

Standards of Care

MARCH 2011



Linguistics Services

STANDARDS OF CARE

The purpose of the Ryan White Part A Standards of Care and performance measures is to ensure that a uniformity of service exists in the Las Vegas Transitional Grant Area (TGA) as such that the consumers of services receive the same quality of service regardless of where the service is rendered. These standards align with current Public Health Services (PHS) Guidelines and the Health Resources and Services Administration's standards and performance measures for service delivery to ensure the highest quality of service.

APPLICATION OF STANDARDS

These standards apply to any agency receiving Part A funds to provide services as contracted for that time period. If any agency is unable to meet a particular standard, the agency must document why the standard was unable to be met and explain the steps underway to meet the standards. All standards and measures will be reviewed by Part A Grantee staff annually as designated.

I. Definition of Service

Health Resources and Services Administration (HRSA)

Linguistics services include interpretation and translation services, both oral and written.

II. Goals of Service

To provide cultural and linguistic diversity services, including services for hearing impairment and translation services.

III. Service Objectives

- To provide language interpretation services related to HIV/AIDS services for clients.
- To provide sign language interpretation services related to HIV/AIDS services for clients

IV. Measures

Indicators are used to measure and determine, over time, performance of a particular element of care. Outcomes are benefits or other results (positive or negative) for clients that may occur during or after their participation in a program. The Las Vegas TGA has developed three categories of measures to accurately track compliance vs. client progress vs. overall program performance. All measures will be tracked on an annual basis by grant year in their respective categories, which are; Agency Compliance Indicators, Client Level Outcome Measures, and Overall Program Performance Measures. The intent is that agency compliance with standards of care will improve the overall health and well-being of the clients and improve access to care. The primary method of data collection is CAREWare, in addition to an annual chart review at each agency receiving Part A funding and client satisfaction surveys.

1. Agency Compliance Measures

Agency Compliance Measures for Housing services and their percentage goals are listed next to their respective standards in the Service Standards section. All agencies are expected to uphold the outlined standards to a minimum of the designated percentage goal and annually their compliance will be assessed. Additional standards and guidelines pertinent to each agency regardless of the service categories they provide are outlined in the Universal Monitoring Standards document which will also be assessed annually.

2. Client Level Outcome Measures

The Client Level Outcome Measures are a reflection of our clients progress as they access Linguistic services. The following Client Level Outcome Measure and percentage goal will be assessed annually:

In Medical Care

- 75% of clients that are in medical care (at least one medical visit per measurement period).

Maintained Adherence to Medical Care

- 75% of clients that maintain adherence to Medical Care visits within the measurement year (at least two medical visits with a provider with prescribing privileges at least three months apart in the measurement year).

Stabilized CD4 T-cell Count

- 75% of clients will stabilize or increase their CD4 T-cell count from initial count within the measurement period.

Most Recent CD4 Stable

- 75% of clients with at least one CD4 T-cell count within the measurement year and those that are considered medically stable ($CD4 \geq 200$)

Undetectable Viral Load

- 75% of clients that maintained an undetectable viral load or achieved an undetectable viral load from initial count within the measurement period.

Most Recent Viral Load Undetectable

- 75% of clients with at least one viral load within the measurement year will be considered undetectable (<50).

3. Overall Program Performance Measures

Overall Program Performance Measures illustrate how accessible Linguistic service services are in our TGA in addition to how they are perceived by the client for not only the HIV/AIDS population but the minority population as well. These measures and respective goals are as follows:

Client Satisfaction

- 75% of clients will report being very satisfied or satisfied with the Language and interpretation services they received in the last 12 months through the Ryan White Program.

V. Service Standards

A. ELIGIBLE UTILIZATION OF SERVICE

All language interpretation services shall be provided in accordance with procedures formulated and adopted by contracted programs. Programs will comply with all applicable federal, State, County and local laws and regulations governing the provision of language interpretation services as they currently exist or shall exist at any future time.

Language Interpretation: Programs shall utilize interpreters who adhere to the Standards of Practice of the National Council on Interpreting in Health Care (2005). In addition, all interpreters will be trained in all relevant areas of healthcare interpreting as required by any law, regulation or guideline governing the State and County, including (but not limited to): cultural sensitivity training, HIV/AIDS issues and populations impacted most by HIV.

Sign Language Interpretation: Programs shall utilize interpreters certified by the Registry of interpreters for the Deaf (RID) at a minimum level of Certificate of interpretation and Transliteration (CICT), by the American Consortium of Certified interpreters (ACCI) at a minimum of Level IV (Above Average Performance) or the National Association of Deaf interpreters (NAD) at a minimum of Level IV.