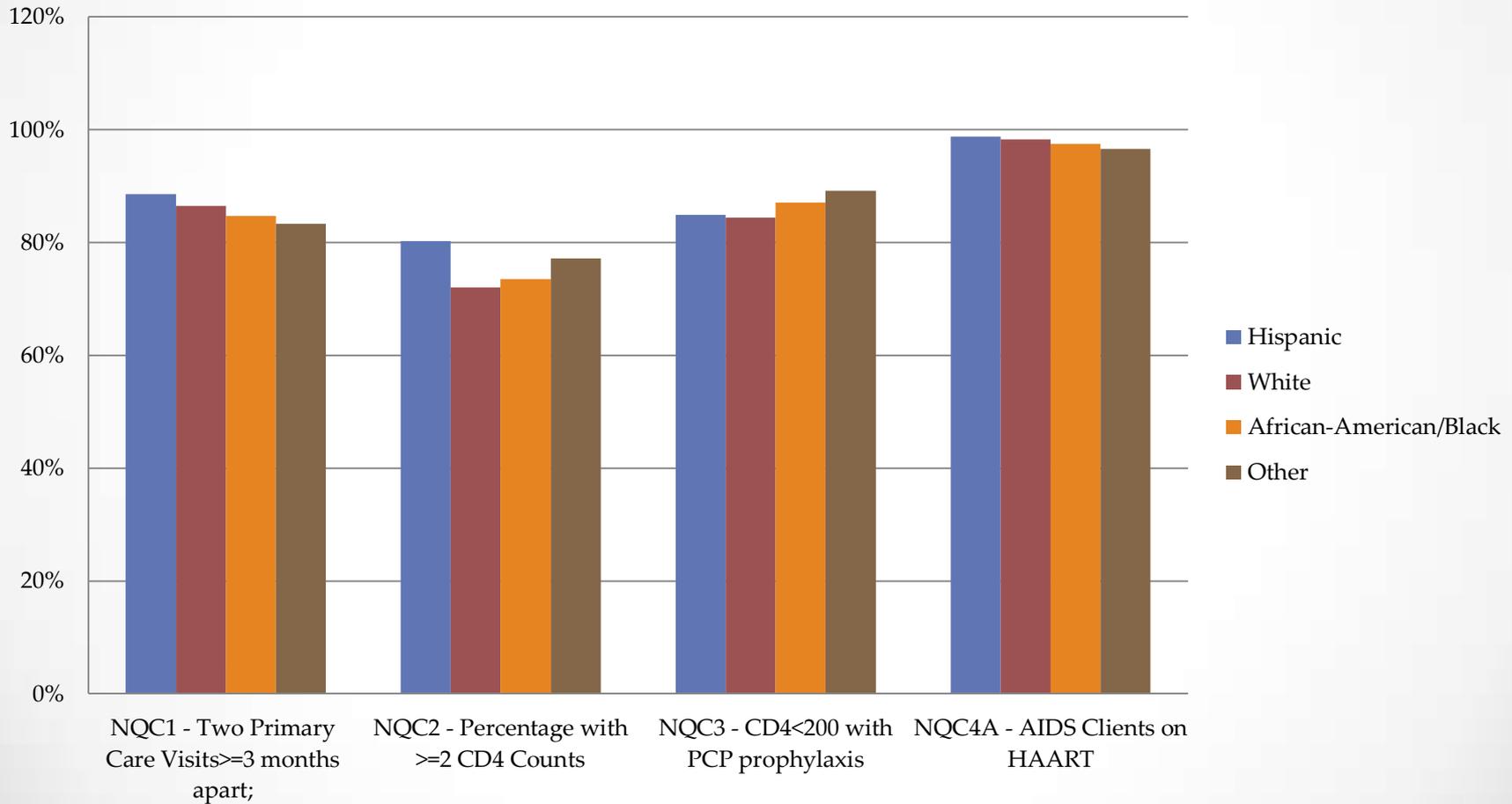


Little regional variation



Data from 1-1-2010 thru 12-31-2011

Minimal racial/ethnic differences



Data from 1-1-2011 thru 12-31-2011

The PA HIV Web Portal



[Home](#) [Blog & News](#) [Data & Reports](#) [Resources](#) [Support](#)

Welcome

[New User?](#)
[Forgot Your Password?](#)



Welcome

The Pennsylvania HIV Initiative aims to provide four services to the HIV/AIDS service community in Pennsylvania: (1) a clear, accurate, and easy to use data reporting clearinghouse; (2) tools to track state and regional quality improvement projects; (3) engaging Quality Improvement (QI)/Quality Management (QM) education resources; and (4) organized and clear access to other resources and content. By pairing these services, the site will support organizations throughout the full QI work cycle.

Vision

All AIDS Service Organizations (ASO) in Pennsylvania engage in effective quality management activities, continually improving their processes and the services provided to their clients.

Mission

The PA HIV/AIDS Web Portal supports ASOs around the state to improve the quality of services provided to people living with HIV/AIDS through improved data reporting; QM training; and access to up-to-date resources

History

In December 2007, the Jewish Healthcare Foundation of Pittsburgh (the Foundation) in partnership with The University of Pennsylvania School of Medicine Office of Continuing Medical Education, CECity.com, Inc., the National Institute for Quality Improvement and Education and Creative Educational Concepts was awarded a grant to develop a comprehensive quality management web portal to allow ASOs from across Pennsylvania to track and benchmark their progress related to an agreed upon set of HIV/AIDS care and supportive service indicators. Through an innovative information technology platform, participating ASOs were able to view how they were performing against the quality indicators put forth by the Part B Quality Management Committee of the PA Division of HIV/AIDS and immediately link to CME/CE-certified and non-certified activities in an effort to drive improved performance with respect to each of the quality indicators.

Site Search

Archives

- ▶ [August 2011](#)
- ▶ [July 2011](#)
- ▶ [May 2011](#)

CDC News

[Recently updated content on AIDS.gov](#)

Goals and vision

- Vision

All AIDS Service Organizations (ASO) in Pennsylvania engage in effective quality management activities, continually improving their processes and the services provided to their clients.

- Mission

The PA HIV/AIDS Web Portal supports ASOs around the state to improve the quality of services provided to people living with HIV/AIDS through improved data reporting (measurement); QM training (capacity building); and access to up-to-date resources (information).

Strategies and capabilities

- Measurement - Statewide data clearinghouse
 - Goal: all regions; all parts
 - State, regional, and organizational QM project reporting
- Capacity building - QM training modules
- Information - Source to find updated news and other resources

Easy-to-use data services

- Quick, simple upload process
- Three types of data reporting
- Customizable date ranges

The screenshot displays the PA HIV Initiative Data & Reports web application. At the top, there is a navigation menu with links for Home, Blog & News, Data & Reports, Resources, and Support. The main header features the PA HIV Initiative logo, which includes a stylized figure and the text "Presented by MEASURE". Below the logo is a large purple button labeled "Data & Reports". To the right of the button is a photograph of a stethoscope resting on a medical chart.

The main content area is divided into two columns. The left column, titled "Data & Reports", contains a form with four sections:

- 1. Select Region:** A dropdown menu with "Northeast" selected.
- 2. Select Indicators:** A dropdown menu with "3 selected" displayed.
- 3. Date Range:** Two date input fields. "Date From" is set to "07/01/2009" and "Date To" is set to "06/30/2011".
- 4. Select Report Type:** Two buttons: "All Performance Metrics Report" (with a bar chart icon) and "Performance Metrics Trend" (with a line graph icon).

The right column, titled "Control Panel", contains a list of navigation links:

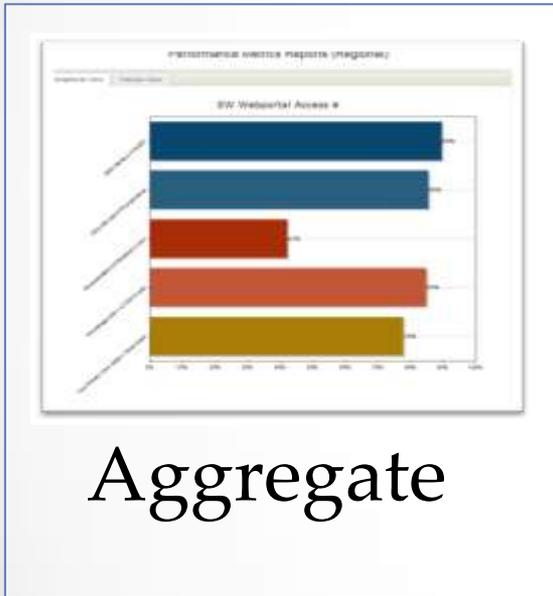
- Site Administration
- Reports
- Quality Measures
- Resource Center
- User Management
- Provider Management
- Region Management
- CD Training
- Login

Below the Control Panel is a "Data Upload" section. It includes a dropdown menu for "As of" set to "06/30/2011", a "Choose File" button, the text "No file chosen", and an "upload" button. Below this is an "Upload Guidelines" section with the text: "The file you upload must be formatted as follows."

Easy-to-use data services continued...

- Statewide aggregate
- New fields:
 - Organization Size
 - % Minority
 - Funding Sources (Part A, Part B, Part C, Part D)
- Ability to run reports based on the new fields on the provider's profile

Report and Share Data Visually on the Web



Performance Metrics Reports (Regional)

SW Webportal Access

Performance Code	Description	Average Percentage
M001	Total Primary Care visits (Data Split)	88%
M002	Percentage with +2 CDM Counts	85%
M003	CDM-300 with ICD diagnosis	80%
M004	ICD3 Counts on visit	90%
M005	Incidence rates of Resection in care	42%

Table

Using eCOMPAS Visual Analytics

Data reporting

Performance Metrics Reports (Regional)

Performance Metrics Trend Report (Regional)

Graphical View

Tabular View

Performance Metrics Reports (Regional)

Graphical View

Tabular View

[Export Data To Excel](#)

SW Webportal Access

SW Webportal Access (07/01/2009 to 04/30/2010)

Performance Code	Description	Average Percentage
HAB01	Two Primary Care visits >= 3mos Apart	78%
HAB02	Percentage with >=2 CD4 Counts	85%
HAB03	CD4 < 200 with PCP prophylaxis	86%
HAB04	AIDS Clients on HAART	90%
JHF4	Documentation of Retention in care	42%

0%

08/31/2009

10/31/2009

12/31/2009

02/28/2010

04/30/2010

Date

Easily Upload Data from CAREWare Or other Systems to eCOMPAS Portal

Data & Reports

1. Select Region

Your file is ready for upload! Please review the data below and click on confirm to complete to upload

File Upload

Look in: Demo Upload Files

- ABCD upload 1.xls
- ABCD upload 2.xls
- ABCD upload 3 - NEW MEASURES.xls
- ABCD upload 3.xls
- ABCD upload 4.xls
- ABCD upload 5.xls
- ABCD upload 6.xls
- ABCD upload 7.xls

My Recent Documents

Desktop

My Documents

My Computer

My Network

File name: ABCD upload 7.xls

Files of type: All Files

Data Upload Preview

Row #	RAG Number	Code	Numerator	Denominator	From Date	To Date
1	997	HAB01	8	11	07/01/2010	08/31/2011
2	997	HAB02	6	11	07/01/2010	08/31/2011
3	997	HAB03	7	11	07/01/2010	08/31/2011
4	997	HAB12	10	11	07/01/2010	08/31/2011
5	997	HAB04	9	11	07/01/2010	08/31/2011
6	997	HAB15	9	11	07/01/2010	08/31/2011
7	997	HAB16	5	11	07/01/2010	08/31/2011
8	997	HAB17	4	11	07/01/2010	08/31/2011
9	997	HAB19	8	11	07/01/2010	08/31/2011
10	997	HAB20	9	11	07/01/2010	08/31/2011
11	997	HAB21	10	11	07/01/2010	08/31/2011
12	997	HAB22	5	11	07/01/2010	08/31/2011
13	997	HAB23	3	11	07/01/2010	08/31/2011
14	997	HAB25	4	11	07/01/2010	08/31/2011

Confirm Data Upload

"Sheet1"

- Must contain four columns with the cAsE sEnSITIVe headings "Rag", "Code", "Numerator", "Denominator"

You can download this [sample file](#) if you are not sure how to format it.

Information and Resources

- RSS news feeds
- Interesting HIV/AIDS-related news
- Links to topical resources



The screenshot shows the PA HIV Initiative website. At the top, there is a navigation menu with links for Home, Blog & News, Data & Reports, Resources, and Support. The PA HIV Initiative logo is prominently displayed, featuring a stylized figure with arms raised. Below the logo is a large orange button labeled "News & Blog". To the right of this button is a corkboard graphic with four colorful pushpins (red, red, blue, green) holding up pieces of paper that spell out "NEWS" in large, colorful letters. Below the navigation and graphics, there are two news article snippets. The first article is titled "Changing the relationship between HIV Surveillance and Clinical Medicine" and is dated August 29, 2011. The second article is titled "What does this breakthrough pose for prevention in the United States?" and is dated July 26, 2011. On the right side of the page, there is a "Site Search" box, a "Control Panel" with various user management options like Reports, Quality Measures, Resource Center, User Management, Provider Management, OIT Training, and Logout, and an "Archives" section.

Online QM training

- Connection to interactive QI training modules
- Modules cover:
 - Rules in Use (PPC Basics)
 - Observation
 - Process Mapping
 - Lean Approach to Problem Solving
 - 5S

The screenshot shows a web-based training interface. At the top left, it says 'Rules in Use (9/24/2008)' and 'TOMORROW'S HEALTH CARE'. The main content area has a blue header 'What are the Rules in Use?' and a green box titled 'Intrinsic rules that govern:' containing a bulleted list: 'How people work', 'How people interact', 'How products & services flow', and 'How problems are ID & addressed'. Below this is a process flow diagram with three activity boxes: 'Activity A', 'Activity B', and 'Activity C'. Each box contains 'Task 1' and 'Task 2'. A stick figure on the left points to Activity A, and a stick figure on the right is pointed to by Activity C. A red oval highlights the transition between Activity B and Activity C, with the word 'Problem' written in red above it. At the bottom of the diagram area, a caption reads: 'how products and services flow, and how problems are identified and addressed.' The interface includes a sidebar with a table of contents and navigation controls at the bottom.

Web Portal Demonstration

...

Questions and Discussion

...