

Program: Ryan White Part B	Section: core medical services
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Purpose

To define and establish standards for the minimal level of Outpatient Ambulatory Health Services (OAHS) provided to the client enrolled in Utah Department of Health and Human Services (DHHS), Ryan White Part B program (RWB). Service standards follow [HRSA PCN #16-02](#) and national guidelines to assure optimal client-centered care for all clients.

Scope

OAHS service providers include physicians, physician assistants, clinical nurse specialists, nurse practitioners, PharmDs, pharmacists, or pharmacy technicians in an outpatient setting. Outpatient medical settings include clinics, medical offices, pharmacies, telehealth technology, urgent care facilities for HIV-related visits, and mobile van locations where the client does not stay overnight. Allowable services cannot be provided in an emergency room, hospital, or any type of inpatient treatment center location as they are not considered outpatient settings.

Definitions

ART: Antiretroviral therapy – the combination of medications used to treat HIV

Benchmark: A standard or point of reference used for comparison or assessment

CLIA: Clinical Laboratory Improvement Amendments

Client: A consumer, patient, customer and/or individual who is eligible for RWB and is enrolled to receive one or more services

DHHS: Utah Department of Health and Human Services

FDA: Food and Drug Administration

Guidelines: Federally approved medical practice recommendations for HIV/AIDS

HAB: HIV/AIDS Bureau.

HHS: United States Department of Health and Human Services

HRSA: Health Resources and Services Administration, the funder for Ryan White HIV Services

IDSA: Infectious Disease Society of America

OAHS: Outpatient/Ambulatory Health Services

PCN: Policy Clarification Notice

PHS: Public Health Service

Policy: A set of principles that are used for actions with an overall description of the approach and general goals acceptable to the leadership of the organization

Provider: A person licensed by the state of Utah to practice medicine, including physician, physician assistant, clinical nurse specialist, nurse practitioner, PharmD, pharmacist, or pharmacy technician

Recipient: The “Recipient” is DHHS, who implements and manages RWB

RWB: Ryan White Part B program. The Ryan White HIV/AIDS Treatment Extension Act of 2009 (Public Law 111-87) provides grants to states and territories to improve the quality, availability, and organization of HIV core medical and support services.

Utah RWB is funded by a federal grant to provide core medical and support services to eligible people living with HIV/AIDS in the state of Utah

RWHAP: Ryan White HIV/AIDS Program

Service standards

Service standards provide the framework and guidance from which service processes and outcomes are measured. They are the foundation for clinical quality management and establish the minimal level of service or care that an RWB subrecipient or provider may offer within the state. Service standards are important to maintain quality of care, improve the client and public health outcomes. Standards provide benchmarks for monitoring and informing contract development. The service standard aligns care practices, clinic policy, and service delivery consistent with the HHS and IDSA clinical guidelines. The clinical guidelines are frequently updated and should be accessed directly at the website. Any deviation is justified by specific client circumstances and evidence-based medical practices.

Universal service standards

Universal service standards apply to subrecipients/contractors and apply to service categories funded by RWB. The standards are compliant with the HRSA/HAB National Monitoring Standards for RWHAP Part B Recipients issued June 2022. Recipients are required by HRSA/HAB to adhere to these monitoring standards and subrecipients/contractors funded for RWB services are held to the same standards.

Universal service standards include the following:

- Access to care
- Records management
- Staff requirements/personnel qualifications
- Eligibility determination/screening
- Client-related policy
- Fiscal standards
- Quality management standards
- Monitoring standards

Service delivery

According to [HRSA PCN #16-02](#), RWB OAHS are diagnostic and therapeutic services provided directly to a client by a licensed healthcare provider in an outpatient medical setting. Services are related to:

1. The treatment of HIV
2. Uninsured clients needing medical visits
3. Antiretroviral and combination antiretroviral therapies
4. Other drug therapies, including prophylaxis and treatment of opportunistic infections (PHS Act 2604 (c) (3) (A) care)

Allowable services and activities

- Professional health and therapeutic services
- Practitioner examination
- An initial comprehensive medical history and physical assessment performed for the client by the health services.
- Diagnosis, treatment, and management of physical and behavioral health conditions including:
 - Oral health assessment
 - Psychosocial/mental health assessment
 - Substance use screening and assessment
- Diagnostic and laboratory testing
- Early intervention and risk assessment
- Immunizations
- Prescribing and managing medication therapy
- Medication consultation and adherence assistance conducted by an individual who is a PharmD, also known as a Doctor of Pharmacy
- Treatment adherence services provided during an OAHS service visit, which are reported under this service category
- Medication monitoring for toxicity or efficacy
- Obstetrics and gynecology services
- Prescription medication updates, refill prescriptions, or assistance
- Preventive care and screening
- Behavioral risk assessment, subsequent counseling, and referral
- Health education and counseling
- Chronic conditions continuing care and management
- Referral to and provision of HIV-related specialty care (includes all medical subspecialties including audiology, ophthalmic and optometric services)
- Follow up appointments determined by client need(s), including: current status, chief complaint, prior history, family history, future plans, etc.
- Medical interpretation services at the discretion of the client

Measure

Documentation of the following:

1. Care is provided by a licensed healthcare provider in an outpatient medical setting
2. Only allowable services provided
3. Services provided as part of the treatment of HIV infection
4. Specialty health services related to HIV infection and/or conditions arising from the use of HIV medications resulting in side effects

5. Services are consistent with HHS clinical guidelines for the treatment of HIV
6. Services are consistent with HRSA/HAB National Monitoring Standards

Access to treatment by qualified, licensed health care professionals

Services are provided by appropriately licensed providers in an outpatient setting.

Measure

Documentation of provider:

1. Current licensure with the Utah Division of Professional Licensing
2. Education related to the care of people living with HIV
3. Comprehensive medical history and physical assessment in client record
4. Documentation of provider education related to the care of people living with HIV
5. Clinical notes signed in client record

Laboratory test

Laboratory tests are integral to the treatment of HIV and related complications, necessary based on established clinical practice.

Measure

Laboratory test documentation supports:

1. Ordered by a registered, certified, licensed provider, and consistent with medical and laboratory standards
2. When a tuberculosis screening is medically indicated, a QuantiFERON test is performed
3. The laboratory is approved by the FDA, and/or certified under the CLIA Program
4. The number of diagnostic and laboratory tests performed are included in the client medical records

Service coordination

Service coordination involves active collaboration and coordination with other agencies to facilitate client access to the full spectrum of HIV-related services.

Measure

Documentation of the following:

1. A comprehensive list of target providers (both internal and external), including, but not limited to regional AIDS service providers, local, state and federal services available for people living with HIV
2. Appropriate follow up on identified needs, and coordination with community service providers

3. In the client medical record:
 - Needs identified through screenings, which result in delivery of services, or appropriate referral
 - Psychosocial and behavioral health screenings
 - Substance use screening using an evidence-based tool. If indicated describe intervention, and referral to treatment

Health education/risk reduction

Client assessed for readiness, willingness and ability to engage in care and receive HIV education.

Measure

Documentation in the client medical record includes:

1. Information provided to the client about available medical and psychosocial support services
2. HIV transmission and how to reduce the risk of HIV transmission
3. Counseling on how to improve their health status

Treatment adherence counseling

Services are designed to support client adherence with complex HIV/AIDS treatments.

Measure

Documentation of treatment adherence counseling in the client medical record includes:

1. Readiness assessment and treatment adherence services provided during an OAHS service visit
2. Maintaining an HIV RNA level of < 200 copies/mL does not prevent acquisition or transmission of other sexually transmitted infections

Case review

Interdisciplinary team case review is an opportunity to address major life transitions for the client.

- Case reviews are performed every six months at minimum for clients who are not virally suppressed or require special considerations due to management complexity
- Case review may include physician, case manager, pharmacy or other care provider as indicated to coordinate care and facilitate treatment success for the client

Measure

Documentation of case review in the client record includes:

1. Date
2. Name of participants
3. Issues and concerns
4. Adherence barriers identified for the client with high viral load levels
5. Follow-up plan
6. Verification that guidance has been implemented

Resources

1. [HRSA National Monitoring Standards](#)
2. [HRSA PCN #15-02 Clinical Quality Management](#)
3. [HRSA PCN #16-02 Eligible Individuals & Allowable Uses of Funds](#)
4. [IDSA Primary Care Guidance for Persons With Human Immunodeficiency Virus](#) (Guidelines are frequently updated and should be accessed directly)
5. [NASTAD Service Standards for Ryan White HIV/AIDS Program Part B](#)
6. OMB Circulars: Educational and Non-Profit Instructions Documents (<https://www.whitehouse.gov/omb/information-for-agencies/circulars/>) (https://obamawhitehouse.archives.gov/omb/circulars_default/)
7. [Public Service Health Act, Title XXVI, Amendment - October 2009](#)
8. Ryan White Part B Clinical Quality Management Plan. (<https://ptc.health.utah.gov/treatment/ryan-white/>) For Providers > Forms and Reference Materials > Ryan White Part B Clinical Quality Management Plan
9. [Service Standards Ryan White HIV/AIDS Programs](#)
10. [Uniform Guidance](#)
11. [U.S. Department of Health and Human Services Clinical Guidelines for the Treatment of HIV/AIDS](#) Guidelines are frequently updated and should be accessed directly
12. [Utah Administrative Code – Rule R388-805](#) >Health
13. [U.S. Department of Health and Human Services Ryan White HIV/AIDS Program Part B Manual](#)

Approval group

Approval group	Reviewed
RWB administrator: Seyha Ros	2023.03.24
Quality coordinator: Marcee Mortensen	2023.04.03
Senior RN quality consultant: Vinnie Watkins	2023.04.03
HEART program manager: Tyler Fisher	2023.04.11
Office of Communicable Diseases, director: Sam LeFevre	2023.04.11

Revised	Reviewer	Change description or location
2023.03.24	RWB administrator	Updated the template formatting to DHHS. Added content to section: Purpose, Scope, and Definitions
2023.04.03	Senior RN quality consultant and quality coordinator	Aligned service category with HRSA NMS, changed from OAMC to OAHS (outpatient/ambulatory health services), updated resources
2023.04.07	RWB administrator	Review and updated the track changes and the feedback from quality coordinator
2023.04.11	RWB administrator, Senior RN quality consultant and quality coordinator	Removed two sections as they are not in the updated HRSA NMS (June 2022): <ul style="list-style-type: none"> Records management Treatment adherence counseling "Information to persons..."