

Los Angeles County's Experience in Implementing Performance Based Contract Monitoring

Medical Outpatient Services

Mary Orticke, RN, MPH
Chief, Clinical Services Division

Jacqueline Rurangirwa, MPH
Epidemiologist, Planning and Research Division

Office of AIDS Programs and Policy



Ryan White Program All Grantees
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Los Angeles County

Square Miles: 4,086
Population¹: 10.3 Million

Latino/a 47%
White 28.9%
Asian/PI 12.6%
African-American 9.0%
Native American 0.3%

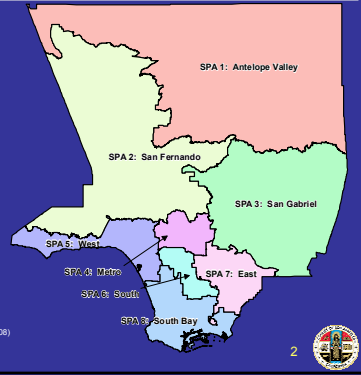
Proportion of California Population²: 29%

Proportion of California AIDS Cases³: 36%

Proportion of U.S. AIDS Cases³: 5%

Living with HIV/AIDS³: 60,000 (Estimated)

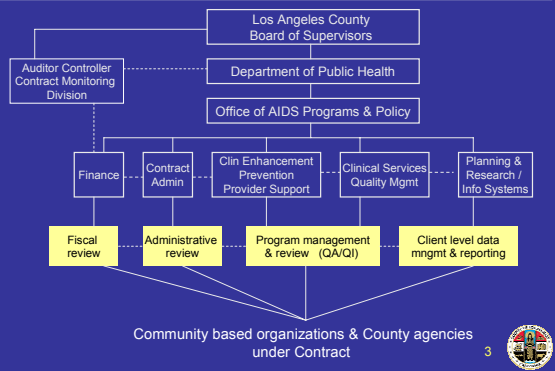
¹United Way, Los Angeles (2008)
²U.S. Department of Commerce (2008)
³Los Angeles County HIV Epidemiology Program (2008)



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Grantee Monitoring Function



Learning Objectives

- Identify advantages & challenges in implementing Performance Based Contract Monitoring (PBCM) in the clinical setting
- Learn innovative ways to collect and use performance data in identifying trends
- Demonstrate how to integrate QA activities with QI efforts through PBCM & how data can be used to disseminate performance information to service providers



PBCM Definition & Rationale

- PBCM: quantitative and qualitative, measurable approach to program reviews & the contract monitoring process
- Why move to PBCM?
 - Measure and analyze data from the system in which care is delivered
 - Monitor quality of care provided
 - Define possible causes of system problems
 - Make necessary changes ensuring larger proportions of clients receive appropriate care & services



Objectives of PBCM

- Engage stakeholders in entire process
- Define areas of excellence within an agency or a group of agencies providing same services
- Identify target areas for improvement
- Focus on improving system performance



Objectives of PBCM – Cont.

- Design improvement work to enhance services & client/agency satisfaction
- Determine whether improvement efforts yield measurable improvements in care or services



PBCM Design & Methods

- Use of standardized monitoring tools that incorporate:
 - HAB / HRSA performance measures
 - Los Angeles County Commission on HIV Standards of Care
 - OAPP contractual requirements
- Standardized monitoring tools provide specific measures covering review of:
 - Facilities and operations
 - Program
 - Quality management
 - Fiscal



PBCM Design & Methods – Cont.

- Sample size – adopted HIVQual's sampling methodology

<u>Eligible Population</u>	<u>No. Records Reviewed</u>
Up to 20	All 20
21 – 30	24
31 – 40	30
41 – 50	35
91 – 100	52
250 – 299	79
500 – 749	94
1000 – 4,999	105

- Operational definitions established for each performance measure



PBCM Design & Methods – Cont.

- **Threshold for Compliance (TFC)**
 - accommodates for normal variations in care
 - set at 90% or 100% for each measure
 - CAP required only for those where TFC was not met
 - Compliance goal remains at 100%
- **Compliance score** – calculated for each clinical or performance measure as a percentage score between 0% to 100%
- **Mean & median performance scores** calculated
 - Comparison of agencies providing the same services
 - Comparison with local and national benchmarks

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PBCM Design & Methods – Cont.

- **Overall (weighted) performance score** given for the onsite review
 - weighting factor (%) applied to each measure representing its significance (weight) in comparison to other measures in the tool
- **Measures that were given more weight:**
 - ART, PCP prophylaxis, CD4, TB and STD screening (HAB/HRSA performance measures)
- **Scope & frequency of program reviews**
 - Full review
 - Focus review

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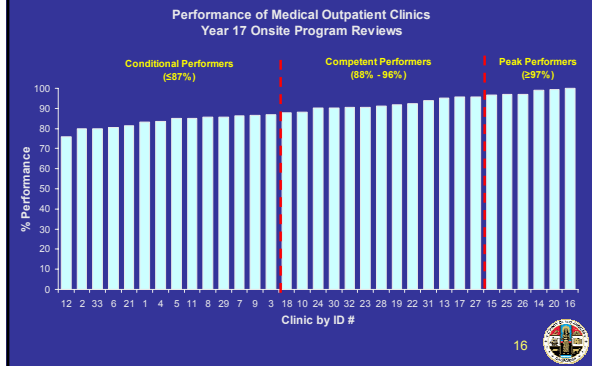
PBCM: Performance Categories

Category	Performance Score
Peak Performers	= or > 97%
Competent Performers	88% to 96%
Conditional Performers	= or < 87%

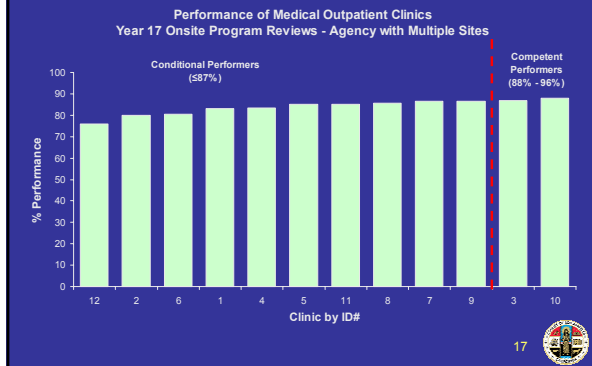
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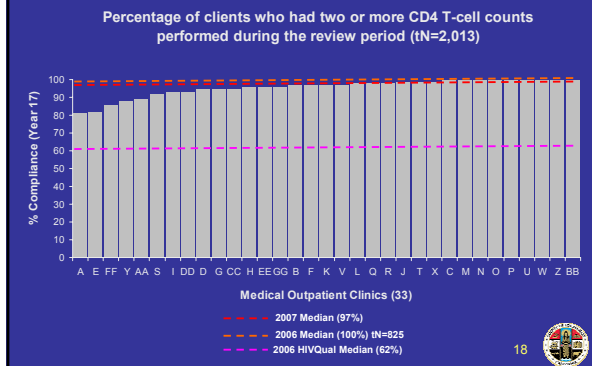
Comparison by Performance Score



Agency with Multiple Service Sites



Clinical Measures Across Agencies



Lessons Learned – Barriers/Challenges

- Increased sampling requirements
- TFC's at 100% - difficult to achieve
- Adopting changes in business processes
- Redesigning technical assistance; addressing system wide issues

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Next Steps

- Other service categories
- Rapid capture tool
- Data analysis & reporting

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PBCM

Implementation Team

E. Valdez, J. Saavedra,
M. Franklin, A. Seyoum,
E. Woods, R. Lanthier &
M. Orticke

Clinical Enhancement Services

P. Baragan, A. Boger, T. Keresoma
& M. Franklin

Planning & Research Division

E. Avalos, J. Gomez, J. Rurangirwa,
& M. Green

Government Relations

K. Baker

Information Systems

A. Seyoum, E. Woods &
G. Traylor-Young

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For More Information

Mary Orticke, RN, MPH
Chief, Clinical Services Division
Office of AIDS Programs and Policy
600 South Commonwealth Ave., 10th Floor
Los Angeles, California 90005-4001
Phone: 213-351-8083
Fax: 213-738-6566
E-mail: morticke@ph.lacounty.gov

This presentation is available at
www.ph.lacounty.gov/aids

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