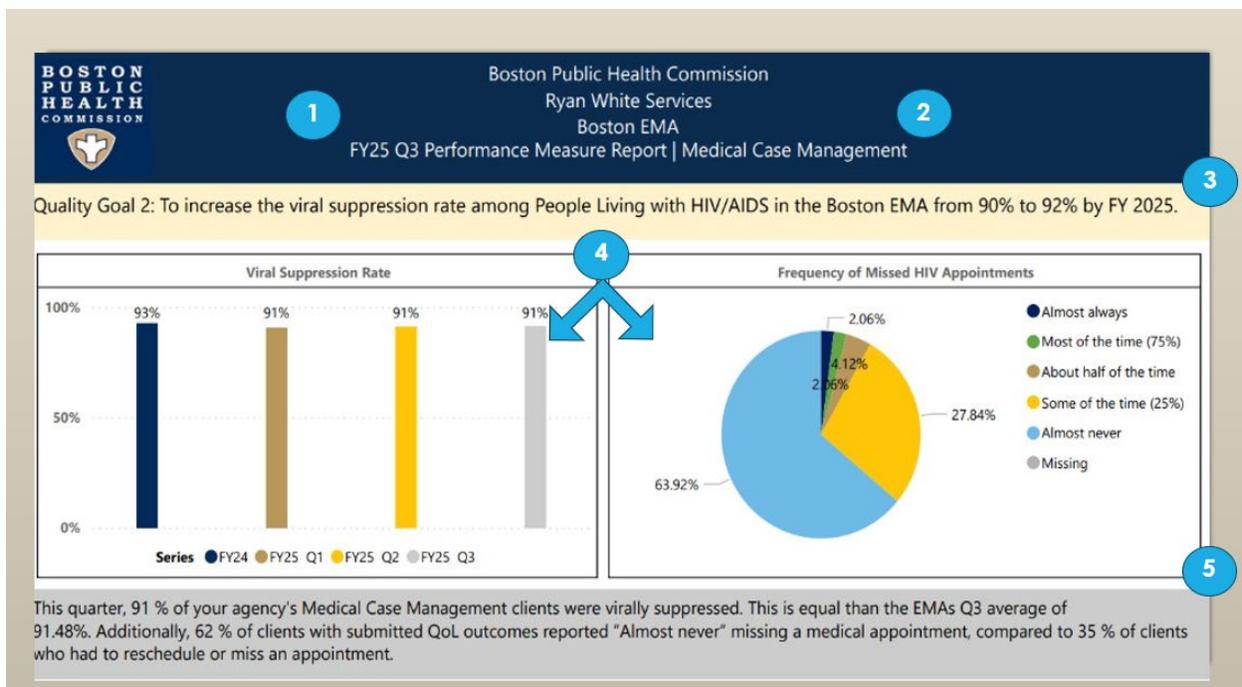




Understanding Your Data Display

Each fiscal year, agencies funded for the services that serve between 15 – 50% of the total Part A population will receive a quarterly Data Display. The services include Medical and Non-Medical Case Management, Oral Health Care, Housing, and Foodbank Home-Delivered Meals. The display compiles and summarizes key performance measures for the service category and provides an analysis of agency-specific performance against the performance across the jurisdiction. More information on Performance Measures below.

The following guide will aid users in better understanding the performance measures provided in the Data Display.



To accurately review your given Data Display, identify, confirm, and review the following 7 points.

1. Confirm the Fiscal Year and Quarter

Ensure you're viewing data for the current fiscal year and quarter. The display reflects results from the previous quarter, providing insight into recent performance trends.

2. Review by Service

If you are funded for more than one of the most utilized services (below), the agency will receive more than one Data Display combined in a packet. Each service category includes unique outcome and performance measures. These are tailored per agency to reflect the specific goals and results relevant to that service.

3. EMA Quality Goal

The EMA Quality Goal represents the overall target for the entire EMA. It provides a reference point between the goal and the performance of the service category at your agency and other providers within the same service category.

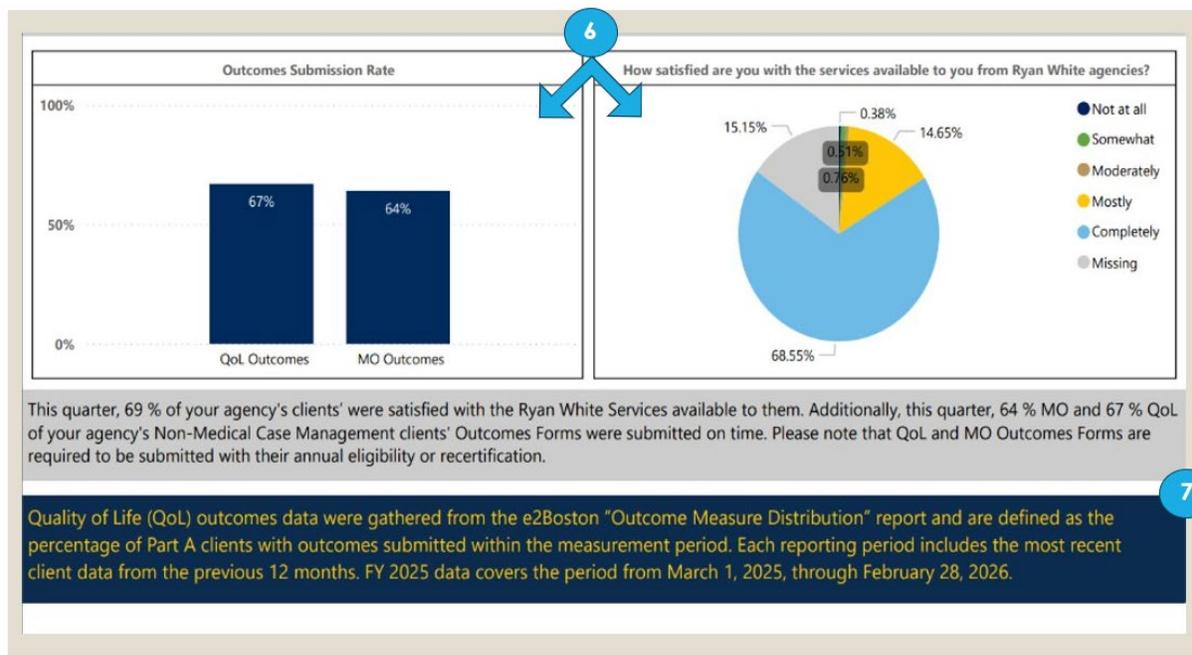
CQM Quality Goal #2: The Performance Measurement goal is to increase the viral suppression rate among People Living with HIV/AIDS in the Boston EMA from 90% to 92% by FY 2027. Additionally, Support Services will have Objective #1: Use the newly updated Quality of Life outcomes data to better understand barriers to viral suppression and identify improvement opportunities and service needs.

4. Review Graphs and Visuals

Graphs display key information about the Quality of Life (QoL) and/or Medical Outcomes (MO) submitted for your clients, making it easier to visualize progress and areas for improvement. Depending on the assigned outcomes and measures, below, each subrecipient may receive up to three (3) graphs/visuals to review in both bar and percentage formats. The graphs are a visual aid in representing agency performance across the quarters.

5. Read the Analysis

The analysis section helps you understand how your performance for the quarter compares with previous reporting periods, highlighting trends and changes over time. **Please note** that if there is a fluctuation of 5% or more, the Performance Measurement Coordinator will connect about processes and improvements during the next monthly monitoring call.



6. Outcomes Submission Rate and Client Satisfaction

This rate reflects the percentage of eligible clients for whom Quality of Life (QoL) and/or Medical Outcomes (MO) were submitted during the previous quarter. Monitoring this ensures accuracy and completeness of reporting. Client satisfaction reviews how **clients** self-reported about the quality of Ryan White Services received at the reporting agency. Please note that the highlighted satisfaction does not reflect the beliefs shared by RWS or the shared agency.

7. Know Your Reports

Data displays are generated from two key reports:

- **Outcome Measure Distribution Report** – Compiles submitted Quality of Life (QoL) and/or Medical Outcomes (MO).
- **Performance Summary Report** – Provides an overview of outcome submission rates and overall performance trends of Part A data submissions.
- **Demographics Report** - This report covers demographics of the EMA and offers additional context to Oral Health Care and Housing services beyond Quality of Life Outcomes.

Please Note:

Definitions for Performance Measures are provided with the CQM Plan, located on the Ryan White Services website, and the Display itself. The assigned Performance Measures and Quality of Life Outcomes are summarized below:

Service Category	Assigned Performance Measure	Assigned Quality of Life Outcomes
Medical Case Management	<ul style="list-style-type: none"> • Viral Suppression • Gaps in Medical Visits 	<ul style="list-style-type: none"> • How often do you miss a dose of your prescription HIV medication/s? • How often do you miss or need to reschedule your HIV-related appointments?
Non-Medical Case Management	<ul style="list-style-type: none"> • Viral Suppression • Gaps in Medical Visits 	<ul style="list-style-type: none"> • How has your mental health been over the past 6 months? • When you need support (emotional, social, material, and/or spiritual), how often can you get the support you need?
Oral Health	<ul style="list-style-type: none"> • Viral Suppression 	<ul style="list-style-type: none"> • TBA
Foodbank/Home-Delivered Meals	<ul style="list-style-type: none"> • Gaps in Medical Visits 	<ul style="list-style-type: none"> • How safe and stable is your current housing situation? • How often can you access and afford sufficient food?
Housing	<ul style="list-style-type: none"> • Housing Status 	<ul style="list-style-type: none"> • How affordable is your current housing situation? • How safe and stable is your current housing situation?

For more information about the reports and data compiled, please contact the Ryan White Services CQM team at cqm@bphc.org.