



Indiana
Department
of
Health

IDOH RYAN WHITE SERVICE STANDARDS

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Draw Me A Service Standard

Service Standards

Ryan White HIV/AIDS Program (RWHAP) recipients must develop Service Standards for every funded service category, to be followed by every funded subrecipient.

Service Standards establish minimal expectations that any provider must meet when providing a service.

- Foundation of a clinical quality management (QM) program and subrecipient monitoring
- Provide a framework from which processes and outcomes are measured
- Define the core components and activities of a service category
- Used by the recipient to define expectations for service procurements

Resources & Guidance

[Policy Clarification Notice #16-02: Ryan White HIV/AIDS Program Services: Eligible Individuals & Allowable Uses of Funds](#)

- Recipients are required to work toward the development and adoption of service standards for all HRSA RWHAP-funded services to ensure consistent quality care is provided to all HRSA RWHAP-eligible clients. HAB interprets this as “you must have”.

[Service Standards: Guidance for Ryan White HIV/AIDS Program Grantees/Planning Bodies](#)

- Contains HAB's expectations of what is to be included in Service Standards used by RWHAP recipients

[NASTAD Service Standards for RWHAP Part B Programs](#)

- Provides samples of Service Standards from other Part B recipients

Universal Service Standard

A Universal Standard is an overarching Standard that addresses common elements to all Service Standards.

IDOH's Universal Standard includes elements such as:

- General Eligibility and Recertification
- Client Rights and Responsibilities
- Grievance Process
- Cultural and Linguistic Competency
- Privacy and Confidentiality

Service Standard Updates 2020

Service standard updates were completed with the assistance of the Service Standard Subcommittee of the HIV/STD/Viral Hepatitis Division Advisory Council. This included:

- Incorporate Marion County Part A Standards as feasible, and note differences
- Incorporate any existing ISDH protocols (i.e., Early Intervention, Outreach, etc.)
- Establishing small workgroups for certain Standards that impact many subrecipients (i.e., medical and non-medical case management)

Service Standard Updates 2020

Updates included:

- Consistency of documentation needed by service category
- Providing more agency autonomy on assessments
- Placing the eligibility verification on the subrecipient, clarifying expectations between enrollment site and service only

Use of Service Standards

Subrecipient monitoring

- Recipients are responsible for ensuring the development, distribution, and use of the service standards (i.e., site visits and chart reviews). Service Standards are important to ensure that services are provided to clients in a consistent manner across service providers. A review of the application of standards will occur during monitoring visits.

Quality Management

- Service standards are the foundation for the clinical quality management program and provide the framework and service provision from which processes and outcomes are measured

RFP and Contracts

- Service standards define the core components of a service category to be included in the model of service delivery for each funded service category, and should be included in RFPs

Consumer Information





Service Standard Reviews

IDOH Service Standard Review

Ideal:

- Yearly service standard review will occur during Ryan White Subrecipient Monitoring Visits.
- Reviews will include peer reviewers for specialized standards (i.e. OAHS, Mental Health, etc..)
- Total number of client charts to be reviewed based on IDOH internal policy
 - Files will be imported into a secure shared folder through Syncplicity

For Now:

- Service standard review will occur during CQM TA (Virtual) Visits this fall/winter
- IDOH CQM Team will conduct service standard reviews on supportive services only
- Fewer client charts to be reviewed to adjust to the process
 - Files will be imported into a secure shared folder through Syncplicity

IDOH Service Standard Review

- Virtual Visits will be scheduled 30 days in advance and will occur with the CQM TA Visit
 - You should expect the visit to take 1-1.5 days
 - The length of the review will be determined based on the number of service categories for which your agency is funded
- Client charts will be due to the shared secure folder 1-week prior to the visit
- Who needs to be there?
 - CQM TA portion– any QM staff or leadership that typically attends CQM visits
 - Service Standard Review portion – knowledgeable staff of each funded service

What happens then?

After a visit:

- An exit meeting will occur to provide summary of the Review
- A report will be created by IDOH CQM staff and sent to the subrecipient within 45 days
- A Quality Assurance Plan (QAP) will be required to be completed and returned to IDOH within 10 business days
 - The QAP will only be completed by a subrecipient who received findings in the report from IDOH
- IDOH CQM team will provide all QAPs to the Ryan White Services Manager.
 - The Ryan White Services Specialist will work with assigned agencies to assure that work identified in the QAP is completed
- IDOH CQM team will work with agencies to provide TA relevant to the CQM program or other identified opportunities for improvement in the delivery of services

**Let's talk Service Standards- please go to
the Poll Everywhere link!**

Pause



Return in 15 minutes!