

Oral Health Care

Cleveland TGA Service Standard of Care	SERVICE CATEGORY DEFINITION
	<p>Oral Health Care:</p> <p>Oral Health Care services provide outpatient diagnostic, preventative, and therapeutic services by dental health care professionals, including general dental practitioners, dental specialists, dental hygienists, and licensed dental assistants.</p>
	<p>CLIENT INTAKE AND ELIGIBILITY</p> <p>All agencies are required to have a client intake and eligibility policy on file. It is the responsibility of the agency to determine and document client eligibility status, as outlined in the Ryan White Part A—Cleveland TGA Eligibility Policy.</p> <p>Eligible clients must:</p> <ul style="list-style-type: none">• Live in the Cleveland TGA (Cuyahoga, Ashtabula, Lake, Lorain, Geauga, or Medina County)• Have an HIV/AIDS diagnosis• Have a household income that is at or below 500% of the federal poverty level• Be uninsured or underinsured <p>Services will be provided to all Ryan White Part A-qualified clients without discrimination on the basis of: HIV infection, race, creed, age, sex, gender identity or expression, marital or parental status, sexual orientation, religion, physical or mental handicap, immigrant status, or any other basis prohibited by law.</p>

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PERSONNEL QUALIFICATIONS

An individual providing Oral Health Services must be a dental health care professional licensed and certified to provide health care in the State of Ohio. Professionals may include:

- General Dental Practitioner
- Dental Specialists
- Dental Hygienists
- Trained Dental Assistants

All services provided must be in compliance with state dental practice laws, includes evidence-based clinical decisions that are informed by the American Dental Association Dental Practice Parameters.

CARE AND QUALITY IMPROVEMENT OUTCOME GOALS

The overall treatment goal of Oral Health Services is to provide diagnostic, preventative and therapeutic dental care to all eligible individuals living within the TGA.

Clinical Quality Improvement outcome goals for oral health services include:

- 100% of all oral health client files have a dental treatment plan developed or updated in the measurement year.
- 80% of all oral health client files include documentation of oral health education provided at least once in the measurement year.
- 80% of oral health clients are linked to medical care as documented by at least one medical visit, viral load or CD4 test in the measurement year.

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SERVICE STANDARDS

	Standard	Measure	Goal
1.	Services are provided by trained professionals.	Documentation of current Ohio licensures reviewed.	100%
2.	Oral health clients have a dental treatment plan developed or updated in the measurement year.	Documentation of completed dental treatment plan is included in the file of all clients receiving services in the measurement year.	100%
3.	Oral health clients have a dental and medical health history recorded or updated in the measurement year.	Documentation of completed dental and medical health history is included in the file of all clients receiving services in the measurement year.	80%
4.	Oral health clients receive oral health education at least once in the measurement year.	Documentation of oral health education is included in the file of all clients receiving services in the measurement year.	80%
5.	Oral health clients receive a periodontal screening or exam at least once in the measurement year.	Documentation of periodontal screening is included in the file of all clients receiving services in the measurement year.	80%
6.	Oral health clients are linked to medical care.	Documentation that the client had at least one medical visit, viral load, or CD4 test within the measurement year evident in the client chart.	80%
7.	Client had less than 200 copies/mL at last HIV Viral Load test during the measurement year.	Documentation of viral load test outcomes evident through Cleveland TGA CAREWare Performance Measure.	80%

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CLIENTS RIGHTS AND RESPONSIBILITIES

Agencies providing services are required to have a statement of consumer rights and responsibilities posted and/or accessible to the client. Each agency will take all necessary actions to ensure that services are provided in accordance with the consumer rights and responsibilities statement and that each consumer understands fully his or her rights and responsibilities.

CLIENT RECORDS, PRIVACY, AND CONFIDENTIALITY

Agencies providing services must comply with the Health Insurance Portability and Accountability Act (HIPAA) provisions and regulations and all federal and state laws concerning confidentiality of consumers Personal Health Information (PHI). Agencies must have a client release of information policy in place and review the release regulations with the client before services are received. A signed copy of the release of information form must be included in the client's record. Information on all clients receiving Ryan White Part A-funded services must be entered in the HRSA sponsored, Cleveland Part A managed, CAREWare Database.

CULTURAL AND LINGUISTIC COMPETENCY

Agencies must provide effective, equitable, understandable, and respectful quality care and services that are responsive to diverse cultural health beliefs and practices, preferred languages, health literacy, and other communication needs. (Pulled from the National Standards on Culturally and Linguistically Appropriate Services).

CLIENT GRIEVANCE PROCESS

Each agency must have a written grievance procedure policy in place which provides for the objective review of client grievances and alleged violations of service standards. Clients will be routinely informed about and assisted in utilizing this procedure and shall not be discriminated against for doing so. A signed copy of the grievance procedure policy form must be included in the client's record.

CLIENTS RIGHTS AND RESPONSIBILITIES

Each agency providing services should have a case closure protocol on file. The reason for case closure must be properly documents in each client's file. If a client chooses to receive services from another provider the agency must honor the request from the client.