

PMM General Questions

1. What is the HIV Performance Measure Module (PMM)?

The PMM is a reporting tool in the existing Ryan White Services Report (RSR) online database which will allow providers to enter aggregate data on the HIV/AIDS Bureau (HAB) Performance Measures (records reviewed, numerator, and denominator) on a voluntary basis. Providers will be able to obtain reports that compare their performance regionally (by Public Health Service Regions) and nationally. The database will only be able to compare performance with those providers that submit data in the database.

2. Do I have to complete the PMM?

While performance measure data are not required to be submitted to HAB, providers are strongly encouraged to track and trend data on the measures to monitor the quality of care provided. The PMM can assist providers and grantees in track, trending, and comparing their performance measure data. The completion of the PMM is voluntary, but encouraged.

3. What client population is included in the performance measure data?

Providers and grantees are encouraged to include all HIV clients receiving services regardless of funding source.

4. Why is HAB collecting this data?

This new endeavor will serve purposes to both the Ryan White community and HAB. Grantees and service providers will be able to enter HIV performance measure data (aggregate numerator and denominator) into an easy to use platform and receive benchmark reports comparing themselves to others in their region and nationally. This may be helpful to grantees and service providers as they set goals for performance measures and quality improvement projects. As for HAB, the HIV performance measures data will be instrumental in the process to apply for national endorsement for a subset of the HAB HIV performance measures (<http://hab.hrsa.gov/deliverhivaidscares/habperformmeasures.html>). Nationally endorsed performance measures are instrumental as grantees and service providers receive incentive payments as part of the Center for Medicare and Medicaid Services (CMS) electronic health record meaningful use program. As part of the stages of meaningful use, eligible professionals will be required to submit data for clinical quality measures that are nationally endorsed.

5. Why have only the HAB Clinical Performance Measures been included in the module?

Currently, there are 59 HIV Performance Measures developed and released by HAB. Just as HAB released the measures in stages, HAB will also incorporate the other performance measures over time. HAB is testing out the module to determine feasibility and utility of collecting measurement data in this manner.

6. How does the PMM compare and contrast with the HAB Performance Measures Report from the RSR?

Comparison-Contrast—HIV Performance Measures Module vs. HAB Performance Measures Report for Ryan White funded services.

Category	HIV Performance Measures Module	HAB Performance Measures Report for Ryan White funded services, only
Performance Measures Definition	HAB Performance Measures	HAB Performance Measures
Level of measurement	Aggregate-level	Client-level
Reporting Requirements	Voluntary	Mandatory as prescribed by Ryan White legislation
Purpose	To obtain data for the national measurement endorsement process (through the National Quality Forum) which will inform CMS's electronic health record meaningful use program and its quality incentive payments	As required by the Ryan White Program legislative mandate and to assure the provision of high quality HIV care and treatment services to Ryan White clients
Rationale for measurement	HIV Guidelines for the provision of HIV care and treatment services	HHS Guidelines for the provision of HIV care and treatment services
Population Covered	All clients receiving HIV care and treatment services	Ryan White clients receiving HIV care and treatment services
Services Included	All services regardless of funding source	All Ryan White funded services
Data Submission System	A module of the HIV/AIDS Bureau's RSR reporting system	RSR reporting system accessible through HRSA's Electronic Handbook
Data Source	A manual data entry into the module	Each provider's client level data upload into the RSR to generate a report

7. How does the PMM compare to other HAB-funded initiatives like HIVQUAL? How does this differ from eHIVQUAL?

The HAB PMM is for HAB performance measures only, not the HIVQUAL measures. HIVQUAL is a comprehensive technical assistance approach to building capacity for quality improvement. HIVQUAL has similar measures to the HAB performance measures. Those Part C and D programs that participate in HIVQUAL have the ability to submit data on the HIVQUAL measures through a web-based portal, eHIVQUAL. eHIVQUAL allows grantees to upload client level data through an export file. The HAB PMM is aggregate data and cannot be uploaded from another file at this time.

8. If the RSR client level data reports contain clinical data, can this information be used to generate these reports?

The client level data reports only contain Ryan White funded clients and services. You may not upload your RSR client level export into the PMM. You will need to calculate your performance and enter the numerator and denominator for each measure.

PMM Reporting Questions

9. When can I access this report?

The PMM will be available for data entry three times a year on the dates specified in the table below. You may enter PMM information beginning on the open date and until the due date.

PMM Opens	PMM Closes	Measurement Period/ Year
March 1, 2012	March 31, 2012	January 1, 2011 - December 31, 2011
July 1, 2012	July 31, 2012	May 1, 2011 - April 30, 2012
November 1, 2012	November 30, 2012	September 1, 2011 – August 31, 2012

10. Because there are three release a year, do I need to complete the PMM for all three or can I just complete for one?

This is a voluntary report, so you can complete data entry for one release, two releases, or all three releases. However, you may only view the regional and national averages for the reporting period for which you entered data.

11. Should a provider or a grantee complete the PMM?

The PMM is set up for each provider agency. It is recommended that providers complete the data entry in the PMM for their own agency. Likewise, grantees that are also service providers would enter their own data. However, grantees are able to complete the data entry in the PMM for any of their providers.

12. How does a provider access the PMM?

Providers can access the PMM in the RSR application by going to <https://performance.hrsa.gov/hab/RegLoginApp/Admin/Login.aspx>.

If the provider user has an existing RSR account, he/she can login with his/her credentials by following the steps below:

- Enter username and password.
- Select the RSR Web Application option from the Select Application drop-down list.
- Click “Login.”
- Click the “Performance Measures” link under the top menu of the RSR application.

13. How does a grantee access the PMM for one of their providers?

Grantees that provide services themselves or fund other agencies to provide services can access the PMM in the RSR application for themselves or their specific providers by going to <https://grants.hrsa.gov/webExternal/login.asp>.

If the grantee user has an existing EHB account, he/she can login with his/her login credentials by following the steps below:

- Enter your username and password, and click “Login.”
- Click the “View Portfolio” link under the left-hand menu.
- Locate your Ryan White grant, and click the “Open Grant Handbook” link to the right of the grant selection.
- Click the “Performance Report” link under the left-hand menu.
- You will see a list of your Performance Reports that have not yet been submitted.
- If you see your latest RSR on the list, follow the steps below:
 - Click the “Start Report” link or “Edit Report” link under the RSR report to access the RSR.
 - Once the RSR opens, click the “Performance Measures” link under the top menu.
- If you don’t see your latest RSR on the list, follow the steps below:
 - Select the “Search” button on the right side of the screen.
 - A new search window will appear. Change the Scheduled Status to “Submitted”, and select “Search” on the bottom of the search window.
 - You will then see all of your submitted reports. Locate the latest RSR, and click the “View Report” link under the RSR.
 - You should see a list of PDFs for your providers. Click the “Performance Measures” link towards the top of the page.

Once in the PMM, grantees must select a provider from the Select Provider drop-down list in order to enter their information.

14. Will a grantee that does not submit data be able to view the data from their funded providers?

Grantees that fund other agencies to provide services can access the PMM in the Ryan White Services Report application. The list of service providers submitted by a grantee for the RSR will be available in the PMM “Select a Provider” drop down menu. Grantees can see their providers' data for those that have entered data.

15. As the Part A grantee, do you prefer our individual providers submit their individual data versus submitting our numbers for the entire EMA?

As a grantee, you may either enter performance measure data for an individual provider or encourage the individual providers to enter their own performance measure data. Grantees should not enter aggregate performance measure data representing all of their providers. Grantees can see the performance measure data that their providers enter into the PMM. Even if a grantee enters that information for a provider, the provider should be able to see that information and the reports.

PMM Data Entry

16. Why are PMM questions 1-4 pre-populated (Provider Information)?

Questions 1-4 are pre-populated with information obtained from the last provider report for the provider. The information can still be edited if it is incorrect. Please edit or confirm this information, and click “Next Page” on the bottom of the page to proceed to the Clinical Measures tab. This confirmation (clicking “Save” or “Next Page”) must be done to ensure the data entered for the performance measures will be saved.

17. How do I select a new measure to report on?

Simply select a measure from the Select Measure drop-down list and enter the records reviewed, numerator, and denominator for that measure. Once you click “Save Measure”, it should show up on the summary table on that page.

18. Is there a minimum number of measures that I should report on?

There is no set minimum, but in order to view the regional and national averages, you must report on at least one measure.

19. Can I select more than one measure?

Yes. You may choose up to 27 measures by selecting the measure from the Select Measure drop-down list and entering the information for that measure. Just make sure that you click “Save Measure” after entering your information for a measure.

20. Why can't I change the provider percentage, regional percentage, and national percentage fields?

These fields are populated with the information after you enter the records reviewed, numerator, and denominator for a measure. To change the information in the percentage fields, you would need to change the information entered in the records reviewed, numerator, and denominator fields for your program.



21. Can I access the PMM after it closes so I can see the performance of all those in my region and in the nation that submitted data?

Yes, as long as you completed data entry, you can view the reports after the period has closed. The reports will always be available for viewing. However, you will not be able to enter additional information. You will only have read-only access.

22. Can I create a new measure that isn't on the list?

No. At this time, you may only enter information for any of the 27 clinical measures in the drop-down list.

23. How do I delete the data for a measure?

Select the measure that you would like to delete from the Select Measure drop-down list. You will see information that you previously entered under that measure, and click "Clear Measure". The system will immediately display a pop up message confirming that you are sure you would like to delete the data for the measure. Select "OK".

24. Why aren't my measures saving?

If you enter information in the Clinical Measures page and the information doesn't save when you click "Save Measure", this is usually because you didn't save the information under the first tab, Provider Information. Even if the information on the Provider Information tab is pre-populated and it is correct, you must still click "Save" or "Next Page" to save the data. Please note: By advancing to the Clinical Measures tab by clicking the tab towards the top of the page, this will not save your information.

25. How do I submit my report?

As long as you have saved the information on the Provider Information page and the Clinical Measures page, that constitutes as submitting your report. You will not receive an email confirmation as you do with the submission of other HRSA reports. As long as the information has been saved, HRSA will be able to view your information.

26. How can I get additional help if I have questions not answered in this document?

For further information and assistance with the PMM, please contact the HRSA Contact Center at **1-877-Go4-HRSA (1-877-464-4772)**, Monday through Friday, 9:00am to 5:30pm Pacific Standard Time. For further information and assistance with the HAB Performance Measures, please contact your HRSA/HAB Project Officer.