Setting the Standard: A Comprehensive Overview of Service Standards for Part A Planning Councils/Planning Bodies

Renee November (St. Louis TGA)

Cheryl Barrit (Los Angeles EMA)

Jamal Refuge (Planning CHATT)

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Agenda

❑ Welcome and Introductions

❑ Service Standards Overview

❑ Service Standards and COVID-19

❑ Developing, Reviewing, and Updating Service Standards

❑ Resources

❑ Questions and Answers

Webinar Presenters

Renee November
St. Louis TGA

Cheryl Barrit
Los Angeles EMA

Jamal Refuge
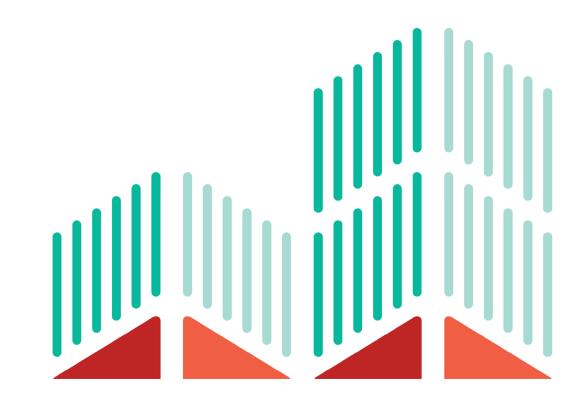Planning CHATT

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Objectives

- ❑ Define service standards in the context of the Ryan White HIV/AIDS Program (RWHAP)
- ❑ Identify at least three key components of service standard categories
- ❑ Understand the utility of service standards in ensuring quality care for people with HIV
- ❑ Locate at least two resources to support the development of service standards
- ❑ Understand the relationship between COVID-19 and service standards

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Service Standards Overview

Service Standards Defined

❑ Written guidelines that outline for subrecipients the elements and expectations for implementing a service category in the EMA or TGA

❑ Service standards are designed to:

    ❑ Ensure that all subrecipients provide the same basic service components

    ❑ Establish a minimal level of service or care

❑ A jurisdiction's service standards include:

    ❑ Universal service standards that apply to all service categories

    ❑ Separate standards for each funded service category

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Service Standards: A Tool for Many Users

❑ **Consumers**: Must be easy to understand and readily available

❑ **Recipient**: Used in Requests for Proposals (RFPs), subrecipient contracts, and monitoring to ensure quality care and consistency

❑ **PC/PBs**: Used as an opportunity to learn more about services provided and as a troubleshooting tool to identify possible changes or improvements

Service Standards: A Tool for Many Users (cont.)

- ❑ **Subrecipients/Service Providers**: Define the core components of a service category to be included in the model of service delivery
- ❑ **Quality Managers**: Serve as a framework for how services should be delivered and outcomes are measured

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How does having service standards improve care for people living with HIV in your jurisdiction?

Los Angeles

- Direct feedback from PLWH

- Redefine and modernize criteria for service standards (e.g. emergency financial assistance)

- Leverage COVID-19 CARES Act for additional funding due to the advocacy of PLWH

St. Louis

❑ Use service standards as a teaching tool

❑ Importance of consumer storytelling (e.g. client needing utility assistance)

HRSA-Recommended Topics to Address in Service Standards

❑ Service Category Definition

❑ Intake and Eligibility

❑ Key Service Components and Activities

❑ Personnel Qualifications (including licensure)

❑ Assessment and Service Plan*

❑ Transition and Discharge

❑ Case Closure Protocol

*where applicable

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HRSA-Recommended Topics to Address in Service Standards

❑ Client Rights and Responsibilities

❑ Grievance Process

❑ Cultural and Linguistic Competency

❑ Privacy and Confidentiality (including securing records)

❑ Recertification Requirements*

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*where applicable

HRSA/HAB Guidance: Performance and Health Outcome Measures

❑ Jurisdictions should **not** include performance measures or health outcomes in their service standards

❑ Use of these measures is the responsibility of the RWHAP Part A Recipient:

  ❑ Recipients include performance standards in their RFPs
  ❑ Potential subrecipients indicate in the application their ability to meet the performance standards
  ❑ Selected subrecipients have performance measures in their contracts
  ❑ Recipient monitoring addresses whether these measures are being met

❑ The RWHAP Part A Recipient monitoring for compliance is an administrative function

Developing, Reviewing, and Updating Service Standards

What is your process for developing service standards at your jurisdiction?

Developing Service Standards

❑ Assign responsibility, usually to a PC/PB committee (e.g. Care Strategy or System of Care)

❑ Determine priorities for development of service standards

  ❑ Include all service categories that are currently funded or have been allocated funds for the next program year

  ❑ Agree on the order of development based on clear criteria, such as a service category's allocation level or local priority

❑ Set a timeline that fits into your annual calendar

❑ Review and agree on an outline to be used for all service category-specific service standards

Develop Service Standards that Apply to All Service Categories

❑ Include programmatic and fiscal requirements in the RWHAP Part A National Monitoring Standards

❑ Address such topics as:
  - ❑ Access to Services
  - ❑ Agency Policies & Procedures
  - ❑ Client Rights & Responsibilities
  - ❑ Cultural & Linguistic Competence
  - ❑ Grievance Process
  - ❑ Personnel, Training, Licensing & Supervision
  - ❑ Intake and Eligibility
  - ❑ Transition and Discharge
  - ❑ Privacy & Confidentiality
  - ❑ Program Safety

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Establish a Process for Drafting Service Standards

❑ Include a review of federal guidelines, standards from other jurisdictions, and relevant state and local requirements

❑ Include ongoing RWHAP Part A Recipient representation/participation

❑ Provide for systematic technical input from providers, consumers, and other experts, including RWHAP-funded and other service providers

❑ Manage potential conflicts of interest by ensuring that subrecipients do not dominate in numbers or influence

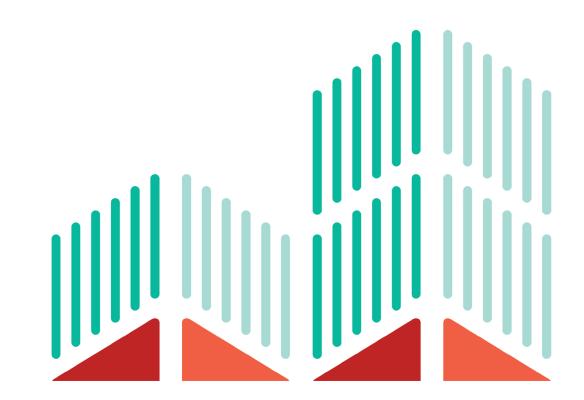❑ Use a combination of meetings and written input and reviews

Develop Service Standards Using A Process

❑ Develop service standards using the agreed-upon process
- ❑ Reference Universal Standards, but do not repeat their content in service category-specific standards

❑ Present draft standards for review by the PC/PB and recipient

❑ Make necessary revisions, then allow for external review by providers, consumers, and other experts

❑ Consider and integrate external input to draft standards

❑ Finalize service standards by vote of the PC/PB

Service Standards & COVID-19

How has COVID-19 impacted the way you develop and maintain service standards?

Los Angeles

❑ Re-review universal service standards to include telehealth

❑ Partner with agencies to use virtual meeting platforms that are easier to use for consumers who have access to the latest technology (e.g. Zoom)

❑ Sharing of best practices

❑ Bilingual focus groups to get consumer feedback on childcare standards integrated plan

❑ Even more coordinated efforts with grantee

St. Louis

- ❏ Virtual meetings
- ❏ Flexibility in training new staff
- ❏ Strategizing to address changes in service delivery (e.g. home food delivery)
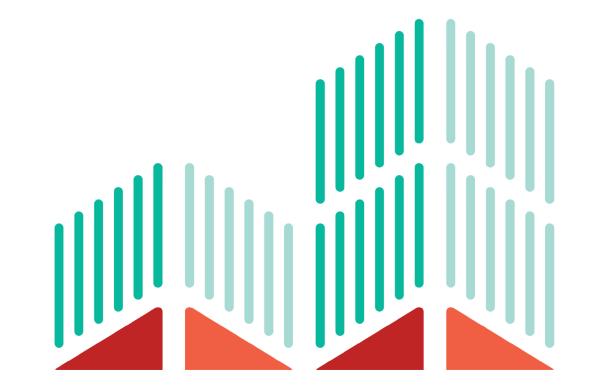
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Reviewing and Updating Service Standards

❑ Review and update standards as needed to incorporate:

 ❑ The need for changes to improve outcomes

 ❑ Legislative or HRSA/HAB administrative changes in service category definitions and descriptions

 ❑ Changes in guidelines for HIV care and treatment

 ❑ New or revised state or local requirements

❑ Review all standards at least every three years, on a predetermined cycle

❑ Obtain technical input and public review from the same types of sources as in original development

Resources

Resources

❏ RWHAP National Monitoring Standards
❏ HRSA HIV/AIDS Bureau (HAB) TA website
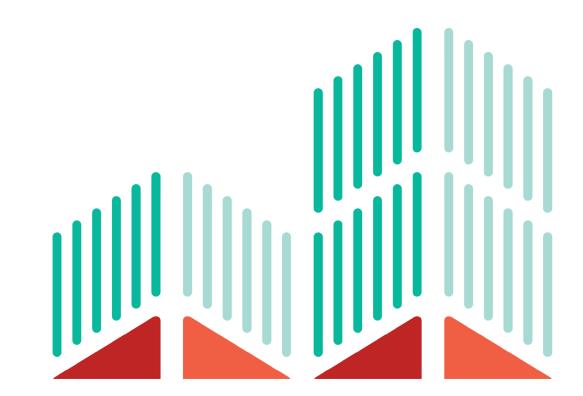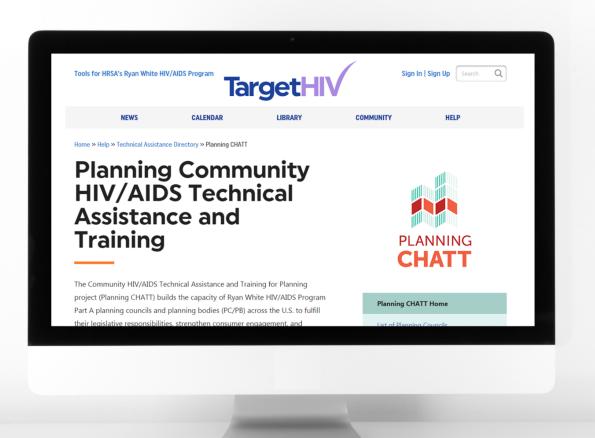❏ HHS Clinical Guidelines for the Treatment of HIV/AIDS

Resources

- RWHAP Planning Council Primer
- Training Guide for RWHAP Part A Planning Councils/Planning Bodies: A Member's First Planning Cycle

Questions and Answers

www.targetHIV.org/planning-CHATT

Thank You

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