

# ***PATERSON-PASSAIC COUNTY – BERGEN COUNTY HIV HEALTH SERVICES PLANNING COUNCIL***

## **EARLY INTERVENTION SERVICES MINIMUM STANDARDS (Adopted September 10, 2013)**

### **Goal:**

The goals of the Paterson-Passaic County – Bergen County Transitional Grant Area (“TGA”) are to:

- Ensure a system of quality services that is consumer centered, efficient, and effective;
- Assist the consumer in gaining access to care and services;
- Increase early and immediate access, engagement and retention in quality care for people living with HIV/AIDS;
- Continue to achieve the highest possible level of care through evaluation, quality improvement and education;
- Strengthen cultural competency in service delivery throughout the TGA;
- Achieve open and meaningful communication among key Ryan White stakeholders;
- Identify and inform the unaware and out-of-care PLWHA for the purpose of engagement in care and reduction of HIV infection.

### **Early Intervention Services Definition**

*Early intervention services (EIS)* are defined as a mix of services limited to 1) targeted testing and counseling of individuals with respect to HIV/AIDS; 2) linkages with key points of entry that facilitate follow-up; 3) referral services providing access to care; and 4) health education and literacy training enabling clients to navigate the HIV system of care.

All four of these program components must be present for a program to be categorized as EIS. Early Intervention Services may include counseling individuals with respect to HIV/AIDS; testing (including tests to confirm the presence of the disease, tests to diagnose to extent of immune deficiency, tests to provide information on appropriate therapeutic measures); referrals; other clinical and diagnostic services regarding HIV/AIDS; periodic medical evaluations for individuals with HIV/AIDS; and providing therapeutic measures.

In this TGA, the client officially becomes an EIS client from the first minute that he/she gets a reactive result. At that point, the provider has to make decisions about the next steps in the client’s care. A confirmatory test may occur, but the client is already an EIS client. EIS ends when the client has received two consecutive primary care appointments, at least one of which must be with a licensed physician. Outreach services are not part of EIS.

## **A1: Eligibility Requirements**

**Standard A1-1:** EIS is open to all eligible Ryan White Part A clients who are newly diagnosed within the past 90 days and without previous record of positive HIV status.

Indicator: Client is deemed eligible through assessment.

Examples of evidence:

- a) Proof of positive HIV status within the last 90 days.
- b) No previous record of eCOMPAS ID in the client file, except for Outreach Level I.

**Standard A1-2:** All new EIS clients receive an overview of services upon enrollment.

Indicators:

- a) Client signs an agreement to receive EIS services.
- b) Appropriate record release forms are signed and kept in the client record.

Example of evidence: Proof of signature is maintained in the client record.

## **A2: Provision of EIS Services**

### **Standard A2-1: EIS Service Requirements**

**Standard A2-1.1:** EIS must include counseling & testing.

Indicator: Documentation of an HIV test.

Example of evidence: Documentation is contained in eCOMPAS and in the patient record.

**Standard A2-1.2:** EIS is provided at or in coordination with documented key points of entry into medical care.

Indicator: Documentation of where services are provided.

Example of evidence: Documentation is contained in the patient record.

**Standard A2-1.3:** EIS must be rendered through direct client contact. The process must include follow-up with phone calls and with direct linkage to guide the client through current State of New Jersey testing protocols and the first two medical appointments. Upon second rapid test, client must be linked to primary medical care within two business days. Client referrals are insufficient for EIS reimbursement.

Indicator: Documentation of linkage to medical care within two business days of rapid-rapid positive result.

Example of evidence: Documentation of linkage contained in eCOMPAS and in the patient record.

**Standard A2-1.4:** EIS provider will follow the client through two medical visits of primary medical care. EIS personnel must include a Patient Navigator to assist a client moving from a rapid-rapid positive test result to keeping his/her first two primary medical appointments or within 90 days. Until this criterion is met, the client remains in EIS. The two primary medical care visits may include one nurse visit, but never two nurse visits, i.e., at least one of the two medical visits must be with a physician. EIS personnel must be qualified and fully trained in accordance with these standards, A4 below.

**Indicators:**

- a) Documentation of direct assistance with completing two primary medical visits.
- b) Documentation of two completed medical visits.

Example of evidence: Documentation is contained in *eCOMPAS* and in the patient file.

**Standard A2-2: Service Components**

**Standard A2-2.1:** EIS includes an assessment of barriers to care and a written EIS service plan to address those barriers.

Indicator: A service plan is maintained for each EIS client.

Example of evidence: Documentation is contained in the patient record.

**Standard A2-2.2:** A unit of service for EIS contact is 30 minutes. Reimbursement is authorized only after the client is linked to medical care.

Indicator: Agency billing is completed on a 30-minute unit cost basis.

Example of evidence: Unit cost billing is submitted to *eCOMPAS* with date of service consistent with first and second medical visit.

**Standard A2-2.3:** EIS service ends after two medical appointments are made and kept, or 90 days of initial contact, whichever occurs first.

Indicator: Billing is submitted for EIS services after the first medical appointment or 90 days of initial contact, whichever occurs first.

Example of evidence: *eCOMPAS* billing data consistent with date of service.

**Standard A2-3: Data Entry**

**Standard A2-3:** All providers of EIS services will input consumer data/units of service within five working days.

Indicator: Data in *eCOMPAS* is maintained.

Example of evidence: MIS entry.

**A2-4: Documentation and Information Sharing**

**Standard A2-4.1:** Patients must be fully engaged in medical care with documentation of two medical visits.

Indicator: Patient records from the medical provider are kept in the patient record and *eCOMPAS*.

Examples of evidence:

- a) Documentation from the medical provider stating visits kept and with who are kept in the patient file.
- b) CD4 and viral load lab results are maintained in the patient chart and in the *eCOMPAS* record.
- c) Documentation of date of service with medical provider (nurse or physician) is maintained in the patient chart and *eCOMPAS* record.

**Standard A2-4.2:** EIS providers must have a memorandum of agreement with medical care providers stating that documentation of the first two medical appointments will be provided.

Indicator: A memorandum of agreement is signed and executed between the EIS providers and the medical care providers.

Examples of evidence:

- a) Memoranda of agreement are maintained by the EIS providers.
- b) Documentation from the medical provider stating the date and time of the medical visits and the licensed care provider.

**Standard A2-4.3:** Written documentation is kept for each contact which includes the first three letters of the first name, first three letters of the last name, last four digits of Social Security Number (HRSA required), date of birth, race, and gender, when possible, and location of encounter.

Indicator: A valid eCOMPAS ID is created.

Examples of evidence:

- a) Encounter/contact form is completed.
- b) eCOMPAS ID is maintained in the patient record.

**Standard A2-4.4:** Service encounters are entered into the MIS (eCOMPAS) system within five working days following the second medical visit.

Indicator: Date of encounter occurred within five days of the date of entry into the MIS (eCOMPAS) system.

Example of evidence: MIS (eCOMPAS) entry.

## **A2-5: Security and Safety**

**Standard A2-5:** Written policies and procedures exist which promote the safety of the contact and ensure security/safety of workers.

Indicator: Agency maintains policies and procedures on safety and security.

Example of evidence: Written agency policy and procedure exists ensuring the safety/security of workers and promoting the safety of the contact.

## **A2-6: Information Distribution**

**Standard A2-6.1:** Information distributed includes current HIV information, other current health related information (the syringe access program, body fluid barriers, sexually transmitted infections), and community resource information.

Indicator: Information packets are given to EIS client.

Example of evidence: A sample information packet on file.

**Standard A2-6.2:** Documentation and reporting of number of individuals who test positive and are referred and linked to health care and support services shall be maintained.

Indicator: Records are maintained in eCOMPAS and the patient record.

Example of evidence: Data reports are provided to the Grantee.

### **A3: Early Intervention Services Practice Standards**

#### **A3-1: Cultural Competency**

**Standard 3-1:** All EIS service providers of the Bergen-Passaic Transitional Grant Area Ryan White Part A Program will adopt a policy and procedures consistent with New Jersey Cultural and Linguistic Standards that explicitly:

- a) Acknowledges any and all cultures with a universally respectful approach;
- b) Understands and tolerates differing attitudes about health care;
- c) Provides a sharing environment between provider and client;
- d) Practices effective communication skills and responds to the client's level of understanding, perception and perspective;
- e) Supports and ensures ongoing cultural competency staff education;
- f) Establishes systemic policy to provide reasonable accommodation, adaptability and necessary tools for cultural competency.

Indicator: A cultural competency policy and procedures is adopted by the EIS service agency.

Example of evidence: A cultural competency policy and procedures is prominently available to staff at the agency.

#### **A3-2: Client Rights and Confidentiality**

**Standard A3-2:** Written policies and procedures exist which protect the rights and confidentiality of each client.

Indicator: Client rights and confidentiality policy and procedures are posted by the EIS service agency.

Examples of evidence:

- a) Written agency policy on client confidentiality is posted.
- b) Client encounter forms/files are secured and protected.
- c) Client grievance policy/procedure is posted within the agency.
- d) Personnel have signed a confidentiality protection statement.

**Standard A3-3: American Disabilities Act (ADA) Compliance:** All agencies must be in compliance with the ADA.

Indicator: Needs of disabled consumers are met.

Examples of evidence: Agency demonstrates that the needs of disabled consumers are met.

### **A4: Professional Requirements for Providing EIS**

#### **A4-1: Agency Requirements**

**Standard 4-1.1:** All EIS personnel must demonstrate HIV competency within three months of hire.

Indicator: A personnel file for each EIS personnel indicates that the TGA qualification is met.

Examples of evidence:

- a) Participation in continuing education relevant to HIV within last year.
- b) Documentation of HIV training received prior to hiring date or within the employee's probationary period (three months) in personnel record.

**Standard 4-1.2:** All EIS personnel meet qualification requirements of the agency and receive a written job description.

Indicator:

- a) A job description outlines roles and responsibilities of the EIS employee.
- b) Resume indicates credentials or degrees.

Examples of evidence:

- a) A job description signed and dated by the EIS employee is in the personnel file with an indication that the EIS employee has received a copy.
- b) EIS employee's resume is on file with the agency.

**A4-2: EIS Training and Supervision**

**Standard 4-2.1:** All EIS personnel are expected to demonstrate and maintain education in HIV and HIV counseling.

Indicator: Each EIS employee will complete State of New Jersey HIV Basic Facts and HIV counseling and testing training.

Example of evidence: Documentation of certificates of course completion is contained in the personnel file.

**Standard 4-2.2:** All EIS personnel will attend two documented EIS trainings or meetings per year (these hours may be applied to A4-2.1).

Indicator: Attendance is recorded at Grantee Administrative Office trainings.

Example of evidence: Documentation is maintained at the Grantee Administrative Office.

**A5: EIS Case Management Practice Standards**

See Case Management Minimum Standards – all standards apply.