

Ryan White Part A HIV/AIDS Program

TRACKING PROVIDED SERVICES (TPS) REPORT

PLANNING COUNCIL UPDATE

The Planning Council will hold their next meeting on Wednesday, March 23, 2011 at the Ryan White Part A office 2820 W. Charleston Blvd. Suite B-15, time TBD.

Items on that agenda include;

- Planning Council Budget
- Membership Interview and Nominations Process
- Needs Assessment Update
- Planning for the PS/RA Process
- Adjust Fiscal Policy

If you are interested in joining the Planning Council or know someone who is, applications are available on our website at www.LasVegasEMA.org or by contacting Planning Council Staff at 702-455-7255. Complete applications can be emailed to SiC@ClarkCountyNV.gov or fax to 868-2527, they must be received no later than March 22, 2011 at 5pm.

The following openings are available;

- Mental Health/Substance Abuse Provider
- Hospital Planning Agency or Health Care Planning Agency
- Non-Elected Community Leader
- Affected Community

STANDARDS OF CARE AND NEW FORMS UPDATE

The Quality Management C.O.R.E. Team has been working hard to update the Standards of Care for the Las Vegas TGA and the Registration, Care Plan, and Acuity forms. Each service category has a Standard of Care and this serves to ensure our services are provided in alignment with current PHS Guidelines. To ensure these standards are upheld the Quality Management program conducts chart reviews on an annual basis at each agency. The indicators that are monitored can be found in the corresponding Standard for each service category, these will be implemented March 1, 2011 upon final approval by the Planning Council. A draft of each Standard can be found on our website at www.LasVegasEMA.org under the heading "Standards of Care". Additionally, a draft of the updated forms can also be found on our website. Much input has been solicited and provided by the agencies providing these services however, if you have any additional comments please submit them to SiC@ClarkCountyNV.gov.

The next Quality Management C.O.R.E. Team meeting will be held on Tuesday, February 8, 2011 from 3-4pm at the Ryan White Part A office, 2820 W. Charleston Blvd. Suite B-15.

Thank you to everyone that helped with the Needs Assessment/Consumer Satisfaction Survey. We were able to collect 654 completed survey's from our consumers throughout the Las Vegas TGA. A full report of the results of this project can be seen when completed in May 2011 at www.LasVegasEMA.org. Below is a portion of the data from the consumer satisfaction questions on each service category. This is just a small glimpse into all the data that was collected. If you have any questions related to this data please contact Quality Management staff at SiC@ClarkCountyNV.gov or 702-455-7255.

Consumer Satisfaction Questions	Very Satisfied	Satisfied	Unsatisfied	Very Unsatisfied
1-Overall, how satisfied are you with the <u>medical care</u> you received over the last 12 months for your HIV/AIDS status?	46%	42%	6%	2%
2-Overall, how satisfied are you with the process of accessing and/or <u>picking up your HIV/AIDS medication</u> over the last 12 months?	42%	41%	7%	3%
3-Overall, how satisfied are you with the services you received from <u>community case managers and social workers</u> for your HIV/AIDS status over the last 12 months?	44%	35%	10%	4%
4-Overall, how satisfied are you with the <u>medical nutrition services</u> you received over the last 12 months?	38%	28%	7%	4%
5- Overall, how satisfied are you with the assistance you received with your <u>health insurance</u> related issues over the last 12 months through the Ryan White Program?	46%	32%	7%	3%
6- Overall, how satisfied are you with the <u>mental health services</u> (including group sessions) you received over the last 12 months through the Ryan white Program?	38%	30%	6%	2%
7-Overall, how satisfied are you with the <u>substance use services</u> (including group sessions) you received over the last 12 months through the Ryan White Program?	27%	27%	7%	2%
8-Overall, how satisfied are you with the <u>emergency financial assistance</u> (for utilities or housing) you received over the last 12 months through the Ryan White Program?	31%	31%	8%	5%
9- Overall, how satisfied are you with the <u>transportation services</u> (buss pass system) you received in the last 12 months through the Ryan White Program?	36%	28%	8%	4%
10- Overall, how satisfied are you with the quality of care and services you received for your HIV/AIDS status over the last 12 months?	46%	39%	7%	5%