

**Quality Management Workgroup: Performance Measures 2025**

Service Category	Performance Measure Description		2026 Target	2024		2025		2026 - Quarter 1		2026 - Quarter 2		2026 - Quarter 3		2026 - Quarter 4		
Outpatient Ambulatory Health Services	Viral Load Suppression	Clients with a viral load <200	95%	4,939 / 5,388	1,242 / 1,393	4,891 / 5,279		3,235 / 3,467								
		Clients with ≥ 1 medical visit		EMA: 92%	MAI: 89%	EMA: 93%	MAI:	EMA: 93%	MAI:	EMA:	MAI:	EMA:	MAI:	EMA:	MAI:	
	Annual Retention in Care	Clients with ≥ 2 medical visits 90 days apart	87%	3,114 / 4,014	1,148 / 1,393	3,137 / 3,741 *										
		Clients with ≥ 1 medical visit		EMA: 78%	MAI: 82%	EMA: 84%	MAI:	EMA:	MAI:	EMA:	MAI:	EMA:	MAI:	EMA:	MAI:	
Medical Case Management	Viral Load Suppression	Clients with a viral load <200	92%	2,212 / 2,514		2,150 / 2,422		981 / 1,169								
		Clients with ≥ 1 visit		EMA: 88%	EMA: 89%	EMA: 84%	EMA:	EMA:	EMA:							
	Annual Retention in Care	Clients with ≥ 2 medical visits 90 days apart	70%	2,205 / 3,171		1,875 / 2,797 *										
		Clients with ≥ 1 medical visit		EMA: 70%	EMA: 67%	EMA:	EMA:	EMA:	EMA:							
Referral for Health & Support Services / Non-Medical Case Management	Viral Load Suppression	Clients with a viral load <200	94%	4,847 / 5,304		4,889 / 5,314		3,895 / 4,203								
		Clients with ≥ 1 visit		EMA: 91%	EMA: 92%	EMA: 93%	EMA:	EMA:	EMA:							
	Annual Retention in Care	Clients with ≥ 2 medical visits 90 days apart	71%	3,653 / 5,140		3,948 / 5,809 *										
		Clients with ≥ 1 medical visit		EMA: 71%	EMA: 68%	EMA:	EMA:	EMA:	EMA:							

Orange County EMA								
Viral Load Suppression Disparities		2023	2024	2025	2026 Q1	2026 Q2	2026 Q3	2026 Q4
<b>System-wide HIV viral load suppression</b>		91% 4,855 / 5,341	91% 5,048 / 5,537	92% 5,091 / 5,532	92% 4,589 / 4,963			
<b>Age</b>	18-28 yrs	87% 335 / 387	86% 348 / 404	89% 307 / 345	92% 279/302			
	29-38 yrs	88% 1,090 / 1,241	88% 1,145 / 1,299	88% 1160 / 1311	90% 1040/1157			
	39-48 yrs	88% 984 / 1,114	90% 1,074 / 1,199	91% 1149 / 1259	90% 1025/1139			
	49-58 yrs	92% 1,104 / 1,195	92% 1,080 / 1,170	94% 1063 / 1133	94% 966/1030			
	59+ yrs	96% 1,342 / 1,404	96% 1,401 / 1,465	95% 1412 / 1484	96% 1279/1335			
<b>Sex* (birth sex Q4 25 +)</b>	Female	91% 1,261 / 1,381	92% 1,345 / 1,467	92% 1321/1443	92% 1,213 / 1,320			
	Male	91% 3,510 / 3,865	91% 3,613 / 3,966	92% 3770/4089	93% 3,374 / 3,641			
<b>Race</b>	American Indian / Native Alaskan	85% 22 / 26	90% 27 / 30	87% 20 / 23	85% 17/20			
	Asian	98% 60 / 61	95% 61 / 64	90% 55 / 61	93% 54 / 58			
	Black / African American	88% 2,209 / 2,509	87% 2,292 / 2,620	89% 2358 / 2644	89% 2,119 / 2,369			
	Native Hawaiian / Pacific Islander	100% 6 of 6	100% 6 of 6	100% 6 of 6	100% 4 of 4			
	White	93% 2,558 / 2,739	95% 2,662 / 2,816	95% 2651 / 2797	95% 2,393 / 2,510			
<b>Ethnicity</b>	Haitian	91% 350 / 384	90% 409 / 453	91% 432 / 473	91% 381 / 419			
	Latinx	93% 1,770 / 1,902	95% 1,869 \ 1,974	95% 1861 / 1961	95% 1,680 / 1,768			
	Non-Latinx	90% 3,085 / 3,439	89% 3,179 / 3,562	90% 3229 / 3570	91% 2,909 / 3,195			
<b>Sexual Orientation</b>	Bisexual	88% 305 / 346	88% 353 / 399	90% 379/421	89% 337/380			
	Heterosexual	90% 2,204 / 2,441	90% 2341/2589	91% 2333/2566	92% 2129/2318			
	Homosexual	92% 2,188 / 2,369	93% 2197/2366	93% 2229/2384	94% 2003/2133			
	Lesbian	92% 12 of 13	79% 11 of 14	93% 13 of 14	92% 11 of 12			
<b>Housing</b>	Non-Permanent	100% 7 of 7	100% 3 of 3	50% 1 of 2	0% 0 of 1			
	Stable	93% 4,322 / 4,637	94% 4460/4766	94% 4462/4732	94% 4072/4312			
	Temporary	84% 306 / 365	83% 323/388	86% 337/394	87% 295/338			
	Unstable	66% 220 / 332	69% 262/380	72% 291/403	71% 222/312			
<b>Risk Factor</b>	Hemophilia	88% 7 of 8	88% 7 of 8	86% 6 of 7	86% 6 of 7			
	Heterosexual	91% 1,958 / 2,151	91% 2090/2287	92% 2067/2239	93% 1864/2012			
	Person Who Injects Drugs (PWID)	85% 106 / 124	86% 115/133	81% 103/127	85% 91/107			
	Perinatal Transmission	85% 53 / 62	85% 61/72	87% 53/61	88% 45/51			
	Male-to-Male Sexual Contact (MMSC)	92% 2,451 / 2,664	93% 2520/2722	93% 2555/2738	94% 2297/2452			
	MMSC / PWID	82% 31 / 38	79% 31/39	82% 42/51	81% 39/48			
	Transfusion	100% 30 / 30	91% 30/33	100% 32/32	100% 30/30			
<b>AIDS Status</b>	AIDS	88% 1,634 / 1,859	90% 1785/1987	89% 1708/1909	89% 1546/1734			
	HIV+ AIDS Status Unknwn	91% 1,387 / 1,527	90% 1488/1645	91% 1571/1721	92% 1391/1508			
	HIV+ Not AIDS	94% 1,831 / 1,952	93% 1775/1904	95% 1811/1901	96% 1651/1720			
<b>Educational Level</b>	8th grade or below	89% 311 / 348	89% 339/382	90% 344/384	92% 322/351			
	8th-12th grade	90% 2,826 / 3,153	90% 2934/3244	91% 2893/3179	91% 2609/2873			
	College	93% 1,709 / 1,829	93% 1762/1895	94% 1843/1958	95% 1650/1731			