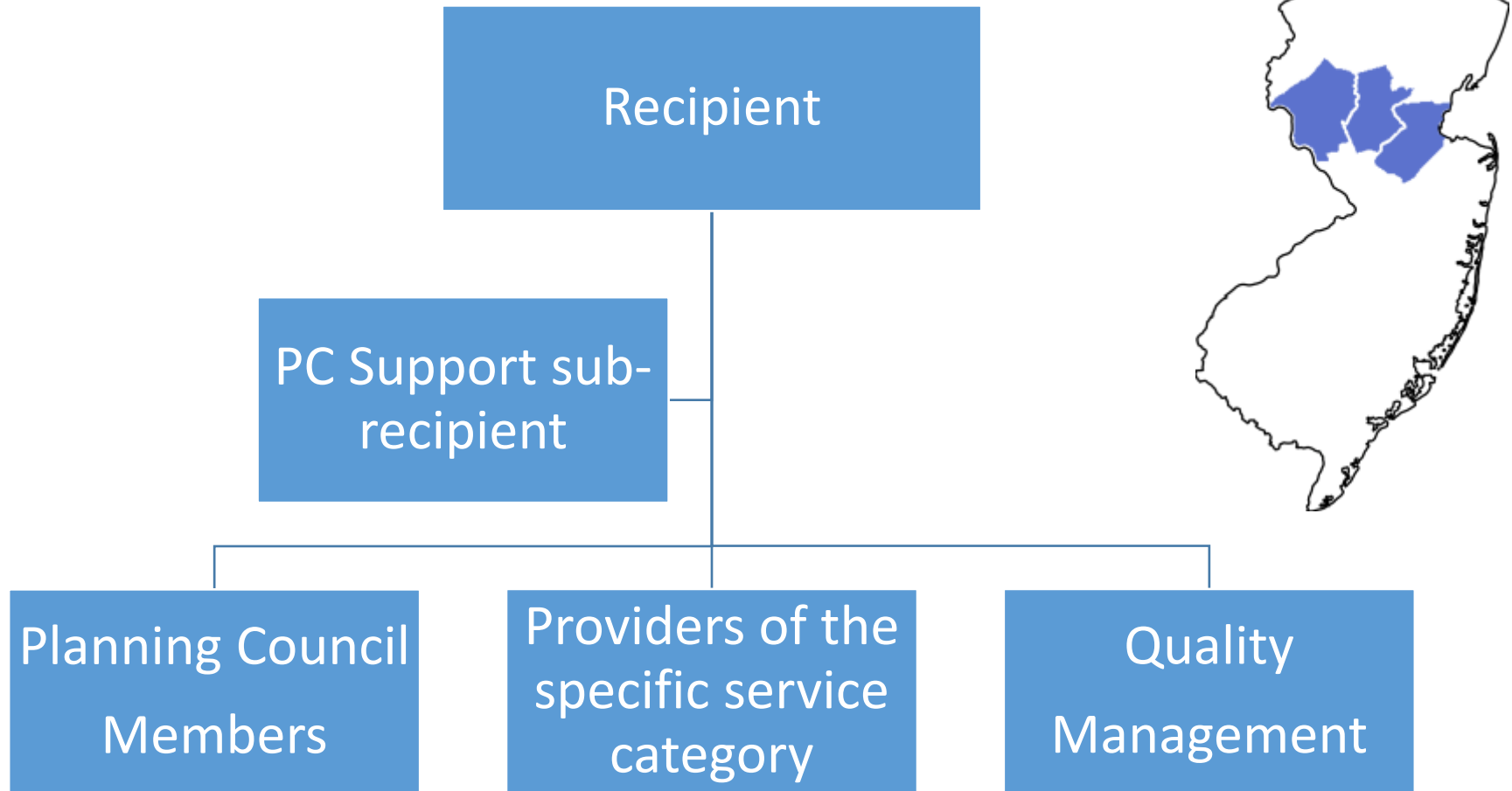


# Middlesex- Somerset- Hunterdon model of Service Standards

**Lucy Counts and Terri Fox**

# Middlesex Administration



# Shared Goal

The ultimate goal of the Part A Program is improved health status for clients.



- Recipient
- Planning Council
- Quality Management
- Sub-recipients and other providers
- Consumers

# MSH-TGA Service Standards- development

- Service Standards are developed within the Service Standards and Comprehensive Care Plan Committee of the HIV Health Services Planning Council
- A collaborative array of individuals provide input, with PC support staff editing and providing additional sources of information
- Together, this group reviews and revises existing standards, adding new qualifications and accountability mechanisms as needed
- Ultimately the document is reviewed and approved by Planning Council

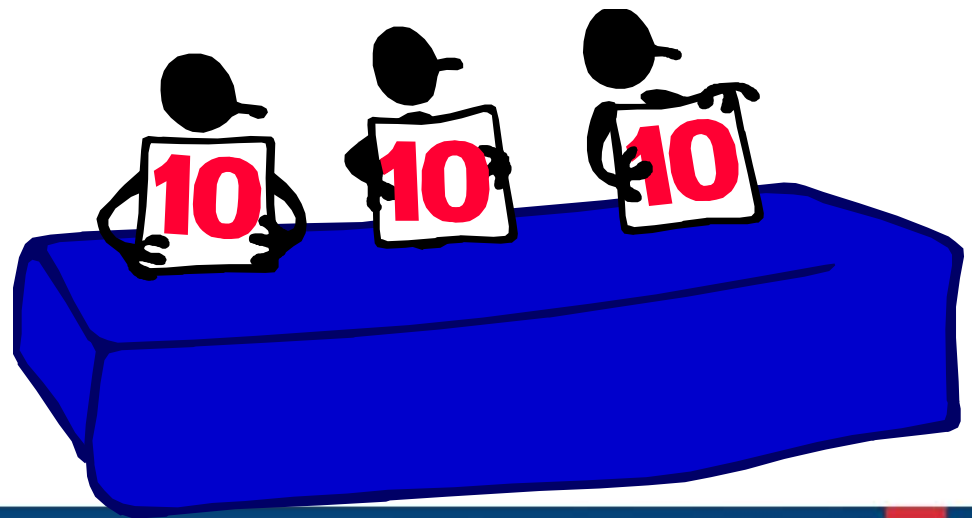
# MSH-TGA Service Standards-use

- Service Standards are constructed around the HAB definition of services
- Service Standards are referenced in the RFA for providers to review prior to applying for funding
- Service Standards help guide monitoring during annual site visits to ensure sub-recipients are implementing programs within the allowable scope of the HAB definition
- Service Standards inform Quality Management indicators and performance measures

# What is quality management?

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The degree to which a health or social service meets or exceeds established professional standards or user expectations



# Quality Management is a Public Process



Service Standards define key indicators based on national standards, public health recommendations and needs that arise in the field



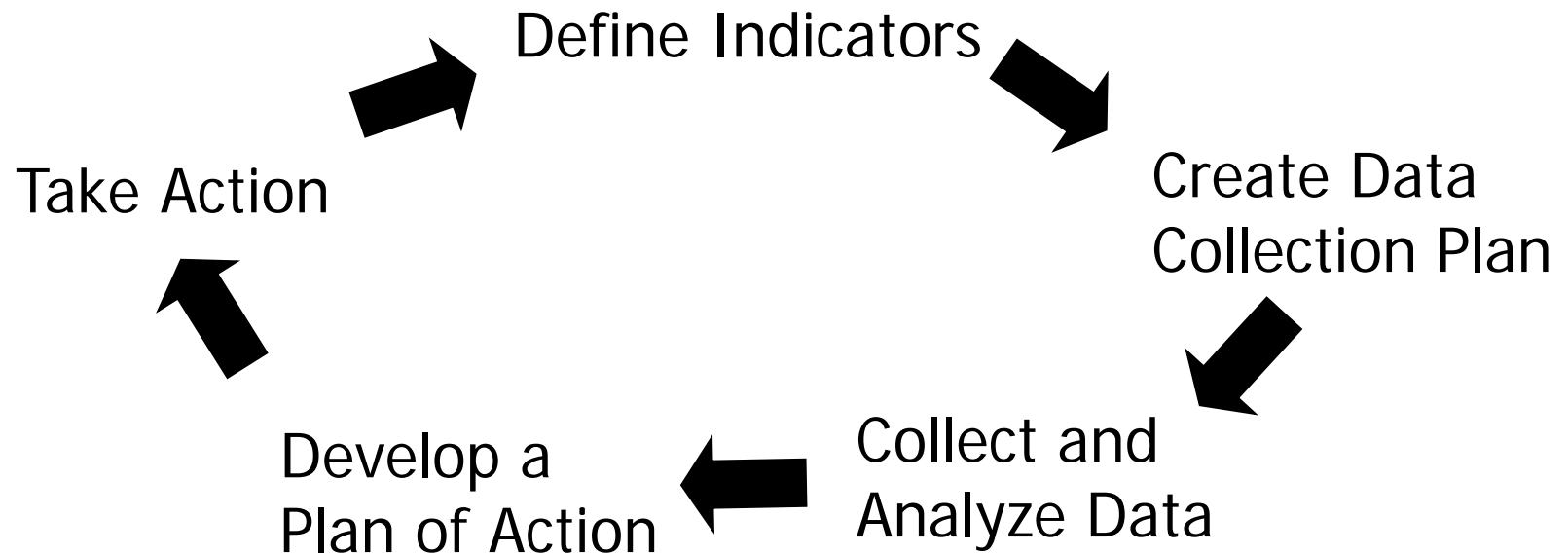
Benchmarks for services categories can be established based on previous performance or national standards



The Service Standards need to reflect what should reasonably be found in the consumer chart

# The Quality Management Process

1. Ensure Service Standards are current.
2. The quality management process





# Thank You!!!

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