

Memphis TGA Ryan White Part A & MAI Mental Health Services Standards of Care

PURPOSE

The purpose of the Ryan White Part A and MAI Mental Health Services Standards of Care is to ensure that uniformity of service exists in the Memphis Transitional Grant Area (TGA) such that the consumers of a service receive the same quality of service regardless of where or by whom the service is provided. Standards will be used as contract requirements, in program monitoring, and in quality management. If an agency is unable to meet a particular standard, the agency must document why the standard was unable to be met and explain the steps it is taking to meet that standard.

HRSA DEFINITION

Mental health services are psychiatric treatment and/or counseling services offered to individuals with a diagnosed mental illness, conducted in a group or individual setting, and provided by a mental health professional licensed or authorized within that State to render such services (diagnosis and treatment of mental illness).

STANDARDS DEVELOPMENT PROCESS

These standards were developed through extensive background research on standards of care, a review of existing standards from other Ryan White Part A Eligible Metropolitan Areas (EMA) and TGAs, meetings of the Evaluation and Assessment Committee of the Memphis TGA Ryan White Planning Council and meetings with the Ryan White Part A Grantee.

APPLICATION OF STANDARDS

These standards apply to all agencies that are funded to provide Mental Health Services through Ryan White Part A or MAI within the Memphis TGA. These Standards should be used in combination with the Universal Standards of Care that apply to any agency or provider funded to provide any Ryan White Part A and/ or MAI service.

Memphis TGA Ryan White Part A & MAI Mental Health Services Standards of Care

Standard	Measure/Method
I. Policies and Procedures	
A. See Universal Standards of Care for detailed information.	
B. Agency is licensed and/or accredited by the appropriate city/county/state/ federal agency and is certified for billing for Medicare and Medicaid eligible clients.	<ul style="list-style-type: none"> • Current licensure on file from appropriate city/county/state/federal agency • Evidence of ability to determine Medicare and Medicaid eligibility
C. See Universal Standards of Care for detailed information.	
II. Program Staff	
A. Staff knowledgeable about available resources to avoid duplication of services.	<ul style="list-style-type: none"> • Policies and procedures on file • Documentation in staff files
B. Staff is trained and knowledgeable about HIV/AIDS, the affected communities and available resources. Providers must demonstrate knowledge of HIV/AIDS, its psychosocial dynamics and implications, including cognitive impairment and generally accepted treatment modalities and practices.	<ul style="list-style-type: none"> • Documentation of training on these topics • Documentation of participation of all staff involved in delivering Part A services
C. Staff is appropriately certified or licensed as required by the state or local government for the provision of services. All professionals providing mental health diagnosis and treatment services are properly trained and meet the staff qualifications for mental health professionals (see definitions).	<ul style="list-style-type: none"> • Documentation in personnel records
D. Staff receives supervision as required by licensure/certification.	<ul style="list-style-type: none"> • Documentation in personnel records • Documentation of training in personnel records

Memphis TGA Ryan White Part A & MAI Mental Health Services Standards of Care

Standard	Measure/Method
III. Access to Services	
A. See Universal Standards of Care for detailed information.	
IV. Eligibility Determination /Screening	
A. Upon initial contact with client, agency will assess client for emergent/urgent or routine mental health and substance abuse needs.	<ul style="list-style-type: none"> • Client record
B. Provider confirms client eligibility for services. The process to determine client eligibility must be completed in a timely manner so that screening is not delayed.	<ul style="list-style-type: none"> • Documentation that client has been determined eligible for services by provider or another provider in client file • Agency client data consistent with funding requirements
C. Client is informed of the client confidentiality policy and grievance policy at first face to face contact.	<ul style="list-style-type: none"> • Client record • Client satisfaction survey
V. Assessment/ Treatment	
A. Clients who are referred from screening shall receive an assessment within seven days of screening. Assessment includes at a minimum: <ul style="list-style-type: none"> ✓ Medical history and current health status (records/clearance from medical provider) ✓ HIV risk behavior ✓ Available financial resources ✓ Available support system ✓ Legal/custody issues ✓ Substance abuse issues ✓ Referrals ✓ Agency standardized mental health assessment 	<ul style="list-style-type: none"> • Client record • Agency client report consistent with funding requirements

Memphis TGA Ryan White Part A & MAI Mental Health Services Standards of Care

Standard	Measure/Method
B. Clients with a current mental health problem as determined by the psychiatric and/or psychosocial assessment will be provided with a referral from the agency within two work days or will be seen for treatment within two weeks after the assessment is completed. Agency will document patients' understanding and consent to treatment.	<ul style="list-style-type: none"> • Client record • Agency client data report consistent with funding requirements
C. Develop treatment plan with client within one month of intake encompassing continuum of care (working with medical case management). An appropriate treatment plan must include at a minimum: <ul style="list-style-type: none"> ✓ Risk reduction counseling on possible HIV re-infection and avoiding transmission to their partners ✓ Documentation of current medications if applicable ✓ Recommended mental health treatment and client's willingness to participate in such treatment ✓ Plans for continuity of primary medical care for those clients who are currently receiving medical care ✓ Plans to link client into primary medical care with a designated time frame that is coordinated with client's mental health treatment needs 	<ul style="list-style-type: none"> • Client record including completed treatment plan signed by client • Client satisfaction survey
D. Client's needs and treatment plan are reviewed and revised a minimum of every six months, including updating the psychiatric and/or psychosocial assessment conducted at intake.	<ul style="list-style-type: none"> • Client record • Agency client data report consistent with funding requirements
E. Agency should have policy in place to assist patients to access mental health medications that are needed.	<ul style="list-style-type: none"> • Documentation in client record
VI. Service Coordination / Referral	

Memphis TGA Ryan White Part A & MAI Mental Health Services Standards of Care

Standard	Measure/Method
A. Referrals for Mental Health Services preferably should come from a Medical Case Manager, but there is the recognition that some referrals may come from outside sources.	<ul style="list-style-type: none"> • Documentation of referral in client file • Documentation of proof of client eligibility for Ryan White services
B. Agency staff implement discharge plan when appropriate in client treatment plan. The discharge plan shall be inclusive of: <ul style="list-style-type: none"> ✓ Summary of needs at admission ✓ Summary of services provided ✓ Goals completed during counseling ✓ Circumstances of discharge ✓ Disposition 	<ul style="list-style-type: none"> • Client record
C. Referral sources should be provided with a minimum of the following: <ul style="list-style-type: none"> ✓ Authorization form from client to provide records to referral source ✓ Concise problem statement ✓ Helpful/relevant lab tests 	<ul style="list-style-type: none"> • Client record
D. Providers that are referring a client for a substance abuse assessment must send a copy of the screen within five business days to the substance abuse entity that will be completing the assessment.	<ul style="list-style-type: none"> • Screen in client record
VII. Client Rights and Responsibilities	
A. See Universal Standards of Care for detailed information.	
B. Clients must have the right to access articulated appeal process when services are terminated.	<ul style="list-style-type: none"> • Policy on file • Documentation in client file as appropriate
C. Clients must be afforded information regarding transfer to an outside agency.	<ul style="list-style-type: none"> • Policy on file
D. Grievance policy exists.	<ul style="list-style-type: none"> • Policy on file
E. A current (within the last year) release of information form exists for each specific request for information and each request is signed by the client.	<ul style="list-style-type: none"> • Client record

Memphis TGA Ryan White Part A & MAI Mental Health Services Standards of Care

Standard	Measure/Method
F. The agency has a formal policy as governed by State law for clients who may be incapable of making their own treatment or care decisions.	<ul style="list-style-type: none"> • Policy on file • Legal/ medical consultation policy
G. Clients will be informed of the client confidentiality policy, grievance policy, their rights and responsibilities and their eligibility for services.	<ul style="list-style-type: none"> • Documentation in client chart initialed or signed by client (chart review) showing that they have read or been informed

Mental Health Staff Professionals

Mental Health Professional (MHP)

The following are considered to be Mental Health Professionals (applicable to respective State laws):

1. Psychiatrist- A physician licensed to practice medicine or osteopathy within the respective State in the TGA, who has completed a residency in psychiatry approved by the American Board of Psychiatry and Neurology.
2. Psychiatric Nurse- An Advanced Practice Nurse or Registered Nurse, licensed within the respective State in the TGA, who holds a master's degree from a school of nursing or a university with a specialty in psychiatry or mental health.
3. Licensed Clinical Social Worker- The holder of a master's degree in social work from an accredited university or college, and who is licensed in the respective State in the TGA as an independent practitioner.
4. **Licensed** Master Social Worker – The holder of a master's degree in social work from an accredited university or college, and who is directly supervised by a Licensed Clinical Social Worker.
5. Licensed Professional Counselor- The holder of a master's degree in counseling from an accredited university or college, and who is licensed in the respective State in the TGA as an independent practitioner.

Memphis TGA Ryan White Part A & MAI Mental Health Services Standards of Care

6. Psychologist- A holder of a doctoral degree in psychology from an accredited university or college and who is licensed in the respective State in the TGA.
7. Master's or Doctoral Degree Holders- In one of the behavioral or social sciences that is primarily psychological in nature, and documentation of supervised clinical experience in an internship or practicum placement program, or those licensed to practice mental health in the respective State.

Mental Health Clinician (MHC)

Note: Mental Health Clinicians must work under the supervision of a Mental health professional (MHP). Their clinical work must be reviewed and signed by the MHP supervisor.

The following are considered to be Mental Health Clinicians:

1. Clinical Interns or Practicum Students in a Master's degree program in one of the behavioral or social sciences at an accredited university or college, that is primarily psychological in nature.
2. Master's Degree holders in one of the behavioral or social sciences from an accredited university or college that is primarily psychological in nature. Documented experience is not a requirement.