

Service Standard Development



LOS ANGELES COUNTY
COMMISSION ON HIV



KEYWORDS AND ACRONYMS

BOS: Board of Supervisors

COH: Commission on HIV

SBP: Standards and Best Practices

DHSP: Division of HIV & STD Programs

RFP: Request for Proposal

HRSA: Health Resources and Services Administration

HAB: HIV/AIDS Bureau

RWHAP: Ryan White HIV/AIDS Program

PSRA: Priority Setting and Resource Allocations

PCN: Policy Clarification Notice

WHAT ARE SERVICE STANDARDS?

Service Standards establish the minimal level of service of care for consumers IN Los Angeles County. Service standards outline the elements and expectations a RWHAP service provider must follow when implementing a specific Service Category **to ensure that all RWHAP service providers offer the same basic service components.**

WHAT ARE SERVICE CATEGORIES?

Service categories are the services funded by the RWHAP as part of a comprehensive service delivery system for people with HIV to improve retention in medical care and viral suppression.

Services fall under two categories: **Core Medical Services** and **Support Services**. The COH develops service standards for 13 Core Medical Services, and 17 Support services. As an integrated planning body for HIV prevention and care services, the COH also develops service standards for 11 Prevention Services.

A key resource the SBP Committee utilizes when developing services standards is the HRSA/HAB PCN 16-02 which **defines and providers program guidance for each of the Core Medical and Support Services** and defines individuals who are eligible to receive these RWHAP services.

HRSA/HAB GUIDANCE FOR SERVICE STANDARDS

- Must be consistent with Health and Human Services guidelines on HIV care and treatment and the HRSA/HAB standards and performance measures and the National Monitoring Standards.
- Should NOT include HRSA/HAB performance measures or health outcomes.
- Should be developed at the local level.
- Are required for every funded service category.
- Should include input from providers, consumers, and subject matter experts.
- Be publicly accessible and consumer friendly.

COH SERVICE STANDARDS

Universal Service Standards

- General agency policies and procedures
 - Intake and Eligibility
 - Staff Requirements and Qualifications
 - Cultural and Linguistic Competence
 - Referrals and Case Closures
- Client Bill of Rights and Responsibilities

Category-Specific Service Standards

- Include link to Universal Service Standards
- Core Medical Services
- Support Services

Service Standards General Structure

- Introduction
- Service Overview
- Service Components
- Table of Standards & Documentation requirements

REMINDER






Service standards are meant to be flexible, not prescriptive, or too specific. Flexible service standards allow service providers to adjust service delivery to meet the needs of individual clients and reduce the need for frequent revisions/updates.

DEVELOPING SERVICE STANDARDS

Service standard development is a joint responsibility shared by DHSP and the COH. There is no required format or specific process defined by HRSA HAB. **The SBP Committee leads the service standard development process for the COH.**

SERVICE STANDARD DEVELOPMENT PROCESS

| | |
|--|---|
| SBP REVIEW  | <ul style="list-style-type: none">• Develop review schedule based on service rankings, DHSP RFP schedule, a consumer/provider/service concern, or in response to changes in the HIV continuum of care.• Conduct review/revision of service standards which includes seeking input from consumers, subject matter experts, and service providers.• Post revised service standards document for public comment period on COH website. |
| COH REVIEW  | <ul style="list-style-type: none">• After SBP has agreed on all revisions, SBP holds a vote to approve.• Once approved, the document is elevated to Executive Committee and COH for approval.• COH reviews the revised/updates service standards and holds vote to approve. Once approved, the document is sent to DHSP. |
| DISSEMINATION  | <ul style="list-style-type: none">• Service standards are posted on COH website for public viewing and to encourage use by non-RWP providers.• DHSP uses service standards when developing RFPs, contracts, and for monitoring/quality assurance activities.• |
| CYCLE REPEATS | <ul style="list-style-type: none">• Revisions to service standards occur at least every 3 years or as needed.• DHSP provides summary information to COH on the extent to which service standards are being met to assist with identifying possible need for revisions to service standards. |

together.

WE CAN END HIV IN OUR COMMUNITY ONCE AND FOR ALL

For additional information about the COH, please visit our website at: <http://hiv.lacounty.gov>

Subscribe to the COH email list: <https://tinyurl.com/y83ynuzt>