

Ryan White HIV/AIDS Program Service Standard:

What are they?

Why are they important?

**How are they integral to Ryan White
HIV/AIDS Program?**



Disclosures

Marlene Matosky has no financial interest to disclose.

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Agenda

- **Foundation of Ryan White HIV/AIDS Program service standards**
 - Definition
 - Purpose
 - Key components
 - Development and revisions
 - Integration with other program functions
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- **Questions and Answers**

Learning objectives

Attendees will be able to:

- Describe the purpose of Ryan White HIV/AIDS Program service standards.
- Identify the components that comprise a Ryan White HIV/AIDS Program service standard.
- List the steps in a successful process to develop and update Ryan White HIV/AIDS Program service standards.
- Describe the link between Ryan White HIV/AIDS Program service standards, program monitoring, and clinical quality management.

HIV/AIDS Bureau Vision and Mission

Vision

Optimal HIV/AIDS care and treatment for all.

Mission

Provide leadership and resources to assure access to and retention in high quality, integrated care, and treatment services for vulnerable people living with HIV/AIDS and their families.

HIV/AIDS Bureau Priorities

- **National HIV/AIDS Strategy (NHAS) 2020/President's Emergency Plan For AIDS Relief (PEPFAR) 3.0** - Maximize HRSA HAB expertise and resources to operationalize NHAS 2020 and PEPFAR 3.0
- **Leadership** - Enhance and lead national and international HIV care and treatment through evidence-informed innovations, policy development, health workforce development, and program implementation
- **Partnerships** - Enhance and develop strategic domestic and international partnerships internally and externally
- **Integration** - Integrate HIV prevention, care, and treatment in an evolving healthcare environment
- **Data Utilization** - Use data from program reporting systems, surveillance, modeling, and other programs, as well as results from evaluation and special projects efforts to target, prioritize, and improve policies, programs, and service delivery
- **Operations** - Strengthen HAB administrative and programmatic processes through Bureau-wide knowledge management, innovation, and collaboration

Why are service Ryan White HIV/AIDS Program standards important?

Clients - Ensure the minimal expectation for clients accessing or receiving funded services within a state, territory, or jurisdiction

Service Providers - Define the core components of a service category to be included in the model of service delivery for each funded service category

Recipient - Responsible for ensuring the development, distribution, and use of the Ryan White HIV/AIDS Program service standards. Service standards are important to ensure that services are provided to clients in a consistent manner across service providers and service areas.

Quality Managers - Foundation for the clinical quality management program, and provide the framework and service provision from which processes and outcomes are measured

Planning Bodies - Ryan White HIV/AIDS Program service standards assist planning bodies with understanding what activities are being provided

Definition of Ryan White HIV/AIDS Program service standard

A Ryan White HIV/AIDS Program service standard outlines the elements and expectations a Ryan White HIV/AIDS Program service provider follows when implementing a specific service category.

- The term Ryan White HIV/AIDS Program “standards of care” has been used in the past

Purpose of Ryan White HIV/AIDS Program service standards

- The purpose is to ensure that all Ryan White HIV/AIDS Program service providers offer the same fundamental components of the given service category across a service area.
- Ryan White HIV/AIDS Program service standards establish the minimal level of service or care that a funded agency or provider may offer within a state, territory, or service area.
- Ryan White HIV/AIDS Program service standards set a benchmark by which services are monitored and sub-grantee contracts are developed.
- Ryan White HIV/AIDS Program service standards must be consistent with applicable clinical and/or professional guidelines, state and local regulations and licensure requirements.

Key components of Ryan White HIV/AIDS Program service standards

- Service category definition
- Intake and eligibility
- Recertification requirements
- Minimum and maximum levels of service
- Key services components and activities
- Personnel qualifications (including licensure)
- Assessment and service plan
- Caseloads
- Transition and discharge
- Case closure protocol
- Client rights and responsibilities
- Grievance process
- Cultural and linguistic Competency
- Privacy and confidentiality (including securing records)

Development and revisions of Ryan White HIV/AIDS Program service standards

It is ultimately the responsibility of the recipient to ensure that Ryan White HIV/AIDS Program service standards are in place for all funded service categories.

Models for development and revision:

- Recipient lead with expert input
- Contractor lead with recipient expert input
- Planning body or advisory body committee
- Joint development and revision: Ryan White HIV/AIDS Program Part A and B recipients development one standard for the state

Development and revisions of Ryan White HIV/AIDS Program service standards

- Establish a Ryan White HIV/AIDS Program service standard for every funded service category.
- Annually review and revise (as needed) Ryan White HIV/AIDS Program service standards for every funded service category.
- Review and revise on a rolling basis (e.g. one or two service standards reviewed each month) or all at one time (e.g. special extended session to review all service standards)
- Best practice: Make Ryan White HIV/AIDS Program service standards publicly available (e.g. post to website)

Integration of Ryan White HIV/AIDS Program service standards into program functions

- Describe service and key components in procurement process
- Define the scope of work for provider contracts
- Integrate Ryan White HIV/AIDS Program service standards into provider contracts
- Determine the programmatic elements to be monitored for each funded service category
- Basis for developing monitoring tools including chart review tools

Resources for developing Ryan White HIV/AIDS Program service standards and related tools

- [TARGET Center: Search “standards of care”](#)
- Recipients in your state or region
- Project officer
- Internet

Thank you

Emily Chew

HRSA, HIV/AIDS Bureau, Division of Policy and Data
echew@hrsa.gov 301-443-4847

Marlene Matosky

HRSA, HIV/AIDS Bureau, Division of Policy and Data
mmatosky@hrsa.gov 301-443-0798

Susan Robilotto

HRSA, HIV/AIDS Bureau, Division of State HIV/AIDS Programs
srobilotto@hrsa.gov 301-443-6554