



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

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**Vision: Healthy Communities, Healthy People**



# Agenda

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- 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

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- 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

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## To Join

- **Web**

- Go to [PollEv.com](http://PollEv.com)
- Enter **SROB936**

- **Text**

- Text **SROB936** to **22333**





**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

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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

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- 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 sub-recipient 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

No



Not sure

# Develop and Revise Service Standards

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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

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- 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

As of July 26, 2019



# Integration of RWHAP Service Standards into Program Functions

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- 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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