



Developing and Implementing Service Standards for Ryan White HIV/AIDS Program Part B

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Vision: Healthy Communities, Healthy People



Agenda

- Overview of Ryan White HIV/AIDS Program (RWHAP) service standards
 - Definition
 - Purpose
 - Key components
 - Development and revisions
 - Integration with other program functions
- Discussion Session





Learning Objectives

- Describe the purpose of RWHAP service standards
- Identify the components that comprise a RWHAP service standard
- List the steps in a successful process to develop and update RWHAP service standards
- Describe the link between RWHAP service standards, program monitoring, and clinical quality management





Polls Everywhere

To Join

- Web
 - Go to PollEv.com
 - Enter SROB936
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If you could only eat one item for the rest of your life what would it be?

I understand the purpose of service standards

Yes

No

We implement a process to develop, review, and revise our service standards annually

Yes

No

Sort of

I am not sure

Resource

Service Standards: Guidance for RWHAP Recipients/ Planning Bodies

https://www.targethiv.org/library/service-standards-guidance-ryan-white-hivaids-program-granteesplanning-bodies

NASTAD Service Standards for RWHAP Part B Programs https://www.nastad.org/sites/default/files/Uploads/2018/nastad-service-standards-resource.pdf





Definition of a Service Standard

 Service standard outlines the elements, activities, and expectations a RWHAP service

"Standards of care" has been used in the past





Purpose of Service Standards

- Ensures that all providers offer the same fundamental components of the given service category across a service area
- Creates a guideline for providers to follow when implementing a specific service category
- Establishes a minimal level of service or care that a funded agency or provider may offer within a state, territory, or service area
- Sets a benchmark by which services are monitored and subrecipient contracts are developed





Key Components of Service Standards

- Service category definition
- Eligibility
- Intake
- Minimum and maximum levels of service
- Key services components and activities
- Personnel qualifications
- Assessment and service plan
- Caseloads

- Transition and discharge
- Case closure protocol
- Privacy and confidentiality (including securing records)
- Recertification requirements
- Client rights and responsibilities
- Grievance process
- Cultural & linguistic
 Competency



Individualized or Universal Service Standards

Individualized Service Standard

- Service category definition
- Intake
- Minimum and maximum levels of service
- Key services components and activities
- Personnel qualifications (including licensure)
- Assessment and service plan
- Caseloads

Case closure protocol

Universal Service Standard

- Eligibility
- Transition and discharge
- Recertification requirements
- Client rights and responsibilities
- Grievance process
- Cultural and linguistic Competency
- Privacy and confidentiality (including securing records)



We have a set of universal and a set of individual service standards

Yes

Vс

Not sure

Develop and Revise Service Standards

It is ultimately the responsibility of the recipient to ensure service standards exist for all funded service categories and reflect current guidelines





Which of the following are important when setting a requirement in a service standard?

Professional guidelines Confidentiality standards Data security standards None of the above All of the above A and C

Setting Requirements in Service Standards

Service standards must be consistent with:

- Policy clarification notice 16-02
- Applicable clinical and/or professional guidelines
 - HHS HIV guidelines
 - American Dental Association guidelines
- State and local regulations
 - Data security regulations
- Licensure requirements
 - Personnel license and certification (e.g. licensed physician, board certified in internal medicine; licensed substance abuse counselor)
 - Facility license (e.g. licensed to store and distribute food)



Models for Developing and Revising Service Standards

- Recipient leads with expert input
- Contractor lead with recipient and expert input
- Planning body or advisory body committee making recommendations to the recipient
- Joint development and revision: RWHAP Part A, B, C, and/or D recipients develop one standard for the state





What are the benefits of Ryan White HIV/AIDS Program Parts A, B, C, and D working together to develop and revise service standards?

Benefits of Cross-Part Development of Service Standards

- Creates parity for funded services
- Spreads the work out among the partners
- Access to experts from other organizations to contribute to development of service standard
- Reduces burden for jointly funded subrecipients
- Makes it easier for clients and service providers to understand requirements and expectations and navigate services





Developing and Revising Service Standards

- Establish a service standard for every funded service category
- Annually review service standards for every funded service category; revised as needed
- Review and revise on a rolling basis (e.g. one or two service standards reviewed each month) or all at one time
- Best practice: make service standards publicly available (e.g. post to website)





Google Search for "Ryan White Service Standards" (Through Page 5)

- Alameda County
- Pennsylvania
- Boston
- Baltimore
- Virginia
- Arizona
- San Antonio
- New Haven and Fairfield, CT
- Nevada
- New York

- Palm Beach
- Portland
- South Carolina
- Texas
- Delaware
- Miami Dade
- New Orleans
- Minnesota
- Alabama
- Broward County, FL

- Santa Clara, CA
- Victoria County, TX
- Los Angeles
- Wisconsin
- Michigan
- Rhode Island
- Denver
- Tennessee
- Atlanta
- Georgia





Integration of RWHAP Service Standards into Program Functions

- Describe service and key components in procurement process
- Define the scope of work for provider contracts
- Integrate service standards into provider contracts
- Determine the programmatic elements to be monitored for each funded service category
- Basis for developing monitoring tools
- Inform the identification of clinical quality management performance measures



Resources for Developing RWHAP Service Standards and Related Tools

- TargetHIV: Search "service standards"
 - https://targethiv.org/library/service-standards-guidance-ryan-white-hivaids-program-granteesplanning-bodies
- NASTAD'S Service Standards for RWHAP Part B Programs
 - https://www.nastad.org/sites/default/files/Uploads/2018/ /nastad-service-standards-resource.pdf
- RWHAP Part B colleagues
- Recipients in your state or region
- Project officer



Contact Information

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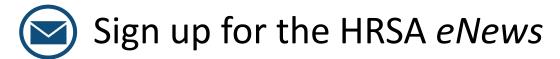






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