

# **Ryan White Part A Quality Management**

Early Intervention Services  
Service Delivery Model

**Palm Beach County**

## **Table of Contents**

Statement of Intent .....	3
Service Definition .....	3
Standards of Care .....	4

Palm Beach Care Council  
EIS Staff Workgroup  
Quality Management Committee  
Medical and Support Services Committee

# **Ryan White Part A Quality Management**

## **Early Intervention Services Service Delivery Model**

### **Statement of Intent**

All Ryan White Part A funded practitioners are required by contract to adhere, at a minimum, to the Public Health Service (HHS) Guidelines.

### **Service Definition**

Includes counseling individuals with respect to HIV/AIDS; testing (including tests to confirm the presence of the disease, tests to diagnose the extent of immune deficiency, tests to provide information on appropriate therapeutic measures); referrals to appropriate services based on HIV status; linkage to care and education and health literacy training for clients to help them navigate the HIV care system; other clinical and diagnostic services regarding HIV/AIDS; periodic medical evaluations for individuals with HIV/AIDS; and providing therapeutic measures.

Services shall be provided at specific points of entry. Coordination with HIV prevention efforts and programs as well as prevention providers is required. Referrals to care and treatment must be monitored. Grantee may modify targeted areas to include additional key points of entry.

## Standards of Care

Standard	Indicator	Data Source
<p>1. Staff providing Early Intervention services (EIS) will attend appropriate training.</p>	<p>1.1 EIS staff will have completed a training plan; which includes, at a minimum, HIV 501 training.</p> <p>1.2 Agency will have a written training plan for EIS staff.</p>	<p>1.1.1 Documentation of staff training in personnel files</p> <p>1.1.2 Documentation at agency</p>
<p>2. Agencies will provide HIV testing and targeted counseling, when contracted to do so.</p>	<p>2.1 Provision of HIV testing is used only where existing federal, state, and local funds are not adequate; used as necessary to supplement not supplant existing funds for HIV testing.</p>	<p>2.1.1 Documentation of HIV testing available from existing funds</p>
<p>3. Clients will be referred to care.</p>	<p>3.1 Agency has referral arrangements with local key points of entry (including case management and medical providers) to ensure diverse needs of clients are met.</p> <p>3.2 100% of clients are referred to available services, when applicable.</p>	<p>3.1.1 Documentation of arrangements</p> <p>3.2.1 Documentation of referrals in client chart</p>

<p>4. Clients will be linked to care.</p>	<p>4.1 100% of client charts will have documentation of the agency effort to link the client to an initial medical appointment, within 30days. {This should be verified through either direct communication with the service provider (medical provider, case manager, etc.) or self report from the client is acceptable when reasonable attempts have been made and cannot be achieved.}</p> <p>4.2 Of those clients who attended their initial medical appointment: 100% of client charts will have documentation of the client’s attendance (or lack thereof) to a follow-up medical appointment, including completed lab tests.</p> <p>4.3 Of those clients who attended their initial medical appointment: 100% of client charts will have documentation of the client’s attendance (or lack thereof) to a follow-up well-visit medical appointment (to assess prescribed medication regimen), including lab test results. This usually occurs within 6 months of initial visit.</p>	<p>4.1.1 Documentation in client chart 4.2.1 Documentation in client chart 4.3.1 Documentation in client chart</p>
<p>5. Clients will receive health education that enables clients to navigate the HIV system of care.</p>	<p>5.1 100% of clients will receive health education designed to help individuals navigate and understand the local HIV system of care.</p>	<p>5.1.1 Documentation in client chart of information shared</p>

\*Standards of Care are guidelines or flexible directions to be used in the treatment of HIV/AIDS. Departures from these standards may arise due to a client’s unique situation and/or based on an experienced professional’s judgment.