

Standards of Care

October 2011



Systems-Level Standard

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.

IV. Service Standards

1. Waiting time for initial access to outpatient/ambulatory medical care.

Systems-Level Standards	Systems-Level Standards Agency Compliance Indicators
<ul style="list-style-type: none">✓ Wait time for Ryan White Part a eligible patients to access outpatient/ambulatory medical care should be no more than 15 days.	Wait Time <ul style="list-style-type: none">○ 100% of Ryan White program funded outpatient/ambulatory medical care organizations in the system/network will have a waiting time of 15 or fewer business days for a Ryan white Program eligible patient to receive an appointment to enroll in outpatient/ambulatory medical care.

2. HIV Test Results for PLWH/A

Systems-Level Standards	Systems-Level Standards Agency Compliance Indicators
<ul style="list-style-type: none">✓ People who test positive for HIV should be given their HIV antibody test results in the measurement year.	HIV Test Results <ul style="list-style-type: none">○ 75% of clients that test positive for HIV will be notified of their status within the measurement year.

3. Disease Status at time of entry into care

Systems-Level Standards	Systems-Level Standards Agency Compliance Indicators
<ul style="list-style-type: none"> ✓ Percentage of individuals with an AIDS diagnosis at time of initial outpatient/ambulatory medical care visit in the measurement year. 	<p>Disease Status upon Entry</p> <ul style="list-style-type: none"> ○ 20% or fewer clients will have an AIDS diagnosis at time of initial outpatient/ambulatory medical care visit within the measurement year.

4. Quality Management Program

Systems-Level Standards	Systems-Level Standards Agency Compliance Indicators
<ul style="list-style-type: none"> ✓ All Ryan White Part A funded organizations must have an HIV specific quality management program within the funded measurement year. 	<p>Quality Management Program</p> <ul style="list-style-type: none"> ○ 100% of Part A funded agencies will have an HIV specific quality management program within the funded measurement year.