

RYAN WHITE HIV/AIDS PROGRAM

CQM Update Q1 2026



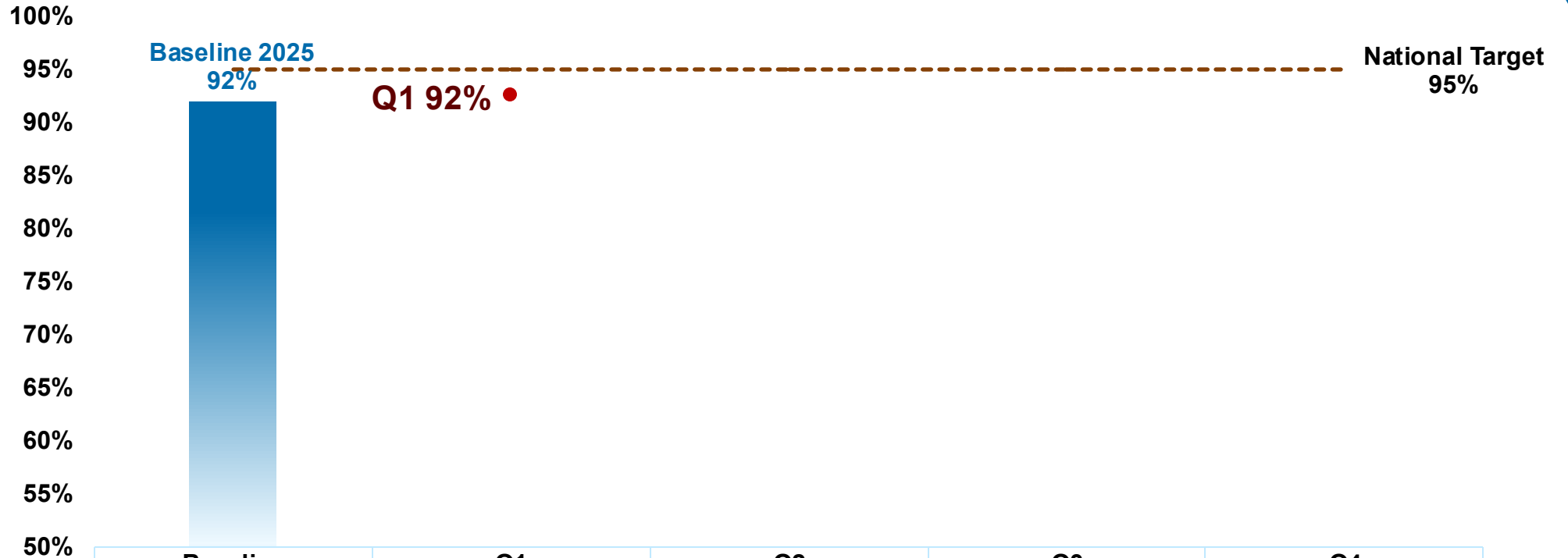
ORANGE COUNTY
FLORIDA



**RYAN
WHITE**

HIV/AIDS PROGRAM PART A

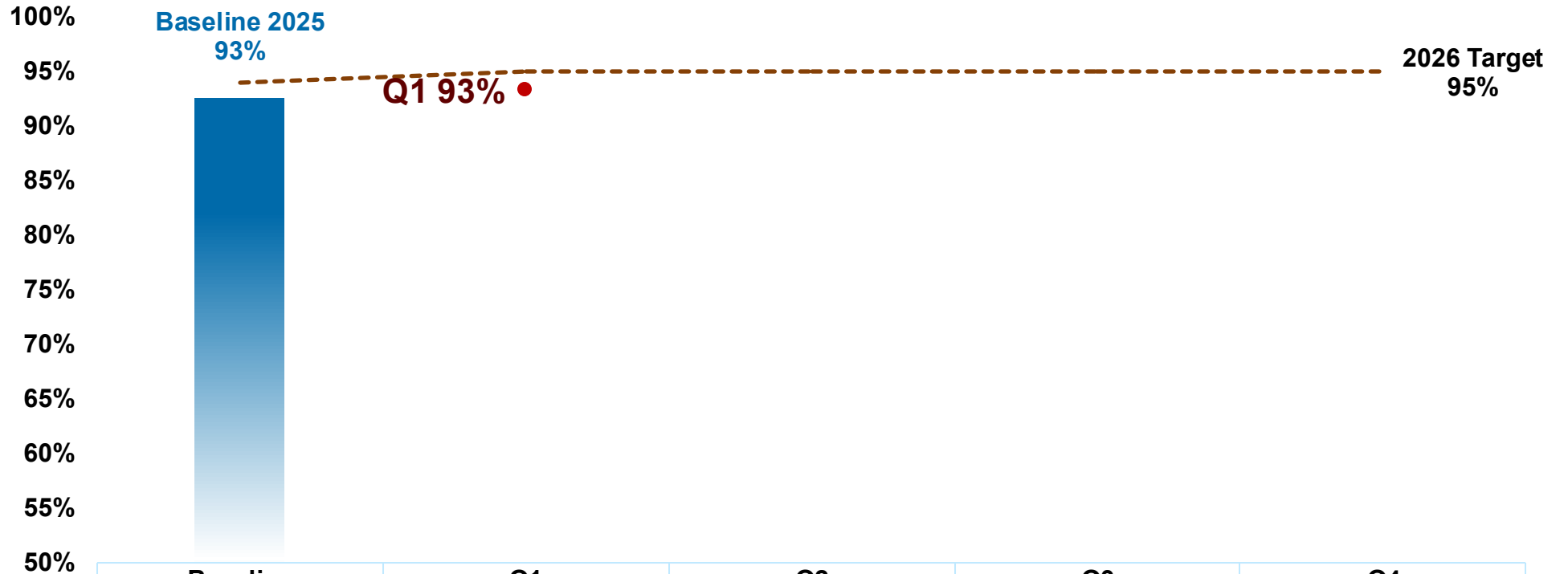
EMA Viral Suppression 2026



	Baseline	Q1	Q2	Q3	Q4
Baseline 2025	92%				
% VLS 2026		92%			
National Target	95%	95%	95%	95%	95%
Suppressed 2026	5,091	4,589			
Not Suppressed 2026	441	374		-	-
Total 2026	5,532	4,963			

■ Baseline 2025
 ● % VLS 2026
 - - - National Target

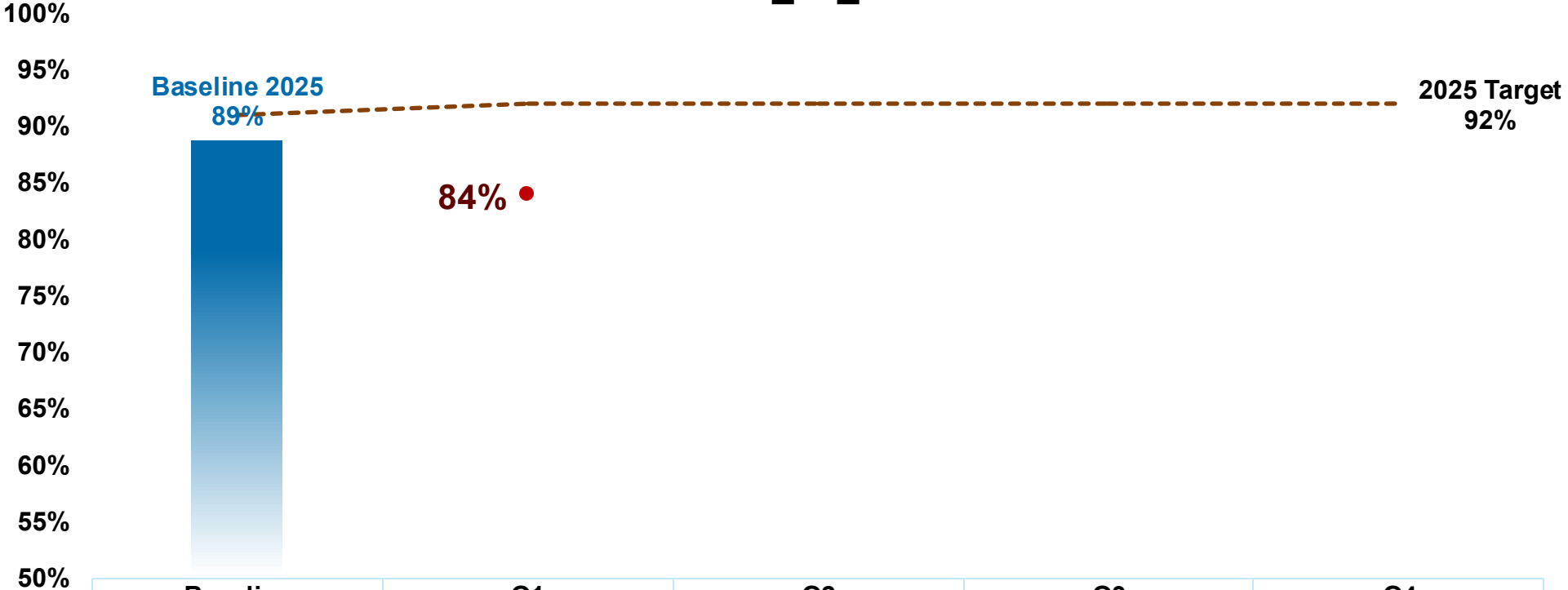
EMA OAHS Viral Suppression 2026



	Baseline	Q1	Q2	Q3	Q4
Baseline 2025	93%				
%VLS 2026	93%	93%			
2026 Target	94%	95%	95%	95%	95%
Suppressed 2026	4,891	3,235			
Not Suppressed 2026	388	232	-	-	-
Total 2026	5,279	3,467			

■ Baseline 2025
 ● %VLS 2026
 - - - 2026 Target

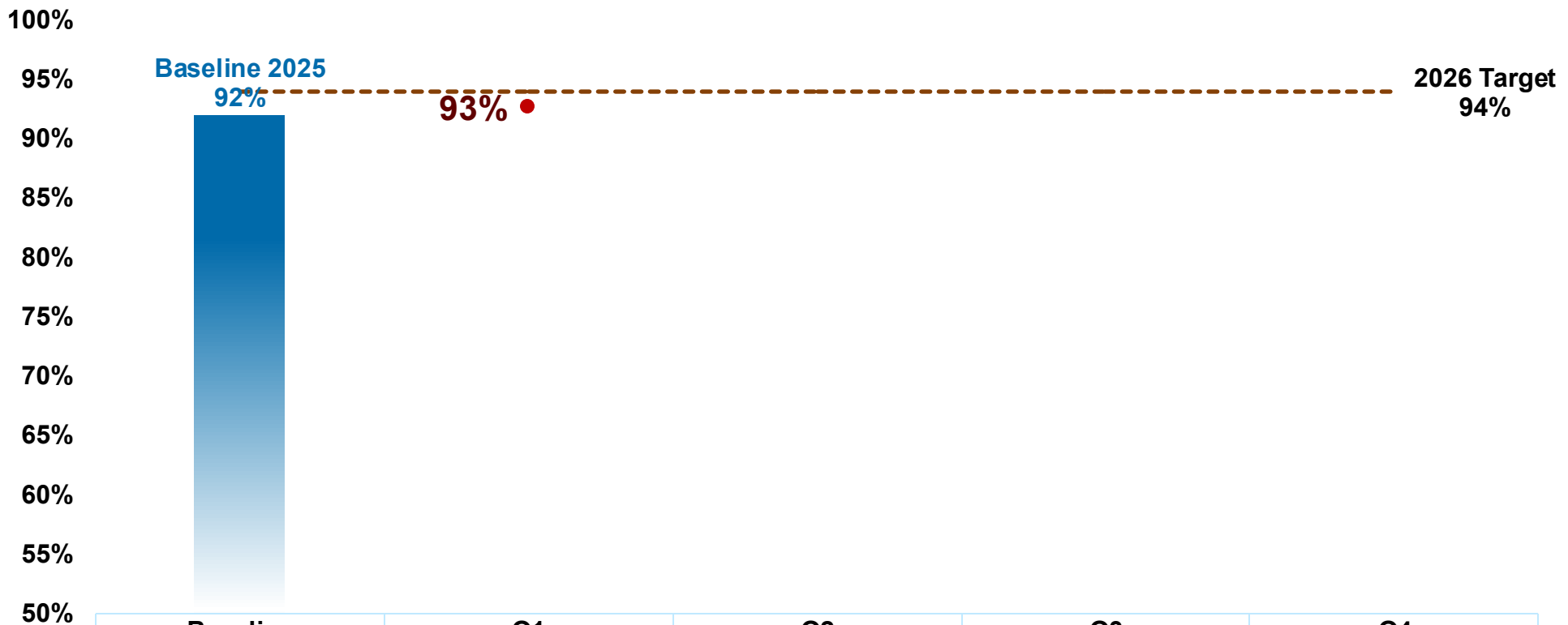
EMA MCM Viral Suppression 2026



	Baseline	Q1	Q2	Q3	Q4
Baseline 2025	89%				
% VLS 2026	89%	84%	0%		
2025 Target	91%	92%	92%	92%	92%
Suppressed 2026	2,150	981			
Not Suppressed 2026	272	188	-	-	-
Total 2026	2,422	1,169			

Baseline 2025 % VLS 2026 2025 Target

EMA RS Viral Suppression 2026



	Baseline	Q1	Q2	Q3	Q4
Baseline 2025	92%				
% VLS 2026	92%	93%	0%		
2026 Target	94%	94%	94%	94%	94%
Suppressed 2026	4,889	3,895			
Not Suppressed 2026	425	308	-	-	-
Total 2026	5,314	4,203			

■ Baseline 2025
 ● % VLS 2026
 - - - 2026 Target

EMA Performance Measures 2026

Svc Cat	PM	Baseline 2025	New 2026 Target	Q1 2026
MCM - 1	VLS	89%	92%	84%
MCM - 2	AR	67%	70%	*
OAHS - 1	VLS	93%	95%	93%
OAHS - 2	AR	84%	87%	*
RS - 1	VLS	92%	94%	93%
RS - 2	AR	68%	71%	*

*Data not available at the time of reporting



CQM Work Plan Goals

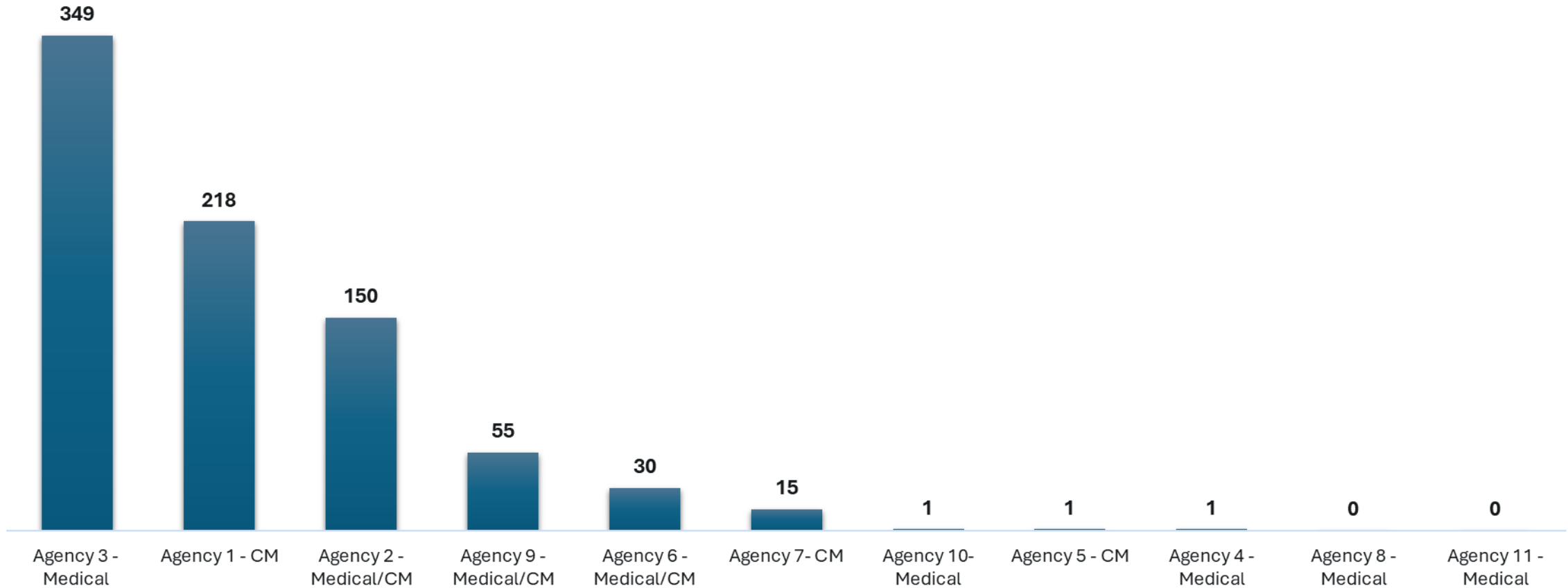
- **Goal 1: Viral Load Clean up**

- Increase the EMA-wide viral suppression among RWHAP Part A clients from 91% as measured in 2024 to 94% in 2026 by improving timely viral load monitoring, follow-up, and data accuracy across service providers.
 - Recipient's Office is developing and reviewing viral load reports to identify clients needing labs, follow-up, or record clean-up.
 - Subrecipient staff will use the reports monthly to follow up with clients, update records, and support timely viral load testing to improve viral suppression.

- **Goal 2: Quality Care Awards**

- To refine the recognition program for QI achievements and the process for implementing QI awards, using the QI Resource Guide.
 - Storyboards have been submitted; next steps are to confirm a display location and finalize posters.
 - Posters will be displayed for voting, followed by award presentation and transition to the 2026–2027 QI cycle.

2026 Client Satisfaction Surveys



Total Responses= 825 (~14% of clients)

Satisfaction Survey Responses Q1 – Medical

Friendliness:
98.8%

Timeliness:
98.2%

Understanding:
99.0%

Guidance:
98.6%

Environment:
99.6%

Confidence:
99.4%

Satisfaction:
98.8%



Satisfaction Survey Responses Q1 – Case Management

Friendliness:
99.7%

Timeliness:
99.3%

Understanding:
99.3%

Guidance:
100.0%

Environment:
98.8%

Confidence:
98.4%

Satisfaction:
99.7%