

QUESTIONS AND ANSWERS
Approaching Performance Measurement with NY Links

In follow-up to the June Western New York State Collaborative meeting, we have developed this Question and Answer document to address your questions and concerns surrounding the NY Links measures and the data collection/submission process.

Please let us know if you have any further questions, by contacting Annelise Herskowitz, SPNS Program Assistant, at axh18@health.state.ny.us.

Overview of Measures

| Measure | Agency Type |
|---|--|
| 1. Linkage | All Programs that Conduct HIV Testing |
| 2A. Retention | HIV Clinical Care |
| 2B. New Patient Retention | |
| 3A. Clinical Engagement | Supportive Services & General Medical Services |
| 3B. New Client Clinical Engagement | |

Question: As a support service program, which measures do we report on?

Answer: If your program does NOT conduct HIV testing, there are two measures to report on:

Measure 3A-Clinical Engagement Measure

Answers the question: *Is your client actively engaged in HIV primary care?*

Measure 3B-New Client Clinical Engagement Measure

Answers the question: *Do you quickly connect your new clients with HIV primary care?*

If your program does conduct HIV testing, you should also report on the linkage measure (Measure 1).

Question: We are a clinical program, provide supportive services, and conduct HIV testing. However, all our clients receiving supportive services also receive HIV care here. What measures should we report on?

Answer: Your program only needs to report on three measures: linkage, retention, and new patient retention. If you had clients that received supportive services at your facility and did not receive medical care at your facility, you would be asked to submit 3A and 3B for these clients.

Question: Will we be able to use AIRS to automatically generate reports of the collaborative’s measures?

Answer: NY Links is working with AIRS staff to develop customized reports for the NY Links collaborative measures. This development process will take approximately 3 months and all programs are encouraged to collect and submit measures until these reports are available.

Concern: Meeting participants voiced a concern that large clinical providers may experience a request burden from supportive services inquiring about their clients connected to primary care.

Response: While clinical providers may experience an initial increase in request for primary care linkage information, this will hopefully strengthen/systematize referral systems and documentation of these activities.

Question: How can Regional Health Information Organizations (RHIOs) be used within this project?

Answer: In an upcoming webinar or learning session, we will ask representatives from Rochester to share their experience with their RHIO and discuss potential strategies to use this technology to address linkage and retention in care. As RHIO implementation continues to expand, this will be an important area for collaboration. Currently, supportive service providers are unable to access clinical client data through these systems.

Concern: Meeting participants have asked NY Links to provide clearer definition of measures, timeframe, supplemental tools, and data submission guidance.

Response: To address meeting participant concerns, the following changes are underway.

- The tools and site-visit package have been streamlined and reorganized to help providers navigate the quality measurement component of NY Links.
- To address concerns about timeframe, the specific timeframes associated with the upcoming data submission will be highlighted in all reminder communications.
- **Useful Tools.** Looking into developing an Excel spreadsheet for clinical service providers without electronic health records
- **Data Support.** Providers are encouraged to contact Annelise Herskowitz (axh18@health.state.ny.us, 212-417-4714), who will connect with you the appropriate staff and resources, if they have any difficulty in the data collection or submission process.
- Bring together providers using the same electronic health record systems to identify strategies to collect measures.
- All updated resources will be available on the website shortly and explained to all providers in upcoming targeted webinars.

Other Action Items Based on Meeting Participants Suggestions

- Johanne Morne from AIDS Institute will provide meeting participants with information on confidentiality, HIPAA, and the testing laws.
- Share Upper Manhattan Regional Group progress in performance measurement and quality improvement with the Western New York State Collaborative
 - Joint webinar/conference call to facilitate peer-to-peer exchange
 - Involve response teams from both collaboratives