

Outpatient/Ambulatory Health Services

Cleveland TGA Service Standard of Care	SERVICE CATEGORY DEFINITION
	<p><b>Outpatient/Ambulatory Health Services:</b></p> <p>Outpatient/Ambulatory Health Services are diagnostic and therapeutic services provided directly to a client by a licensed healthcare provider in an outpatient medical setting. Outpatient medical settings include clinics, medical offices, and mobile vans where clients do not stay overnight. Non-HIV related visits to urgent care facilities are not allowable costs. Emergency room visits are not allowable costs.</p> <p>Allowable activities include:</p> <ul style="list-style-type: none"><li>• Medical history taking</li><li>• Physical examination</li><li>• Diagnostic testing, including laboratory testing</li><li>• Treatment and management of physical and behavioral health conditions</li><li>• Behavioral risk assessment, subsequent counseling, and referral</li><li>• Preventive care and screening</li><li>• Pediatric developmental assessment</li></ul>
	CLIENT INTAKE AND ELIGIBILITY
<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"><li>• Live in the Cleveland TGA (Cuyahoga, Ashtabula, Lake, Lorain, Geauga, or Medina County)</li><li>• Have an HIV/AIDS diagnosis</li><li>• Have a household income that is at or below 500% of the federal poverty level</li><li>• Be uninsured or underinsured</li></ul> <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>	

## Outpatient/Ambulatory Health Services

### PERSONNEL QUALIFICATIONS

Outpatient/Ambulatory Health Services must be provided by trained licensed or certified health care workers.

Individual clinicians shall have documented unconditional licensure/certification in his/her particular area of practice as required by Federal, state and local regulations with credentials appropriate for treating HIV-infected clients.

Clinicians are required to:

- Provide direct, ongoing care to at least 20 HIV patients within the 24 months preceding the date of review.
- Complete a minimum of 20 credits of HIV-related CME/CEU/CE or documentation of HIV-related lectures/educational activities within the 24 months preceding the review.

Clinical staff must also have documented unconditional licensure/certification in his/her particular area of practice as required by Federal, state and local regulations and be experienced in the area of HIV/AIDS clinical practice as evident in their personnel files. All clinical staff without direct experience with HIV/AIDS services shall be supervised by one who has such experience. That supervision must be evident in personnel files and made available for review.

### CARE AND QUALITY IMPROVEMENT OUTCOME GOALS

The overall treatment goal of Outpatient/Ambulatory Health Services is to provide effective diagnostic and therapeutic medical care services that will enable medical adherence and stability for each individual client.

Clinical Quality Improvement outcome goals for Outpatient/Ambulatory Health Services:

- 80% of clients receiving Outpatient Ambulatory Health Services are actively engaged in medical care as documented by a medical visit in each six (6) month period of a 24-month measurement period with a minimum of 60 days between visits.
- 80% of clients receiving Outpatient Ambulatory Health Services are prescribed Antiretroviral Therapy (ART) in the measurement year.
- 80% of clients receiving Outpatient Ambulatory Health Services are virally suppressed as documented by a viral load of less than 200 copies / mL at last test.

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SERVICE STANDARDS			
	Standard	Measure	Goal
Cleveland TGA Service Standard of Care	1. Primary medical care services are provided by trained professionals.	Documentation of current Ohio licensures reviewed.	100%
	2. Laboratory services are provided at professional facilities.	Documentation that includes certifications, licenses, or FDA approval of the laboratory from which tests are ordered is reviewed.	100%
	3. * Clinicians complete a minimum of 20 HIV-related education credits within the 24 months preceding the date of review.	* Documentation of CME/CEU/CE, lectures, or educational activities received in the 24 months preceding the date of review.	100%
	4. * Clinicians provide direct, ongoing care to at least 20 HIV positive clients within the 24 months preceding the date of review.	* Documentation of case load summaries reviewed.	100%
	5. Agencies conduct regular quality improvement activities that focus on HIV care and process measures.	Documentation of quality improvement activities reviewed.	100%
	6. Client had less than 200 copies/mL at last HIV Viral Load test during the measurement year.	Documentation of viral load test outcomes evident in client chart.	80%
	7. Client had viral load test performed at least every six months.	Documentation of viral load test outcomes evident in client chart.	80%
	8. Client was prescribed HIV Antiretroviral therapy during the measurement year.	Documentation of HIV Antiretroviral therapy evident in client chart.	80%
	9. Client had one medical visit in each 6-month period of a 24-month measurement period with a minimum of 60 days between visits.	Documentation of medical visit history evident in client chart.	80%
	10. Clients 6 years of age and older are prescribed PCP prophylaxis within 3 months of CD4 count below < 200 cells/mm.	Documentation of PCP prophylaxis prescription evident in client chart.	80%

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	11.	Clients aged 1-5 are prescribed PCP prophylaxis within 3 months of CD4 count < 200 cells/mm.	Documentation of PCP prophylaxis prescription evident in client chart.	80%
	12.	Clients ages 6 weeks-12 months were prescribed PCP prophylaxis at the time of HIV diagnosis.	Documentation of PCP prophylaxis prescription evident in client chart.	80%
	13.	Client had HIV resistance test ordered prior to the initiation of ART if ART is initiated during the measurement year.	Documentation of resistance test evident in client chart.	80%
	14.	Client had a fasting lipid panel completed if client was on ART during the measurement year.	Documentation of fasting lipid panel evident in client chart.	80%
	15.	Client had a TB screening test and results interpreted at least once since HIV diagnosis.	Documentation of TB screening test and results evident in client chart.	80%
	16.	Client received influenza vaccine or reported receipt through other provider between October 1st and March 31st of the measurement year or documentation of client refusal.	Documentation of influenza vaccine evident in client chart.	70%
	17.	Client ever received pneumococcal vaccine or documentation of client refusal.	Documentation of pneumococcal vaccine evident in client chart.	80%
	18.	Client had Hep C screening at least once since HIV diagnosis.	Documentation of Hep C screening evident in client chart.	80%
	19.	Client had Hep B screening at least once since HIV diagnosis.	Documentation of Hep B screening evident in client chart.	80%
	20.	Client had Hep B vaccine series if not Hep B positive or documentation of client refusal.	Documentation of Hep B vaccine series evident in client chart.	80%
	21.	Adult client, assigned female at birth, had cervical PAP screening, reported receiving screening, or was referred to OB/GYN within the last 3 years.	Documentation of PAP screening, self-report, or OB/GYN referral.	80%

\* Indicates Local TGA Standard of Care  
All other standards derived from the  
HRSA/HAB National Monitoring Standards  
and/or the HRSA/HAB HIV Performance  
Measures

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	Standard	Measure	Goal
	22. Client had annual screening for syphilis.	Documentation of annual syphilis screening evident in client chart.	80%
	23. Client had annual screening for chlamydia if they were new to services, were sexually active, or had an STI in the last 12 months.	Documentation of annual screening for chlamydia evident in client chart.	80%
	24. Client had annual screening for gonorrhea if they were new to services, were sexually active, or had an STI in the last 12 months.	Documentation of annual screening for gonorrhea evident in client chart.	80%
	25. Client received an oral exam by a dentist at least once during the measurement year based on client self-report.	Client received an oral exam from a dentist, reported receiving an oral exam, or was referred to a dentist at least once during the measurement year.	80%
	26. Client received HIV risk counseling during the measurement year.	Documentation of HIV risk counseling evident in client chart.	80%
	27. Client received screening for clinical depression during the measurement year.	Documentation of clinical depression screening evident in client chart.	80%
	27 a. If clinical depression screen was positive, client received follow-up plan on the same date of encounter.	Documentation of follow-up plan evident in client chart.	80%
	28. Client received screening for tobacco use at least once in a 24-month period.	Documentation of screening for tobacco evident in client chart.	80%
	28 a. If tobacco screening was positive, client received tobacco cessation counseling intervention or referral.	Documentation of referral or tobacco cessation intervention evident in client chart.	80%
	29. New clients received screening for substance use (alcohol & drugs) during the measurement year.	Documentation of substance abuse screening evident in client chart.	80%
	30. Outpatient/Ambulatory Health Services clients have been educated on viral load suppression and Undetectable=Untransmittable.	Documentation that client had discussion with healthcare professional about viral load suppression and Undetectable=Untransmittable.	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.