

# Standards of Care

MARCH 2011



## *Medical Transportation 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)***

Medical transportation services are conveyance services provided, directly or through a voucher, to a client to enable him or her to access health care services.

### **II. Goals of Service**

To provide transportation services for clients to the medical services necessary to support their overall health, wellbeing, and continued access to care.

### **III. Service Objectives**

- Provide needed transportation assistance to clients for their medical and/or social support service appointments.

### **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 Medical Transportation 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 Medical Transportation 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 CD<sub>4</sub> T-cell Count**

- 75% of clients will stabilize or increase their CD<sub>4</sub> T-cell count from initial count within the measurement period.

#### **Most Recent CD<sub>4</sub> Stable**

- 75% of clients with at least one CD<sub>4</sub> T-cell count within the measurement year and those that are considered medically stable (CD<sub>4</sub> ≥ 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 Medical Transportation 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 transportation services they received over the last 12 months.

## **V. Service Standards**

### **A. ELIGIBLE UTILIZATION OF SERVICE**

Appropriate utilization for Medical Transportation Services includes the following categories:

- Doctor Appointments
- Medical Case Management Appointments

- Mental Health and Substance Abuse Treatment Appointments
- Support Groups
- Grocery Shopping
- Dental Appointments
- Lab Work
- Pharmacy Visits

Medical Transportation services many not be used to transport clients to social or recreational activities.

## B. METHODS OF TRANSPORTATION

### 1. *Bus Passes*

Bus passes are the appropriate method of transportation to be provided for clients who live inside the Regional Transportation Area of Southern Nevada or the Regional Transportation Area of Northern Arizona. Each agency providing this service must have a mechanism in place for tracking the utilization of bus passes for legitimate medical reasons only.

#### a. Documentation of Service

It is the client’s responsibility to provide a list of eligible appointments on a monthly basis to the designated agency representative prior to transportation services being provided. Additionally, clients must provide documentation of service utilization in accordance with agency policy following the appointment. Such documentation could include originals or copies of the following:

- Grocery receipts (must show date and location)
- Medical appointment card (showing date time and location of appointment) that corresponds with the passes they’ve been provided
- Signature of staff from medical appointment or support group session
- Copy of lab work (must show date and location)
- Pharmacy receipt

Medical Transportation Standards	Medical Transportation Agency Compliance Indicators
✓ All clients receiving Medical Transportation services will have documentation in their file of their eligible appointment/utilization with proof of service/appointment received.	<b>Eligible Utilization of Bus Passes</b> <ul style="list-style-type: none"> <li>○ 95% Medical Transportation service encounters for bus pass utilization will have documentation in the client file of eligible appointment/utilization with proof of service/appointment received.</li> </ul>

It is the agencies responsibility to ensure that proper documentation is kept in the clients file in addition to ensuring that the client will receive Medical Transportation Services based on continued adherence to the programs guidelines.

### 2. *Van Transportation*

Transportation by van will be provided by designated rural agencies only as a means for clients living outside of the service area to access medical services provided in the TGA. Agencies providing van transportation must have a mechanism in place for tracking the utilization of this service for legitimate medical reasons only.

#### a. Documentation of Service

It is the agency’s responsibility to maintain a monthly log to ensure Medical Transportation services are utilized only for the intended purpose. This log must contain the following documentation:

- Name of client with URN
- Date of request for transportation
- Date and time of medical appointment
- Name and address of medical provider
- Date and time of pick-up from medical provider
- Each trips starting and ending mileage

Medical Transportation Standards	Medical Transportation Agency Compliance Indicators
<ul style="list-style-type: none"> <li>✓ All clients receiving Medical Transportation services will have documentation in CAREWare corresponding to the date of service on the provider log for all Medical Transportation service van encounters.</li> </ul>	<p><b>Eligible Utilization of Van Transportation</b></p> <ul style="list-style-type: none"> <li>○ 95% of Medical Transportation service van encounters will have documentation in CAREWare corresponding to the date of service on the provider log for all Medical Transportation service van encounters.</li> </ul>

It is the agencies responsibility to ensure that proper documentation is kept in the clients file in addition to ensuring that the client will receive Medical Transportation Services based on continued adherence to the programs guidelines.

### b. Provider Responsibilities

Agencies providing Medical Transportation services through Van Transportation must also adhere to and be responsible for the following:

Medical Transportation Standards	Medical Transportation Agency Compliance Indicators
<ul style="list-style-type: none"> <li>✓ Vehicle maintenance, including: <ul style="list-style-type: none"> <li>• Vehicle utilization including mileage</li> <li>• Compliance with a preventive maintenance schedule as recommended by manufacturer</li> <li>• Repairs</li> <li>• Upkeep and cleanliness</li> </ul> </li> <li>✓ Vehicle registration</li> <li>✓ Obtaining comprehensive and liability insurance for the vehicle in the amount of one million dollars (\$1,000,000) per occurrence, two million dollars (\$2,000,000) aggregate</li> <li>✓ Ensuring all drivers attend a defensive driving course or (show proof of completion)</li> <li>✓ Ensuring all drivers show proof of CPR certification within sixty days of contract execution and maintenance thereafter</li> <li>✓ Ensuring vans are not used for activities outside of Part A specification</li> <li>✓ Ensuring county procedure is followed regarding preventative maintenance schedules</li> <li>✓ Ensuring preventative maintenance and repairs are done by a certified mechanic for all vehicles</li> <li>✓ Ensuring a log of maintenance and repair is kept</li> </ul>	<p><b>Van Transportation Requirements Met</b></p> <ul style="list-style-type: none"> <li>○ 100% of Medical Transportation service van transportation specific contract requirements will be submitted to the Grantee at the end of the grant year including: <ul style="list-style-type: none"> <li>• Vehicle maintenance</li> <li>• Registration</li> <li>• Insurance</li> <li>• Drivers defensive driving and CPR course completion</li> <li>• Logs ensuring van was not utilized for outside activities</li> <li>• Preventive maintenance schedules, receipts, and logs</li> <li>• Copies of repair receipts</li> <li>• Quarterly review of clients need for transportation services with case management staff</li> </ul> </li> </ul>

<ul style="list-style-type: none"><li>✓ Ensuring copies of repair receipts with requests for reimbursement for repairs (vin number must be included on the receipt)</li><li>✓ In conjunction with Case Management staff, ensure that clients need for Medical Transportation services is assessed and documented at a minimum of a quarterly basis prior to scheduling van service</li></ul>	
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