

ATLANTA EMA QUALITY MANAGEMENT STANDARDS AND MEASURES

MEDICAL NUTRITION THERAPY 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.

Definition

Medical Nutrition Therapy services are provided outside of an Outpatient Ambulatory Health Services visit in individual and/or group settings by a licensed registered dietician. Types of services provided include:

- ✓ Nutrition assessment and screening
- ✓ Dietary/nutritional evaluation
- ✓ Food and/or nutritional supplements per medical provider's recommendation
- ✓ Nutrition education and/or counseling

All services performed under this service category must be pursuant to a medical provider's referral and based on a nutritional plan developed by the registered dietitian or other licensed nutrition professional. Services not provided by a registered/licensed dietitian should be considered Psychosocial Support Services under the RWHAP.

All medical nutrition therapy services provided by Ryan White funded agencies shall be: Medically appropriate, healthful and useable. These services shall be used as a support and to improve access and adherence to HIV/AIDS medical services. Agencies shall assure that no client receives any Ryan White (RW) funded medical nutrition therapy services unless such client is found to be eligible for services under such Eligibility Standards as may be adopted by the Metropolitan Atlanta HIV/AIDS Health Services Planning Council.

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 quality management committee of the Atlanta HIV Health Services Planning Council, and meetings with the Ryan White Part A Recipient.

Application of Standards

These standards apply to all agencies that are funded to provide medical nutrition therapy services.

Acknowledgements

Fulton County would like to thank all of the EMAs that shared their standards, and those who gave generously of their time to provide valuable input to the development of these quality management standards and measures.

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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 and local regulations.	<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 and has current permits from the appropriate local/state/federal agency.	<ul style="list-style-type: none"> • Current licensure from appropriate local/state/federal agency • Up-to-date permits on file (if applicable)
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 management and public health emergencies <ul style="list-style-type: none"> • Meets fire safety requirements • Meets governmental food safety and sanitation regulations • 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 • Complies with Centers for Disease Control and Prevention (CDC) and National Institutes of Health (NIH) guidelines during pandemics and outbreaks • Maintains and updates an emergency preparedness plan ✓ 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 	<ul style="list-style-type: none"> • Policy on file • Program Review/Site Visit • Government inspection report (if applicable)

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<ul style="list-style-type: none"> ✓ Refusal of services ✓ Client/Parent/Guardian Rights and Responsibilities (see Section VII) ✓ Health Record Storage and Maintenance <ul style="list-style-type: none"> • Complies with DHHS, Office of Civil Rights HIPAA requirements • Business Association Agreements on file 	
<p>E. Agency has private, confidential office space for individual counseling and education sessions with clients (e.g. no half-walls or cubicles, all rooms must have doors).</p>	<ul style="list-style-type: none"> • Program Review/Site Visit
<p>F. Agency will have all inactivated client records in a confidential locked location for a period as stipulated by law.</p>	<ul style="list-style-type: none"> • Site Visit/Program Monitoring
<p>G. Agency is required to assure and maintain documentation of the following which shall be made available to the Recipient and HRSA upon request and during Ryan White Part A site visits:</p> <ul style="list-style-type: none"> ✓ Valid licensure and registration of the dietician as required by the State ✓ Service provisions including number of clients served and quantity of nutritional supplements and food provided to clients ✓ Documentation in client records that: <ul style="list-style-type: none"> • Services provided and dates • Nutritional Plan as required, including required information and signature • Physician’s recommendation for the provision of food 	<ul style="list-style-type: none"> • Personnel files • Client records • Site Visit/Program Monitoring
II. Program Staff	
Standard	Measure
<p>A. Staff are trained and knowledgeable about HIV/AIDS and available resources.</p>	<ul style="list-style-type: none"> • Training records
<p>B. Staff have appropriate skills and relevant experiences to be providing food and/or nutrition services to people living with HIV. All professionals providing nutritional counseling and education services are registered dietitians.</p>	<ul style="list-style-type: none"> • Current certifications on file • Training attendance in the past year on current nutritional issues and approaches
<p>C. Staff receive supervision as required by licensure/certification.</p>	<ul style="list-style-type: none"> • Personnel records • Training records
<p>D. Staff have a clear understanding of their job description and responsibilities as well as agency policies and procedures.</p>	<ul style="list-style-type: none"> • Written job description that includes roles and responsibilities and a statement of having been informed of agency policies and procedures on file signed by staff & staff supervisor/human resources

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	<ul style="list-style-type: none"> manager • Confidentiality agreement signed by staff
E. Registered Dietitians participate in 30 hours of accredited continuing education/training within 24 months.	<ul style="list-style-type: none"> • Training/education documentation in personnel files
III. Access to Services	
Standard	Measure
A. Agency is accessible to desired target populations. Accessibility includes: <ul style="list-style-type: none"> ✓ Proximity to community impacted by HIV ✓ Proximity to mass transit ✓ Proximity to low-income individuals ✓ Proximity to underinsured/uninsured individuals 	<ul style="list-style-type: none"> • Program Review/Site Visit • Agency client data report consistent with funding requirements
B. Agency is compliant with ADA requirements for non-discriminatory policies and practices and for the provision of reasonable accommodations to address communication (e.g. sign language interpreter).	<ul style="list-style-type: none"> • Policy on file
C. Agency demonstrates the ability to provide culturally and linguistically competent services according to the Atlanta EMA standards for desired target population.	<ul style="list-style-type: none"> • Personnel and training records • Program Review/Site Visit • Client satisfaction survey
D. Agency demonstrates input from clients in service design and delivery.	<ul style="list-style-type: none"> • Client satisfaction survey • Existence of Consumer Advisory Board
E. Agency is accessible using HIPAA-compliant applications to provide telehealth services with healthcare-specific features and security.	<ul style="list-style-type: none"> • Policy on file • Personnel and training records • Program Review
IV. Service Eligibility Screening	
Standard	Measure
A. Provider determines client eligibility for services. Client eligibility will be reassessed every 6 months. The process to determine client eligibility must be completed in a time frame so that medical nutrition therapy services are not delayed. Eligibility assessment must include at a minimum: <ul style="list-style-type: none"> ✓ Proof of HIV status ✓ Proof of income ✓ Proof of residency ✓ Proof of active participation in primary care or documentation of the client's plan to access primary care 	<ul style="list-style-type: none"> • Client record • Agency client data report consistent with funding requirements

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<ul style="list-style-type: none"> • At least 1 visit with a primary care provider every 6 months • For affected children < 4, at least 1 primary care visit within 12 months 	
<p>B. Client is informed of the client confidentiality policy and grievance policy at first face to face contact.</p>	<ul style="list-style-type: none"> • Client record • Client satisfaction survey
V. Counseling & Education	
Standard	Measure
<p>A. All clients receiving outpatient ambulatory health services through a Ryan White provider shall be provided medical nutrition therapy services (if desired) by a registered dietitian with experience in HIV care.</p>	<ul style="list-style-type: none"> • Policy on file • Client record
<p>B. Clients who request nutritional education or counseling shall receive this service within 30 business days of request.</p>	<ul style="list-style-type: none"> • Client record
<p>C. Counseling provided must follow recommended guidelines by the Academy of Nutrition and Dietetics (AND) such as the utilization of the Nutrition Care Process to provide high quality, customized nutrition care to patients living with HIV. Components include:</p> <ul style="list-style-type: none"> ✓ Assessment and Reassessment ✓ Nutrition Diagnosis ✓ Nutrition Intervention ✓ Nutrition Monitoring ✓ Nutrition Evaluation 	<ul style="list-style-type: none"> • Client record
<p>D. Basic nutrition education may be provided in a group session. Topics to be addressed at a minimum include:</p> <ul style="list-style-type: none"> • Basic nutrition needs • Food and water safety • Simple drug food interactions. 	<ul style="list-style-type: none"> • Client record • Training session agenda
<p>E. In instances of group meal settings, a RD will perform an annual assessment of the menus for support group meals prepared on site and off site to determine that meals meet the referenced nutritional guidelines. Agencies must utilize the appropriate guidelines for group education and/or group counseling from The Food is Medicine Coalition for menu development and Current Georgia Academy of Nutrition and Dietetics <i>Diet Manual</i> for therapeutic menus.</p>	<ul style="list-style-type: none"> • Client record

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<p>F. Each client is required to have a nutritional plan developed at intake by a registered dietitian that includes:</p> <ul style="list-style-type: none"> ✓ Recommended services and course of medical nutrition therapy provided including types and amounts of nutritional supplements and food ✓ Initiation and termination service dates ✓ Planned number and frequency of sessions ✓ Signature of registered dietitian 	<ul style="list-style-type: none"> • Client record
<p>G. The Registered Dietitian will monitor and assess the nutritional status throughout the year and when needed will review the nutritional plan for medical nutritional therapy.</p>	<ul style="list-style-type: none"> • Client record • Agency client data report consistent with funding requirements
<p>VI. Service Coordination/Referral</p>	
<p>Standard</p>	<p>Measure</p>
<p>A. 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.</p>	<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
<p>VII. Clients' Rights and Responsibilities</p>	
<p>Standard</p>	<p>Measure</p>
<p>A. Client confidentiality policy exists for all service settings.</p>	<ul style="list-style-type: none"> • Policy on file
<p>B. Grievance policy exists.</p>	<ul style="list-style-type: none"> • Policy on file
<p>C. An up-to-date release of information form exists and is signed by the client.</p>	<ul style="list-style-type: none"> • Policy on file • Client record, specifically a release of information signed within last year
<p>D. The agency has a formal policy as governed by Georgia law for clients who may be incapable of making their own treatment or care decisions.</p>	<ul style="list-style-type: none"> • Policy on file • Legal/medical consultation policy
<p>E. Clients will be informed of the client confidentiality policy, grievance policy, their rights and responsibilities and their eligibility for services annually.</p>	<ul style="list-style-type: none"> • Client medical record • Documentation in client chart initialed or signed by client (may include electronic signature)