

ATLANTA EMA QUALITY MANAGEMENT STANDARDS AND MEASURES OUTREACH SERVICES

Purpose

The purpose of the Ryan White Part A quality management standards and measures is to ensure that a uniformity of service exists in the Atlanta Eligible Metropolitan Area (EMA) such that the consumers of a service receive the same quality of service regardless of where the service is provided. If an agency is unable to meet a particular standard, the agency must document why the standard was unable to be met and explain the steps it is taking to meet that standard.

Definitions

Outreach services: Programs which have as their principal purpose identifying people with HIV disease, particularly those who know their HIV status so that they may become aware of and may be enrolled in ongoing HIV primary care and treatment. Outreach activities must be planned and delivered in coordination with State and local HIV prevention outreach activities to avoid duplication of effort and to address a specific service need category identified through State and local needs assessment processes. Activities must be conducted in such a manner as to reach those known to have delayed seeking care. Outreach services should be continually reviewed and evaluated in order to maximize the probability of reaching individuals who do not know their HIV status or know their HIV status but are not actively in treatment. Broad activities that market the availability of health-care services for PLWH are not considered appropriate Part A outreach services.

Application of Standards

These standards apply to all agencies that are funded to provide outreach services. If an agency would like to view sample policies and procedures, including ethics contracts, please contact the Grantee's office.

Standards Development Process

The standards were developed through extensive background research on quality management standards, a review of existing standards from other Ryan White Part A EMAs, meetings of the Peer Counseling and Outreach Task Force and meetings with the Ryan White Part A Grantee.

Acknowledgements

Fulton County would like to thank all of the EMAs that shared their standards, as well as the members of the Peer Counseling and Outreach Task Force who gave generously of their time to provide valuable input to the development of these quality management standards and measures.

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OUTREACH SERVICES**

I. Policies and Procedures	
Standard	Measure
A. Agency must have policies and procedures in place that address confidentiality (HIPAA), grievance procedures and supervision requirements per federal and state law.	<ul style="list-style-type: none"> • Policy and procedure manual • Grievance procedure posted in visible location
B. Agency has eligibility requirements for services in written form. This is inclusive of: <ul style="list-style-type: none"> ✓ Clients rights and responsibilities ✓ Release of information/confidentiality ✓ Eligibility for services 	<ul style="list-style-type: none"> • Policy on file
C. Agency is licensed and/or accredited by the appropriate city/county/state/federal agency.	<ul style="list-style-type: none"> • Current licensure on file from appropriate city/county/state/federal agency
D. Agency has written policies and procedures in place that protect the physical safety and well-being of staff and clients. This is inclusive of: <ul style="list-style-type: none"> ✓ Physical agency safety <ul style="list-style-type: none"> • Meets fire safety requirements • Complies with Americans with Disabilities Act (ADA) • Is clean, comfortable and free from hazards • Complies with Occupational Safety and Health Administration (OSHA) infection control practices ✓ Crisis management and psychiatric emergencies <ul style="list-style-type: none"> • How to assess emergent/urgent vs. routine need • Verbal intervention • Non-violent physical intervention • Emergency medical contact information • Incident reporting • Voluntary and involuntary inpatient admission ✓ Refusal of services ✓ Personnel <ul style="list-style-type: none"> • Roles and responsibilities of staff, including supervision responsibilities and staff/client ratio • Ethics contract on personal boundaries (encompassing physical, emotional, spiritual & financial) ✓ Client/Parent/Guardian Rights and Responsibilities (see Standard V) 	<ul style="list-style-type: none"> • Policy on file • Site visit

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I. Policies and Procedures (continued)	
Standard	Measure
<p>E. All new outreach staff who provide direct services to clients must complete an outreach orientation course from a grantee approved site. Orientation should consist of at least 40 total hours of training. Orientation topics must include at a minimum:</p> <ul style="list-style-type: none"> ✓ HIV basic science and psychological issues ✓ HIV outreach techniques and procedures ✓ Infection control (based on OSHA infection control practices) ✓ Basic mental health and substance abuse issues ✓ Client rights and responsibilities ✓ Confidentiality ✓ Cultural competency ✓ Personal boundaries (encompassing physical, emotional, spiritual & financial) ✓ Employee rights and responsibilities ✓ How to make a referral ✓ Atlanta EMA outreach standards and measures ✓ General understanding and current contact information for the local HIV/AIDS medical, health-related and social service organizations that provide basic services such as mental health, substance abuse treatment, food, shelter, clothing, etc to facilitate referral ✓ General understanding of how the Atlanta EMA Ryan White system of HIV continuum of care operates 	<ul style="list-style-type: none"> • Training records in personnel files
<p>F. Agency has procedures to collect quality data. These data to collect are specified in the contract with the Ryan White Part A Grantee and must be in the format consistent with funding requirements.</p>	<ul style="list-style-type: none"> • Agency client data report consistent with funding requirements

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II. Program Staff	
Standard	Measure
A. Outreach staff have a clear understanding of their job description and responsibilities.	<ul style="list-style-type: none"> • Written job description that includes roles and responsibilities signed by staff & staff supervisor in personnel files
B. Outreach staff complete a staff orientation process within 2 weeks of employment (See minimum orientation requirements under Policies and Procedures section).	<ul style="list-style-type: none"> • Signed form attesting to completion of orientation in personnel file • Signed confidentiality agreement in personnel file
C. Outreach staff have appropriate skills, relevant experience, cultural and linguistic competency, knowledge about HIV/AIDS, HIV outreach and available health and social service related resources.	<ul style="list-style-type: none"> • Staff résumés in personnel files • Training records in personnel file • Client satisfaction survey
D. Outreach staff sign an ethics contract on personal boundaries.	<ul style="list-style-type: none"> • Signed ethics contract in personnel file
E. Outreach staff have outreach files/client paperwork secured at all times.	<ul style="list-style-type: none"> • Policy on file (see HIPAA) • Site visit
F. Outreach staff complete documentation required by the position and maintain up-to-date client files on individual outreach encounters.	<ul style="list-style-type: none"> • Outreach documentation files
G. Outreach staff participate in at least 8 hours of job-related education/training annually.	<ul style="list-style-type: none"> • Training/education documentation in personnel files
H. Outreach staff shall receive a minimum of 2 hours of monthly supervision facilitated by their supervisor.	<ul style="list-style-type: none"> • Personnel files
III. Access to Services	
A. Agency demonstrates the ability to provide culturally and linguistically competent outreach according to the Atlanta EMA standards for desired target population.	<ul style="list-style-type: none"> • Review of outreach materials • Personnel and training records • Site visit • Client satisfaction survey • Agency client data report consistent with funding requirements
B. Agency demonstrates the ability to effectively reach the desired target population.	<ul style="list-style-type: none"> • Agency client data report consistent with funding requirements
C. Agency demonstrates input from clients in outreach delivery.	<ul style="list-style-type: none"> • Client satisfaction survey • Existence of Consumer Advisory Board (CAB); if agency does not have a CAB, it may ask for client input from the Consumer Caucus or other agencies' CABs

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III. Access to Services (continued)	
Standard	Measure
D. Agency is compliant with ADA requirements for non-discriminatory policies and practices and for the provision of reasonable accommodations to address communication (i.e. sign language interpreter).	<ul style="list-style-type: none"> • Policy on file
IV. Service Coordination /Referrals	
A. Agency demonstrates the ability to provide referrals that result in successful linkages to services for clients.	<ul style="list-style-type: none"> • Agency client data report consistent with funding requirements
B. Agency staff act as a liaison between the client and other service providers to support coordination and delivery of high quality care. For those clients not in primary medical care, agency staff must note progress towards linking the client into primary medical care.	<ul style="list-style-type: none"> • Client record – documentation of with whom staff are communicating and progress to linking client to primary care if appropriate • Agency client data report consistent with funding requirements • Policy on file
V. Clients' Rights and Responsibilities	
A. Client confidentiality policy exists for all service settings.	<ul style="list-style-type: none"> • Policy on file
B. Grievance policy exists.	<ul style="list-style-type: none"> • Policy on file
C. An up-to-date release of information form exists and is signed by the client.	<ul style="list-style-type: none"> • Policy on file • Client record, specifically a current release of information signed by client
D. Client will be informed of the client confidentiality policy, grievance policy, their rights and responsibilities and their eligibility for services.	<ul style="list-style-type: none"> • Documentation in client chart initialed or signed by client (chart review) showing that they have read or been informed