

**QUALITY OF SERVICE INDICATORS
METROPOLITAN ATLANTA HIV HEALTH SERVICES PLANNING COUNCIL**

CATEGORY	QUALITY OF SERVICE INDICATORS
Ambulatory/ Outpatient Care	85% of clients (enrolled in care ≥ 6 months) will have 2 or more medical visits in an HIV care setting in a 12-month period
	90% of clients (who have been in care for ≥ 6 months) will have 2 or more CD4 counts performed in a 12-month period
	90% of clients with AIDS (enrolled in care ≥ 3 months) will be prescribed HAART medication
	95% of clients with a CD4 count below 200 cells/mm ³ (enrolled in care ≥ 3 months) will be prescribed PCP prophylaxis
	90% of pregnant women with HIV infection will be prescribed HAART medication (excluding those in first trimester; those enrolled in care during last 3 months of measurement year; and those not presenting for prenatal care)
	100% of client medical records will include a problem list
	100% of client problem lists will include documentation of known allergies
	85% of clients will have a viral load test at least every 6 months
	90% of clients on antiretroviral (ARV) therapy will be assessed for adherence at least every 4 months
	80% of female clients 18 and older will have an annual Pap test
	100% of clients will be screened for gonorrhea and chlamydia at baseline or within 3 months of enrollment
	100% of clients will be screened for syphilis at baseline or within 3 months of enrollment
	100% of clients will have TB screening documentation in the past 12 months
	100% of clients will be screened for Hepatitis A, B and C at baseline or within 3 months of enrollment
	100% of clients will be assessed for opportunistic infections at each primary care visit
Case Management	80% of Case Management Assessments completed on screening referral
	100% of Individual Service Plans completed upon assessment and enrollment
	80% of Individual Service Plans updated every 3 months in face-to-face interviews

Food/Nutrition	90% of clients referred for nutrition education and counseling and/or assessment received services provided by a registered dietitian
	100% of menus were reviewed by a registered dietitian as scheduled (home delivered meals quarterly and food pantry menus semi-annually)
	90% of clients enrolled in nutrition services were reassessed at least annually by a registered dietitian
Mental Health	80% of Mental Health assessments completed within seven days*
	100% of Initial Treatment Plans completed within one month*
Oral Health	50% of eligible adult clients have received an Oral Health assessment by a dentist according to the EMA standards at least 1 time in a 12-month period
Outreach	100% of outreach staff members have completed orientation, supervision, and continuing education, as outlined in the EMA's Standards
	100% of client records contain documentation of progress toward linking clients to or enrolling them in primary care
Peer Counseling	100% of Peer Counselors have completed orientation, supervision, and continuing education, as outlined in the EMA's Standards
	100% of client records contain documentation of progress toward linking clients to or enrolling them in primary care
Substance Abuse	75% of clients screened and referred for assessment have assessment completed within 7 days
	100% of Treatment Plans completed within 1 month
Universal	100% of NEW clients received a case management screening at agencies funded under Primary Care, Case Management, Substance Abuse and Mental Health (effective 11/1/05)
	85% of clients receiving Part A services in the EMA have had at least one documented primary care visit in a 6-month period (note: includes clients who receive primary care outside the Part A agencies)
	100% of Part A contractors have an HIV-specific quality management plan in place
	100% of Part A contractors have provided at least one annual cultural competence-focused staff training which complies with the EMA's elements of cultural competence

NOTE: Evaluation based on clients receiving care in Part A primary care sites who are:

- At least 18 years old
- Currently living
- Has had at least one medical visit
- Has been seen in the last six months
- The entire chart (if multiple volumes) is accessible
- Enrolled is defined as date of first primary care visit with a provider

(Day=calendar day; Month=calendar month)