



Pennsylvania
Department of Health

Continuous Quality Improvement Update

JULY 16-JULY 17, 2025

**Division of HIV Health
Ryan White Part B
Continuous Quality
Improvement
(CQI)
Update for the
HIV Planning Group
(HPG)**

Table of Contents	2
2025 Performance Measures	3
Performance Measure Outcomes	4
Performance Measure Disclaimer	9
2024 State-level Quality Improvement Project	11
2024 Quality Improvement Project Target Condition	12
2025 Quality Improvement Project	13
Continuous Quality Improvement Program Disclaimer	14
Continuous Quality Improvement Workgroup Members	15
Contact Information	16



Ryan White Part B Continuous Quality Improvement Plan

2025 Performance Measures

Ryan White Part B Service Category	Performance Measure
Special Pharmaceutical Benefits Program	HIV Viral Load Suppression, Annual Retention in Service
Foodbank/Home Delivered Meals	Annual Retention in Service
Medical Case Management	Annual Retention in Service, HIV Viral Load Suppression
Health Education/Risk Reduction	HIV Viral Load Suppression
Outpatient/Ambulatory Health Services	HIV Viral Load Suppression
Medical Transportation	Annual Retention in Service
Overall	HIV Viral Load Suppression
Overall	Linkage to Ryan White Part B Services



Continuous Quality Improvement Performance Measure Outcomes

Indicator	1/1/2024-12/31/2024		4/1/2024-3/31/2025	
Category 1: Special Pharmaceutical Benefits Program (SPBP)				
HIV Viral Load Suppression Benchmark: 90%	Total SPBP Clients with at least 1 service in the measurement year:	6,825	Total SPBP Clients with at least 1 service in the measurement year:	9,060
	Clients having a HIV VL	5,933 (87%)	Clients having a HIV VL	8,165 (90%)
	Clients with HIV VL < 200 at last HIV VL test in the measurement year.	5,731 (97%)	Clients with HIV VL < 200 at last HIV VL test in the measurement year.	7,758 (95%)
Annual Retention in Service Benchmark: 90%	Total number of clients with at least 1 day of SPBP coverage in the 12-month period of enrollment:	9,908	Total number of clients with at least 1 day of SPBP coverage in the 12-month period of enrollment:	10,184
	SPBP client eligible for re-enrollment:	4,983 (50%)	SPBP client eligible for re-enrollment:	6,116 (60%)
	SPBP clients who completed re-enrolled prior to the end of 12-month period of enrollment:	4,037 (81%)	SPBP clients who completed re-enrolled prior to the end of 12-month period of enrollment:	4,955 (81%)



Continuous Quality Improvement Performance Measure Outcomes

Indicator	1/1/2024-12/31/2024		4/1/2024-3/31/2025	
Category 2: Foodbank/Home Delivered Meals				
Annual Retention in Service Benchmark: 90%	Total number of clients who had at least 1 Foodbank/Home Delivered Meal service within 12-month measurement year:	4,577	Total number of clients who had at least 1 Foodbank/Home Delivered Meal service within 12-month measurement year:	4,624
	Clients with at least 2 services within a 12-month measurement year:	3,307 (72%)	Clients with at least 2 services within a 12-month measurement year:	3,278 (71%)
Category 3: Medical Case Management (MCM)				
Annual Retention in Service Benchmark: 80%	Total clients with at least 1 MCM service within the measurement year:	6,577	Total clients with at least 1 MCM service within the measurement year:	6,539
	Total number of clients who had at least 2 MCM services at least 90-days apart in a 12-month measurement year.	4,819 (73%)	Total number of clients who had at least 2 MCM services at least 90-days apart in a 12-month measurement year.	5,038 (77%)



Continuous Quality Improvement Performance Measure Outcomes

Indicator	1/1/2024-12/31/2024		4/1/2024-3/31/2025	
Medical Case Management (MCM)				
HIV Viral Load Suppression Benchmark: 90%	Total number of clients with at least 1 MCM service in the measurement year:	6,577	Total number of clients with at least 1 MCM service in the measurement year:	6,539
	Clients having a HIV VL:	5,484 (83%)	Clients having a HIV VL:	5,522 (84%)
	Clients with HIV VL < than 200 copies/ml at last HIV VL test during the measurement year:	5,051 (92%)	Clients with HIV VL < than 200 copies/ml at last HIV VL test during the measurement year:	5,076 (92%)
Health Education/Risk Reduction (HERR)				
HIV Viral Load Suppression Benchmark: 90%	Total number of clients with at least 1 HERR service in the measurement year.	948	Total number of clients with at least 1 HERR service in the measurement year.	971
	Clients having a HIV VL:	775 (82%)	Clients having a HIV VL:	801 (82%)
	Clients with HIV VL < than 200 copies/ml at last HIV VL test during the measurement year:	701 (90%)	Clients with HIV VL < than 200 copies/ml at last HIV VL test during the measurement year:	725 (91%)



Continuous Quality Improvement Performance Measure Outcomes

Indicator	1/1/2024-12/31/2024	4/1/2024-3/31/2025		
Outpatient/Ambulatory Health Services (OAHS)				
HIV Viral Load Suppression Benchmark: 90%	Total number of clients with at least 1 O/AHS service in the measurement year:	2,361	Total number of clients with at least 1 O/AHS service in the measurement year:	2,277
	Clients having an HIV VL:	2,033 (86%)	Clients having an HIV VL:	1,988 (87%)
	Clients with HIV VL < than 200 copies/ml at last HIV VL test during the measurement year:	1,871 (92%)	Clients with HIV VL < than 200 copies/ml at last HIV VL test during the measurement year:	1,830 (92%)
Medical Transportation (MT)				
Annual Retention in Service Benchmark: 55%	Total number of MT clients with at least 1 MT service within the 12-month year.	2,691	Total number of MT clients with at least 1 MT service within the 12-month year.	2,560
	Total number of clients with at least 2 MT services at least 90-days apart within the measurement year.	1,344 (50%)	Total number of clients with at least 2 MT services at least 90-days apart within the measurement year.	1,346 (53%)



Continuous Quality Improvement Performance Measure Outcomes

Indicator	1/1/2024-12/31/2024	4/1/2024-3/31/2025				
Overall, Ryan White Part B HIV Viral Load Suppression						
HIV Viral Load Suppression Benchmark: 90%	Total number of clients with at least 1 RWPB service in the measurement year. <table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 50%;"></td> <td style="text-align: right;">15,552</td> </tr> </table>		15,552	Total number of clients with at least 1 RWPB service in the measurement year. <table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 50%;"></td> <td style="text-align: right;">16,811</td> </tr> </table>		16,811
		15,552				
		16,811				
Clients having a HIV VL: <table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 50%;"></td> <td style="text-align: right;">12,845 (83%)</td> </tr> </table>		12,845 (83%)	Clients having a HIV VL: <table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 50%;"></td> <td style="text-align: right;">14,316 (85%)</td> </tr> </table>		14,316 (85%)	
	12,845 (83%)					
	14,316 (85%)					
Clients with HIV VL < than 200 copies/ml at last HIV VL test during the measurement year: <table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 50%;"></td> <td style="text-align: right;">10,926 (85%)</td> </tr> </table>		10,926 (85%)	Clients with HIV VL < than 200 copies/ml at last HIV VL test during the measurement year: <table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 50%;"></td> <td style="text-align: right;">12,151 (85%)</td> </tr> </table>		12,151 (85%)	
	10,926 (85%)					
	12,151 (85%)					
Overall, Linkage to Ryan White Part B Services						
Annual Retention in Service Benchmark: 85%	Total number of clients newly diagnosed with HIV and are potentially eligible for the RWHAP Part B program in the measurement year: <table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 50%;"></td> <td style="text-align: right;">259</td> </tr> </table>		259	Total number of clients newly diagnosed with HIV and are potentially eligible for the RWHAP Part B program in the measurement year: <table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 50%;"></td> <td style="text-align: right;">245</td> </tr> </table>		245
		259				
	245					
Number of clients who received at least 1 RWHAP Part B service within 30 days of HIV diagnosis: <table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 50%;"></td> <td style="text-align: right;">156 (60%)</td> </tr> </table>		156 (60%)	Number of clients who received at least 1 RWHAP Part B service within 30 days of HIV diagnosis: <table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 50%;"></td> <td style="text-align: right;">152 (62%)</td> </tr> </table>		152 (62%)	
	156 (60%)					
	152 (62%)					



2025 Continuous Quality Improvement Plan Disclaimers

- The Ryan White Part B (RWPB) Continuous Quality Improvement (CQI) Plan is not reflective of the totality of services across all funding streams provided by our subrecipients/sub-subrecipients to clients, but rather a selected portion.
- CQI Plan data is obtained from the contracts of Ryan White (RW) Rebates and Housing Opportunities for People with AIDS (HOPWA) in CAREWare. Special Pharmaceutical Benefits Program (SPBP) data is obtained from Prime Therapeutics.
- A rolling 12-month calendar year is used for data collection of the 2025 CQI Plan: 1st Review Period: 4/1/2024-3/31/2025, 2nd Review Period: 7/1/2024-6/30/2025, 3rd Review Period: 10/1/2024-9/30/2025, and 4th Review Period: 1/1/2025-12/31/2025.
- Prior to 2024, CQI Plan HIV Viral Load data was collected from CAREWare and the Enhanced HIV/AIDS Reporting System (eHARS) only, and did not include the Pennsylvania National Electronic Disease Surveillance System (PA-NEDSS). As of the report period of 4/1/2023-3/31/2024 the 2024 CQI HIV Viral Load information is obtained from CAREWare, eHARS and PA-NEDSS.



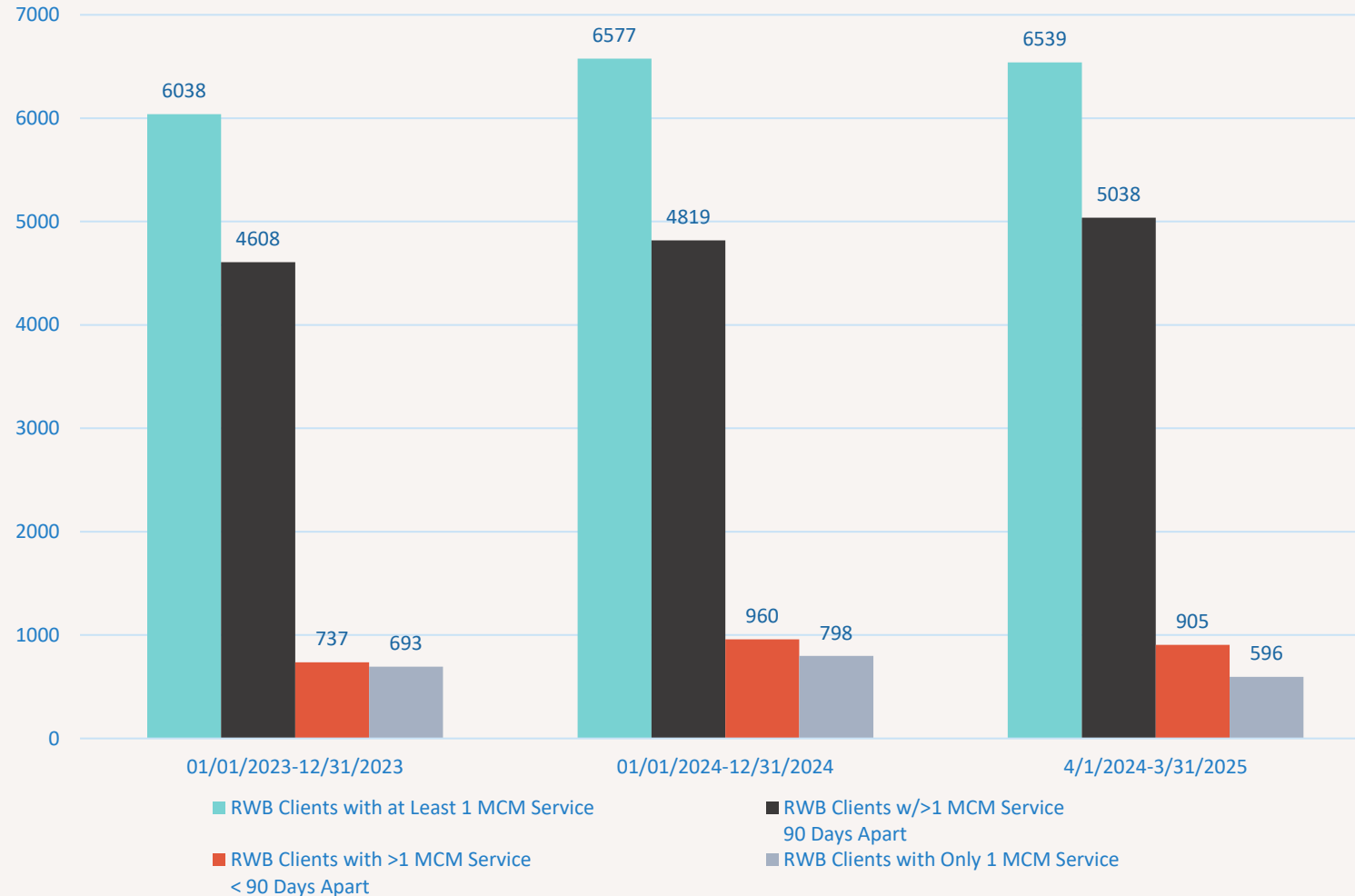
2025 Continuous Quality Improvement Plan Disclaimers

- As of the report period of 1/1/2024-12/31/2024 CQI the CQI outcomes data no longer includes Minority AIDS Initiative (MAI) outcomes data, as requested by the Regional Grantees.
- As of the report period of 4/1/2023-3/31/2024 the CQI Overall Linkage to Ryan White Part B performance measure includes the following information: the total number of newly diagnosed and financially eligible clients for Ryan White Part B services during the report period.
- As of the report period of 7/1/2023-6/30/2024 the Division of HIV Health's data team and the surveillance team completed an update to the crosswalk used to obtain the most accurate HIV viral loads from eHARS and NEDSS.
- Clients in the HIV Viral Load performance measure cohort without a HIV Viral Load may be due to the most recent HIV Viral Load falling outside the 12-month report period.



Continuous Quality Improvement Workgroup

2024 State-level Quality Improvement Project



Medical Case Management (MCM), Annual Retention in Service

Defined as more than 1 MCM service at least 90-days apart in the 12-month measurement year.



The 2024 Quality Improvement Project Target Condition

- By 12/31/2024 RWPB MCM providers will commit to reviewing program guidance/best practices developed by the CQI Workgroup.
- By 1/31/2025 Regional Grantees will begin planning a process focusing on increasing MCM Annual Retention in Service.
- By 2/28/2025 Regional Grantees and providers will collaborate to begin planning a process focusing on increasing their MCM Annual Retention in Service.
- By 3/31/2025 Regional Grantees and providers will commit to beginning the implementation of a process focusing on increasing their MCM Annual Retention in Service.
- By 6/30/2025 RWPB MCM providers with baseline MCM Annual Retention in Service ranging between 39%-76% (2024 CQI QIP baseline) will increase a minimum of 4%.
- By 6/30/2025 RWPB MCM providers with a baseline MCM Annual Retention in Service rate above 76% will increase a minimum of 1%.
- By 12/31/2025 the state-level average MCM Annual Retention in Service rate will increase from the baseline of 76% to a minimum of 80%.



The Continuous Quality Improvement (CQI) Workgroup's 2025 Quality Improvement Project

- The 2024 quality improvement project target condition extends to 12/31/2025.
- Follow-up on recommendation to expand the CAREWare report for unretained MCM clients
- The CQI Workgroup reviewed performance measure outcomes for the period of 1/1/2024-12/31/2024.
- The CQI Workgroup requested a list of quality improvement projects throughout Pennsylvania.
- A total list of 155 quality improvement projects were collected



Continuous Quality Improvement (CQI) Plan Disclaimer

The HIV Planning Group serves as the Quality Management Advisory Committee and the helps to provide oversight for the CQI plan.

The HIV Planning Group Quality Management Advisory Committee delegates the CQI Plan responsibilities to the CQI Workgroup.

The Pennsylvania Department of Health Bureau of Communicable Diseases Division of HIV Health has final decision-making authority over the CQI program.



2025-2026 Continuous Quality Improvement (CQI)

Workgroup Members

- Michelle Schlegelmilch, CQI Coordinator
 - John Haines, Clinical Manager ADAP Lead
 - Nenette Hickey, Sr. Medical Economist
 - Monisola Malomo, Epidemiologist
 - Jan Davis, Public Health Program Administrator
- Stephen Elston, Public Health Program Administrator
 - Christian Philippi, Office of Operational Excellence, Quality Improvement Specialist
 - Guadalupe Diaz, AIDS Care Group (Division of HIV Health) and HPG
- Shaheena Rifaie, FHCCP region
 - Liz Romanoski, FHCCP region
 - Erica Hubert, UWWV region
 - Gita Krull-Aquila, Division of HIV Health
 - Rachel Schaffer, JFH region & HPG
 - Holly Megnin, PA Thrive Partnership
- Melissa Yeany, PA Thrive Partnership
 - Vickey McKinzey-Gonzalez, AIDSNET region
 - Carol Vanderhoff, AIDSNET region
 - Samantha DeFeo, NCDAC region
 - Natasha Gorham, NCDAC region & HPG



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