



# Typical Components of a Profile of Provider Capacity and Capability

A Profile of Provider Capacity and Capability usually describes HIV services in a service area such as a Ryan White HIV/AIDS Program (RWHAP) Part A Eligible Metropolitan Area (EMA) or Transitional Grant Area (TGA). Though the data used for a Profile is often collected in the same survey as the information for a Resource Inventory, a Profile provides a summary description of the system of HIV care. The information usually does not have provider names attached, though there is often a list of the providers that responded to the survey that collected the information for the Profile.

In creating a Profile of Provider Capacity and Capability sound practice is to obtain data from as many providers of HIV core medical and support services as possible – including all those with RWHAP funding – and then tabulate, analyze, compare, and summarize the information obtained. Typical content includes the following:

- **Providers and service availability:**
  - Number of providers offering services to people with HIV
  - Core medical services available, and the number (and sometimes a map) of providers offering each service
  - Support services available, and the number (and sometimes a map) of providers offering each service
  - Total number of funded service “slots” for each service category, and the number or percent of providers with waiting lists or long wait times for each service
  - Extent to which providers report ability to refer clients for other needed services, and which services they find it difficult to help them obtain
- **Accessibility of services and sites:**
  - An analysis of geographic locations within the EMA or TGA and the extent to which services are offered in each (e.g., central city and outlying areas), including analysis of differences in access in various parts of the service area
  - Extent to which co-located services or “one-stop shops” providing multiple HIV services are available
  - Service site accessibility, in terms of proximity to rapid transit or a bus stop, availability of free or low-cost parking, transportation assistance, and wheelchair accessibility
  - Days and hours of operation, including evening and weekend hours
- **Appropriateness of services for various populations:**
  - Extent to which various subpopulations of people with HIV (particularly people with HIV from different cultural backgrounds) are served by providers – for example, number and percent of providers that focus on various racial/ethnic groups, transgender people, or young adults.
  - Language-appropriate services, extent to which various provider sites have bilingual clinicians and other front line staff, and availability of trained interpreters for speakers of other languages, including American Sign Language
- **Resource and capacity issues:**
  - Extent to which providers say they have sufficient staffing and other resources to expand services slightly (e.g., 5-10%)
  - Service categories for which there is little or no “excess capacity” and a perceived need for additional resources
  - Extent to which non-RWHAP funding sources, public and private, are supporting HIV services



- **Provider capability limitations and barriers:**
  - Staffing barriers or limitations – e.g., recruitment, retention, training
  - Training needs in order to provide appropriate services to various subpopulations
  - Issues of cooperation and collaboration among providers
  - Issues of outreach and community education
  - Need for additional guidance or assistance from the recipient