

RYAN WHITE HIV/AIDS PROGRAM

CQM Update Q1 2026



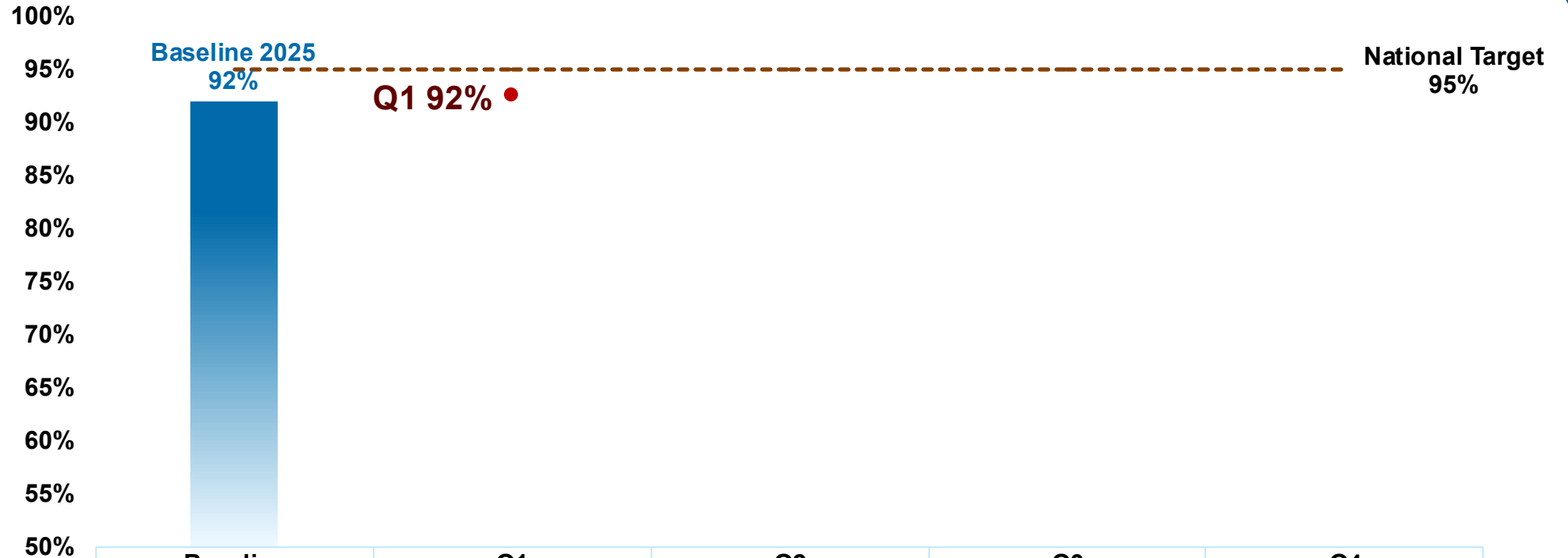
ORANGE COUNTY
FLORIDA



**RYAN
WHITE**

HIV/AIDS PROGRAM PART A

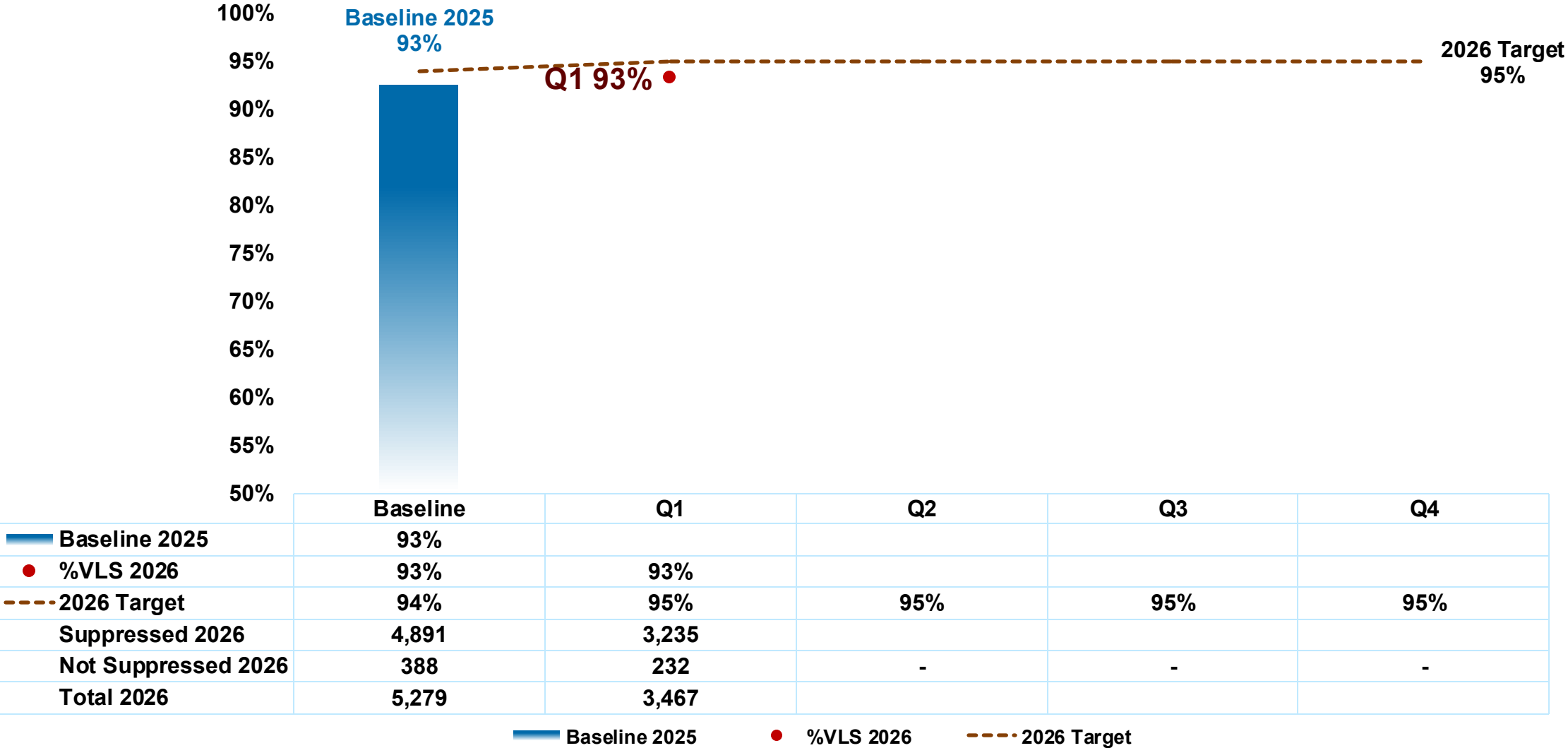
EMA Viral Suppression 2026



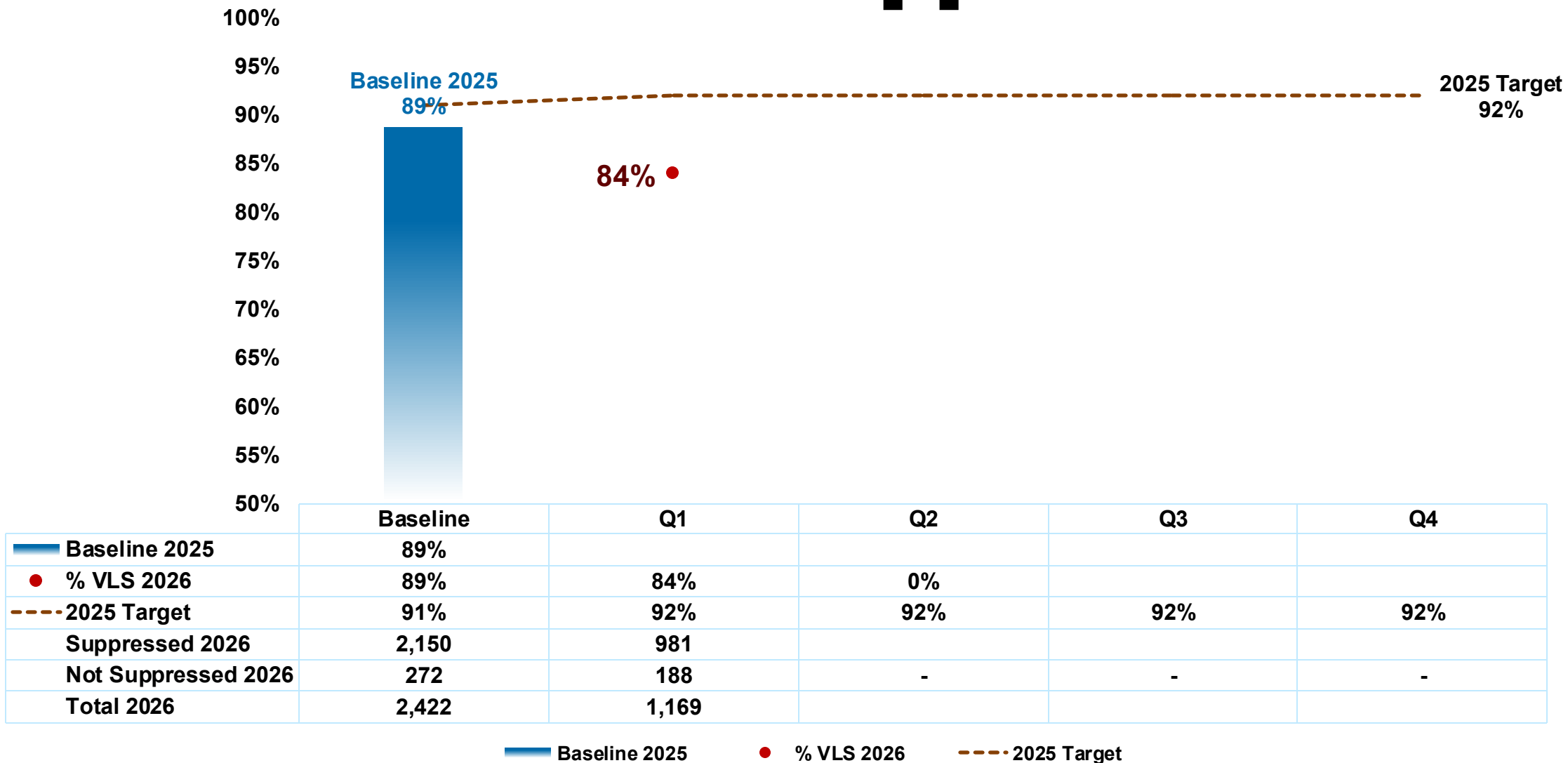
	Baseline	Q1	Q2	Q3	Q4
Baseline 2025	92%				
% VLS 2026		92%			
National Target	95%	95%	95%	95%	95%
Suppressed 2026	5,091	4,589			
Not Suppressed 2026	441	374		-	-
Total 2026	5,532	4,963			

Baseline 2025 % VLS 2026 National Target

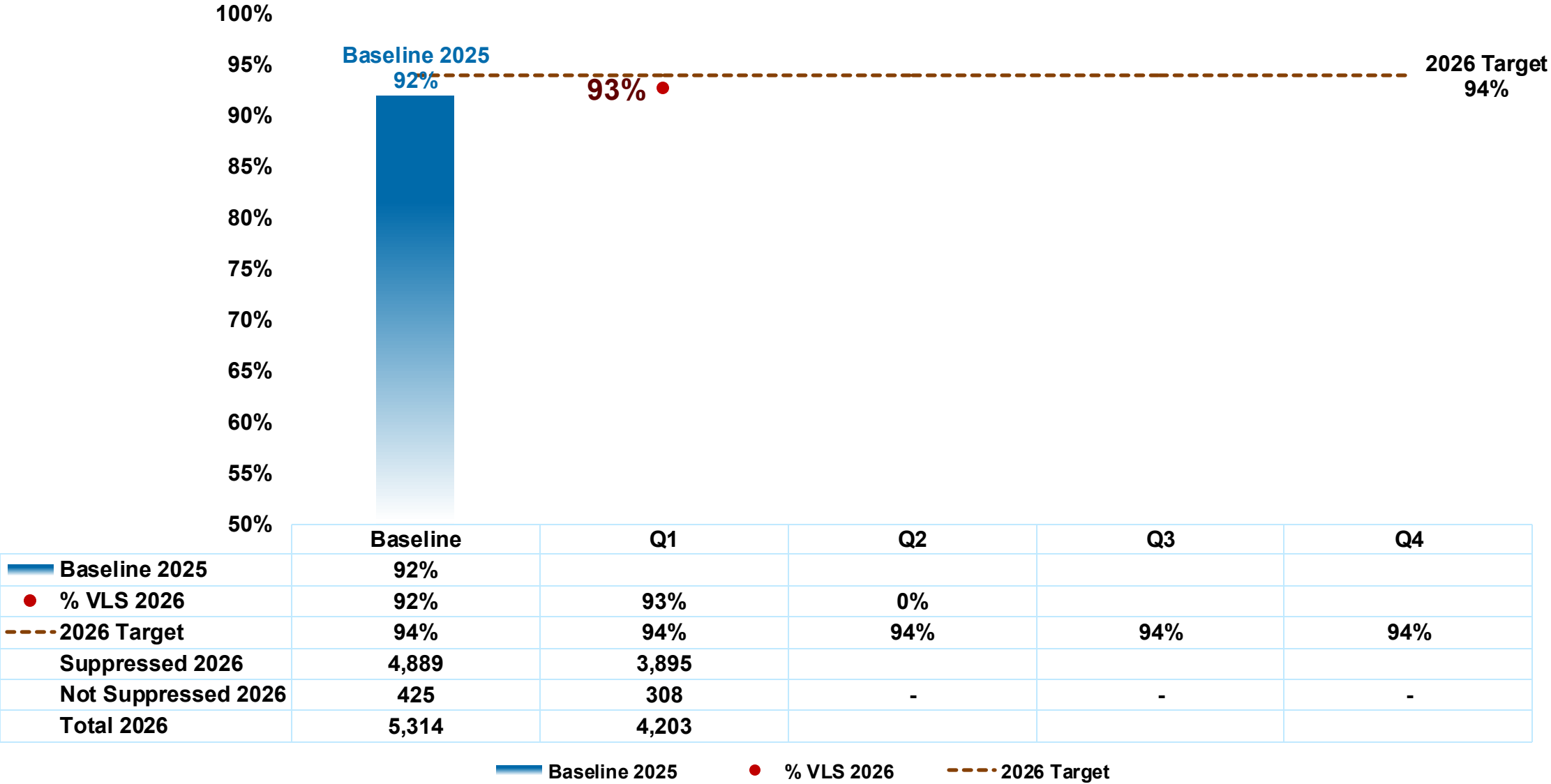
EMA OAHS Viral Suppression 2026



EMA MCM Viral Suppression 2026



EMA RS Viral Suppression 2026



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

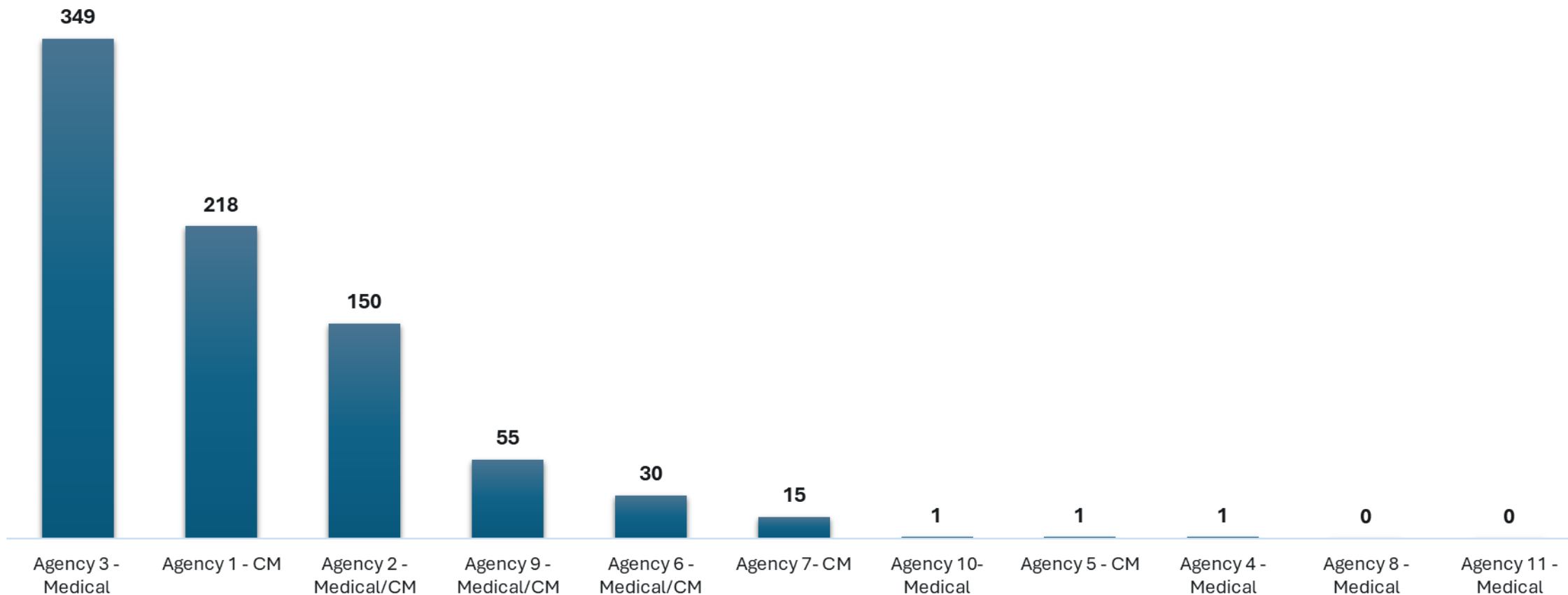
- **Goal 1: Viral Load Clean up**

- 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%