

Norfolk TGA Universal Standard

1.0 Agency Policies and Procedures

The objectives of the standards for agency policies and procedures are to:

- Ensure that policies and procedures are in place that protect clients' rights, guarantee confidentiality, and ensure quality care;
- Ensure a process to address clients' grievances;
- Clarify clients' rights and responsibilities to help facilitate communication and service delivery; and
- Ensure that agencies comply with appropriate state and federal regulations.

All provider agencies offering services must have written policies that address client confidentiality, release of information, client's rights and responsibilities, universal precautions, eligibility, and client grievance procedures.

Each agency will have a client **confidentiality** policy that is in accordance with state and federal laws and must be **updated annually**. The policy must cover the release of information regarding HIV status, behavioral risk factors, or use of services. As part of the confidentiality policy, all agencies must provide a **Release of Information Form** describing under what circumstances client information can be released (name of agency/individual with whom information will be shared, information to be shared, duration of the release of consent, and client signature). Clients will be informed that permission for release of information can be rescinded at any time either verbally or in writing. Release must be dated, including the expiration date. For agencies and information covered by the Health Insurance Portability and Accountability Act (HIPAA), the release of information form must be a HIPAA-compliant disclosure authorization.

Each agency must have a policy identifying the steps a client should follow to file a grievance and how the grievance will be handled. Provider agency **grievance procedures** ensure that clients have recourse if they feel they are being treated in an unfair manner or do not feel that they are receiving quality services. The final step in the grievance policy must include information on how to appeal decisions if the client's grievance is not settled to his/her satisfaction within the provider agency.

Agency Policies and Procedures:

STANDARDS	INDICATOR	DATA SOURCE	MEASURES
1. Agency will have a Policy & Procedure Manual	1.1 All agencies will have written policies addressing the following issues: <ul style="list-style-type: none"> • Client crisis management during the provision of Ryan White Part A services including face-to-face, telephone, field services, and after-hours settings • Personnel <i>(See Standard 2.0)</i> • Service Planning • Documentation including outcome • Client/Guardian rights & responsibilities • Risk Assessment and response related to physical plant safety. 	Policy and Procedure Manual Personnel files Client records	# of agencies with Policies & Procedures Manual <hr style="width: 50%; margin: 0 auto;"/> # of agencies

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<p>2. All employed, volunteer staff, and contracted providers adhere to strict confidentiality policy with defined procedures in release of information.</p>	<p>2.1 All agency staff has documentation of being informed of written confidentiality policy as mandated by Virginia Law in compliance with HIPAA Privacy and Security Laws.</p> <p>2.2 100% of clients have documentation of being informed of written confidentiality procedure as mandated by Virginia Law in compliance with HIPAA Privacy and Security Laws.</p> <p>2.3 100% of charts have release form signed by the client prior to sharing of any information by the provider to other entities.</p>		<p><u># agencies with confidentiality policy signed by staff</u> # of agencies</p> <p><u># of charts with confidentiality procedure signed by client</u> # of clients</p> <p><u># of charts with signed release(s) of information</u> # of client charts</p>
<p>3. All employed, volunteer, and contracted provider understand and acquaint clients with the grievance policy & procedures.</p>	<p>3.1 All agencies will have a written policy, Which includes a grievance process.</p> <p>3.2 100% of client charts document awareness of the grievance procedure.</p>		<p><u># of agencies with grievance policy</u> # of agencies</p> <p><u># of charts show awareness of grievance procedure</u> # of charts</p>
<p>4. Client rate satisfaction with agency.</p>	<p>4.1 Clients have opportunity to complete annual culturally and linguistically appropriate client satisfaction survey or participate in client focus groups.</p> <p>4.2 Completed surveys tabulated and/or focus group summaries prepared and analysis of findings are shared with staff.</p>	<p>Client Satisfaction Surveys Agency Client Satisfaction Report</p> <p>Staff Meeting Agenda/Minutes with survey results discussed/corrective action taken, if needed.</p>	<p><u># of clients who are offered a survey or focus groups</u> # of clients</p> <p><u># of agencies that tabulate and share survey results with staff</u> # of agencies</p>
<p>5. All client records must be maintained in a secured and confidential location.</p>	<p>5.1 Client records stored in a locked file cabinet or closet with access limited to appropriate personnel.</p>		<p><u># of agencies with secured client records</u> # of agencies</p>

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2.0 Personnel

The objectives of the standards of care for personnel are to ensure that:

- Clients have access to the highest quality care through qualified staff;
- Supervisors are clear about their job responsibilities; and
- Staff and supervisors receive training and supervision to enable them to perform their jobs well.

All staff and supervisors will have a written job description with specific minimum requirements for their positions. Agencies are responsible for providing staff with supervision and training to develop capacities needed for effective job performance. Clinical staff must be licensed or registered as required. Staff and program supervisors will receive consistent administrative supervision. Administrative supervision addresses issues related to staffing, policy, client documentation, reimbursement, scheduling, training, quality enhancement activities, and the overall operation of the program and/or agency. Clinical staff will receive clinical supervision. All supervision addresses any issue directly related to client care and job related stress (e.g., boundaries, crisis, and burnout).

Personnel:

STANDARDS	INDICATOR	DATA SOURCE	MEASURES
1. Staff has the minimum qualifications expected and other experience related to the position based on services provided. 2. Staff and supervisors must know the requirements of their job description and the service elements of the program. 3. Newly hired staff will be oriented & trained within 3 months of hire. 4. Agency will provide training as recommended by service category to Ryan White funded staff	1.1 All staff resume on file with current licensure and certifications as applicable.	Personnel files should include: Job-specific licensure/certification, position application, position description and current resume or curriculum vitae Policy and Procedure Manual Personnel files	$\frac{\text{\# of agencies with all staff resumes, current licensure/certifications on file}}{\text{\# of agencies}}$
	2.1 Written job description are provided all staff prior to hire and kept on file.		$\frac{\text{\# of agencies with job descriptions of all staff on file}}{\text{\# of agencies}}$
	3.1 All new staff completes orientation and training within 3 months of hire with documentation on file.		$\frac{\text{\# of agencies documenting all staff oriented/trained within 3 months}}{\text{\# of agencies}}$
	4.1 All agencies have attendance of staff trainings each year as specific by Standards.		$\frac{\text{\# of agencies documenting attendance of all staff for trainings}}{\text{\# of agencies}}$
	4.2 All providers will have evidence of continuing education and development as appropriate for the professional discipline and service modality.		$\frac{\text{\# of agencies documenting staff's continuing education for professional discipline}}{\text{\# of agencies}}$

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3.0 Program Safety

The objectives of establishing minimum standards for program safety are to ensure that:

- Services are provided in settings that meet local, state, and federal regulations that guarantee the well-being of clients and staff on site, off site, or during operations pertaining to the services (i.e., transportation);
- Facilities are clean, comfortable, and free from hazards; and
- Facilities are accessible to clients, including children (when appropriate) and/or people with disabilities.

Program Safety:

STANDARDS	INDICATOR	DATA SOURCE	MEASURES
1. Program promotes and practices Universal Precautions.	1.1 All provider agencies will have written policy on file of Universal Precautions.	Policy and Procedure Manual Documentation on file	# of agencies with <u>Universal Precautions policy</u> # of agencies
2. Program is in compliance with federal laws regarding the provisions of services to people with disabilities.	2.1 All agencies are in compliance with federal laws in the provision of services to people with disabilities.		# of agencies in compliance <u>with disability laws</u> # of agencies
3. Program has a policy for client and staff on health and safety-related incidents that is available in the agency and has been reviewed with all staff.	3.1 All agencies have written policy and/or training on file regarding health and safety-related incidents and reviewed with staff.		# of agencies with policy <u>on safety-related incidents</u> # of agencies
4. Agency complies with all required state & federal safety regulations including OSHA.	4.1 All agencies have a signed confirmation of state and federal safety regulations whenever necessary.		# of agencies that comply <u>with OSHA standards</u> # of agencies

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4. Documentation for Services

The objectives of standards for documentation regarding services ensure that:

- Services are known and available to all individuals who are HIV and HIV/AIDS-affected
- Services are provided to eligible HIV and HIV/AIDS-affected individuals
- Basic information is obtained to provide to funding sources
- Charting of services meets legal requirements

Program Safety:

STANDARDS	INDICATOR	DATA SOURCE	MEASURES
1. Services are made available to all individuals who meet Ryan White eligibility requirements.	1.1. 100% of client charts will document eligibility criteria including: <ul style="list-style-type: none"> • Documentation of HIV Status via HIV antibody or measurable viral load test • Proof of Residence • Income no greater than 300% of the Federal Poverty Level • Specific eligibility required for individual Standards of Care 	Policy and Procedure Manual Documentation on file	$\frac{\text{\# of charts with eligibility documented}}{\text{\# of charts}}$
2. Each client will be given an overview of Ryan White Part A services.	2.1 80% of client charts will contain a form indicating that the client has received an overview of Ryan White services.		$\frac{\text{\# of charts with overview of Ryan White services}}{\text{\# of charts}}$
3. Client Ryan White eligibility must be renewed annually.	3. 1 100% of client charts will document proof of eligibility annually by meeting Ryan White requirements		$\frac{\text{\# of charts document annual eligibility assessment}}{\text{\# of charts}}$
4. Standard documentation of information and services to meet funding and legal requirements.	4.1 100% of client charts will contain the following: <ul style="list-style-type: none"> • Demographics (age, ethnicity/race and gender) • Date of birth • Risk factor for HIV transmission • HIV or AIDS status • Year of diagnosis • Third Party Payor 		$\frac{\text{\# of charts contain required information indicated}}{\text{\# of charts}}$
			$\frac{\text{\# of charts with appropriate documentation}}{\text{\# of charts}}$

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<p>5. Termination of Services</p>	<p>4.2 100% of client charts will document in ink all services provided and pertinent information regarding the client. When information needs to be omitted, one line should be drawn through the word or sentence(s) be omitted with the writer's initials and date next to it.</p> <p>5.1 Upon termination of services, a client case will be closed and contain a closure summary documenting the disposition, reason for closure with closure summary.</p>		<p># of charts stating reason <u>for closure with summary</u> # of closed charts</p>
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