

Memphis TGA Ryan White Part A Universal Standards of Care

PURPOSE

The purpose of the Ryan White Part A Universal 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.

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 Ryan White Part A Outreach Services 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 services

Standard	Measure/Method
I. Policies and Procedures	
A. Agency has policies and procedures in place that address release of information/confidentiality (HIPAA), grievance/complaint procedures, and supervision requirements per federal and state law. Clients are informed of the confidentiality and grievance/complaint policies and procedures and confirm their understanding of these policies. All information is shared with clients orally or in easily understood written form.	<ul style="list-style-type: none">• Policy and procedures manual• Grievance Procedure posted in visible location• Client file verification that policies were discussed and understood

Memphis TGA Ryan White Part A Universal Standards of Care

Standard	Measure/Method
B. Agency has written eligibility criteria for its services, consistent with the eligibility requirements of Part A in the service area, including income screening.	<ul style="list-style-type: none"> • Policy on file • Client file verification
C. Agency does not discriminate against any client based on race, color, religion, age, gender, marital status, political affiliation, national origin, sexual orientation, or disability.	<ul style="list-style-type: none"> • Policy on file • Nondiscrimination policy prominently posted in all appropriate languages
D. Agency is licensed and/or accredited by the appropriate city/county/state/federal agency.	<ul style="list-style-type: none"> • Current licensure on file from appropriate city/county/state/federal agency

Memphis TGA Ryan White Part A Universal Standards of Care

Standard	Measure/Method
<p>E. Agency has written policies and procedures in place that protect the physical safety and well being of staff and clients. This is inclusive of:</p> <ul style="list-style-type: none"> ✓ Physical agency safety <ul style="list-style-type: none"> - Meets fire safety requirements - Complies with the Americans with Disabilities Act (ADA) - Is clean, comfortable and free from hazards - Complies with Occupational Safety and Health Administration (OSHA) infection control practices ✓ Crisis management and psychiatric emergencies <ul style="list-style-type: none"> - How to assess emergent/urgent vs. routine need - Verbal intervention - Non-violent physical intervention - Emergency medical contact information - Incident reporting - Voluntary and involuntary inpatient admission ✓ Reporting of abuse, neglect or exploitation of clients by subcontractors/providers ✓ Refusal of services to clients who: <ul style="list-style-type: none"> - Threaten physical abuse - Are being verbally or physically abusive of staff or other clients - Engage in sexual harassment; or - Possess illegal substances or weapons while accessing services ✓ Personnel <ul style="list-style-type: none"> - Roles and responsibilities of staff including supervision responsibilities ✓ Client/Parent/Guardian Rights and Responsibilities 	<ul style="list-style-type: none"> • Policies and procedures on file • Policies affecting clients prominently posted in all appropriate languages • Site visit documentation/observation • Documentation that all new staff receive training and information related to these standards

Memphis TGA Ryan White Part A Universal Standards of Care

Standard	Measure/Method
<p>F. Agency maintains an updated listing and formal relationships with other providers of Ryan White and non-Ryan White services, for which the agency doesn't currently provide, including at least the following: Mental Health, Substance Abuse treatment, and Psychosocial Support. Relationship includes agreement for joint referrals.</p>	<ul style="list-style-type: none"> • Written letter(s) of agreement on file
<p>G. Agency has private, confidential office space for seeing clients (e.g. no half walls or cubicles, all rooms must have doors).</p>	<ul style="list-style-type: none"> • Site visit observation of space and how it is used for client meetings/encounters
<p>H. Provider has a system of safeguarding client information (written, verbal, electronic) including:</p> <ul style="list-style-type: none"> ▪ locked client files located in a room that locks ▪ written procedures, including clear policies specifying who has access to client files and under what circumstances ▪ required training for all staff and volunteers regarding safeguarding of client information ▪ documentation retention and destruction policy 	<ul style="list-style-type: none"> • Policies and procedures on file • Site visit observation and documentation of safeguards
<p>I. Agency has a procedure for internal review and evaluation of policies, procedures, and operations</p>	<ul style="list-style-type: none"> • Written policies and procedures on file, with dates of amendment specified
<p>II. Program Staff</p>	
<p>A. Staff is trained and knowledgeable about HIV/AIDS, the affected communities and available resources.</p>	<ul style="list-style-type: none"> • Documentation of training on these topics • Documentation of participation of all staff involved in delivering Part A services

Memphis TGA Ryan White Part A Universal Standards of Care

Standard	Measure/Method
<p>B. Staff has appropriate skills, relevant experience, cultural and linguistic competency, and relevant licensure to provide services and/or care to people living with HIV. All staff are properly trained to meet the staff qualifications of their positions as defined in the Memphis TGA HIV Service Standards.</p>	<ul style="list-style-type: none"> • Written description of staffing requirements by position • Staff résumés in personnel files • Personnel and training records
<p>C. Staff is appropriately certified or licensed as required by the state or local government for the provision of services.</p>	<ul style="list-style-type: none"> • Documentation in personnel records
<p>D. Staff and volunteers have a clear understanding of their job descriptions and responsibilities, as well as agency policies and procedures including confidentiality requirements.</p>	<ul style="list-style-type: none"> • Written job descriptions that include roles and responsibilities • Personnel records include signed statement from each staff member and supervisor confirming that the staff member has been informed of agency policies and procedures and commits to following them • Volunteer records include signed statement from each volunteer involved with HIV/AIDS services confirming understanding of responsibilities and agency policies and procedures and commits to following them
<p>E. Staff participate in job-related education/training as set forth in the Memphis TGA Service Standards of Care.</p>	<ul style="list-style-type: none"> • Training/education documentation in training and personnel files.

Memphis TGA Ryan White Part A Universal Standards of Care

Standard	Measure/Method
<p>F. Staff positions funded by Ryan White Part A receive a job performance evaluation on a regular basis, at the end of the introductory period and then at least annually.</p>	<ul style="list-style-type: none"> • Personnel files
<p>G. Agency has written personnel policies and procedures, including a formal grievance procedure and Whistleblower Protection policy for staff.</p>	<ul style="list-style-type: none"> • Personnel policies document on file • Evidence in Personnel files that all staff have received and indicated understanding of the personnel policies
<p>III. Access to Services</p>	
<p>A. Agency is accessible to desired populations. Accessibility includes:</p> <ul style="list-style-type: none"> ✓ Proximity to community ✓ Proximity to mass transit (where applicable) ✓ Proximity to low-income individuals ✓ Proximity to underinsured or uninsured individuals ✓ Proximity to individuals living with HIV 	<ul style="list-style-type: none"> • Documentation provided in funding application • Site visit observation of facility and its location within the community • Client data report showing client profile consistent with contract requirements
<p>B. Services are made available to any individual who meets program eligibility requirements, subject to the availability of funding and client's abiding by the rules of behavior established by the provider. If the provider cannot serve all eligible individuals requesting services, established criteria for setting service priorities are used consistently.</p>	<ul style="list-style-type: none"> • Written policy on file • Written policy/priorities provided to staff • Client satisfaction surveys

Memphis TGA Ryan White Part A Universal Standards of Care

Standard	Measure/Method
<p>C. Agency demonstrates the ability to provide culturally and linguistically competent services for all HIV/AIDS clients, consistent with the Grantee policy and in compliance with the requirements of Title VI of the Civil Rights Act of 1964 and with federal Limited English Proficiency (LEP) guidelines, including the following:</p> <ul style="list-style-type: none"> ▪ Provider staff all participates at least once a year in training to build competence for working with culturally and linguistically diverse clients. ▪ Provider offers and provides language assistance services, including bilingual staff and/or interpreter services, at no cost to each client with limited English proficiency at all points of contact, in a timely manner, during all hours of operation. This may be done through: <ul style="list-style-type: none"> ▪ Bilingual staff <ul style="list-style-type: none"> ▪ Face to face interpretation provided by qualified contract or volunteer interpreters ▪ Telephone interpretation for emergency needs or when other resources are not available ▪ Referral to other programs that provide bilingual/bicultural services ▪ Clients receive in their preferred language both verbal offers and written notices informing them of their right to receive language assistance services. ▪ Provider ensures the competence of language assistance provided to limited English proficient clients. Family and friends are not used to provide interpretation services except at the request of the patient/consumer. ▪ Provider makes available easily understood patient-related materials and post signage in the languages of the commonly encountered groups 	<ul style="list-style-type: none"> • Diversity training information and participation of all staff documented in program or personnel files • Training information and personnel records showing that staff have received and are familiar with Title VI requirements and LEP guidelines, based on personnel and training records • Written policies and procedures stating language rights and describing how language assistance services are provided, including evidence of either bilingual staff or arrangements with qualified interpreters for languages expected in target community • Multilingual signs and materials • Evidence of staff compliance with policies and procedures based on training records and on-site observation and records review • Written and signed documentation in client file if

Memphis TGA Ryan White Part A Universal Standards of Care

Standard	Measure/Method
and/or groups represented in the service area.	client chooses to use family member as interpreter <ul style="list-style-type: none"> • Client satisfaction surveys • Agency client data report showing client profile consistent with contract requirements
D. Agency complies with Americans with Disabilities Act (ADA) requirements, including requirements for non-discriminatory policies and practices, facilities access and reasonable accommodations to address communication (i.e. access to a sign language interpreter).	<ul style="list-style-type: none"> • Policy and procedures on file • Site visit observation of facility accessibility
E. Agency demonstrates structured and ongoing efforts to obtain input from clients in the design and delivery of services through one or more of the following: <ul style="list-style-type: none"> ▪ Consumer Advisory Board ▪ Use of consumer focus groups ▪ Client satisfaction surveys ▪ Suggestion box or other confidential consumer input mechanism 	<ul style="list-style-type: none"> • Documentation of membership and meetings of a Consumer Advisory Board (CAB) or explicit arrangements for client input from the Consumer Affected Communities Committee of the Planning Council or through involvement with another agency's CAB • Documentation of focus groups or other consumer input mechanism • Client satisfaction surveys
F. Client satisfaction surveys are conducted on a regular basis, at least annually, and the results of customer surveys are incorporated into the provider's plans and objectives.	<ul style="list-style-type: none"> • Client satisfaction surveys • Summary of survey results and client recommendations • Review of agency plan in relation to survey results

Memphis TGA Ryan White Part A Universal Standards of Care

Standard	Measure/Method
<p>G. Agency has service hours that accommodate target populations, including evening and/or weekend hours where needed.</p>	<ul style="list-style-type: none"> • Posted hours • Site visit observation • Client satisfaction survey (question on service hours and how they meet client needs)
<p>IV. Eligibility Determination/Intake/Screening</p>	
<p>A. Provider determines client eligibility for services based on Part A guidelines and reassesses eligibility every 6 months. The process to determine client eligibility is completed in a time frame that ensures that screening is not delayed. Eligibility assessment includes at least the following:</p> <ul style="list-style-type: none"> ✓ Proof of HIV Status <ul style="list-style-type: none"> - In instances where the client is a person affected by HIV, such as a caregiver, partner, family, or friend, verification of HIV status of the infected person is required. ✓ Proof of income using approved documentation as provided by the grantee ✓ Proof of residence in the TGA 	<ul style="list-style-type: none"> • Client records documenting eligibility and required reassessment, with copies of appropriate documents or evidence that eligibility information was provided by another provider, consistent with TGA policy • Policy and procedures on file • Documentation that all staff involved in eligibility determination have participated in required training provided by the Grantee to ensure understanding of the policy and procedures • Agency client data report consistent with funding requirements
<p>V. Service Coordination/Treatment/ Referral</p>	

Memphis TGA Ryan White Part A Universal Standards of Care

Standard	Measure/Method
<p>A. Each client has a specific, unique service or care plan that is culturally sensitive, non-judgmental, personalized, and with an appropriate standard of care with respect to a person’s right to privacy. The provider documents the client’s progress with care plan(s).</p>	<ul style="list-style-type: none"> • Client records showing plan, date, and documentation of progress or documentation of client’s refusal to develop such a plan
<p>B. Agency staff act as a liaison between the client and other service providers to support coordination, encouragement to seek and/or maintain involvement in primary medical care, and delivery of high quality care, providing appropriate referrals and contacts. For those clients not in primary medical care, agency staff notes progress toward linking the client into primary medical care.</p>	<ul style="list-style-type: none"> • Policies and procedures on file • Documentation that staff receive and are trained on referral and coordination policies and procedures • Client records document attempted referrals and contacts and referral results, including progress/results of efforts to link client into primary medical care and other core and support services
<p>C. Provision of all Ryan White Part A funded services is documented.</p>	<ul style="list-style-type: none"> • Documentation of services provided, with dates, in client records
<p>D. A current list of provider agencies that provide services by referral is maintained and updated.</p>	<ul style="list-style-type: none"> • Agency records
<p>VI. Client Rights and Responsibilities</p>	
<p>A. Client confidentiality policy exists for all service settings.</p>	<ul style="list-style-type: none"> • Policy on file
<p>B. Provider has in place and discusses with each client the Client Bill of Rights as approved by the Grantee and the client complaint policy.</p>	<ul style="list-style-type: none"> • Policy on file • Client Bill of Rights posted in a

Memphis TGA Ryan White Part A Universal Standards of Care

Standard	Measure/Method
	<p>visible location; posting is in multiple languages for providers serving significant language-minority clients</p> <ul style="list-style-type: none"> • Documentation in client files indicates that Bill of Rights has been discussed with the client • Client complaint forms readily available to clients in service facility
<p>C. A client consent form for release of information is used consistently and a current consent form is signed by each client. Each specific request for information is documented.</p>	<ul style="list-style-type: none"> • Policy on file • Client file includes current signed consent form • Documentation of each request and release is on file
<p>D. All clients are informed of the client confidentiality policy, grievance/complaint policy, their rights and responsibilities and their eligibility for services at first face to face contact.</p>	<ul style="list-style-type: none"> • Documentation in client file, initialed or signed by client, showing that s/he understands these policies
<p>E. Provider treats every client with respect, dignity, and compassion.</p>	<ul style="list-style-type: none"> • Observation of provider services (site visit) • Client satisfaction survey • Review of client grievances/complaint