



Indiana
Department
of
Health

Breakout Session 1

Service Standards Review Period

Conner Tiffany

OUR MISSION:

**To promote, protect, and improve
the health and safety of all Hoosiers.**

OUR VISION:

**Every Hoosier reaches optimal health
regardless of where they live, learn,
work, or play.**





Polling Question

I know where the service standards are located on IDOH website

1 – Absolutely, without a doubt

2 – I stumbled upon them once randomly

3 – Are they even on the website?





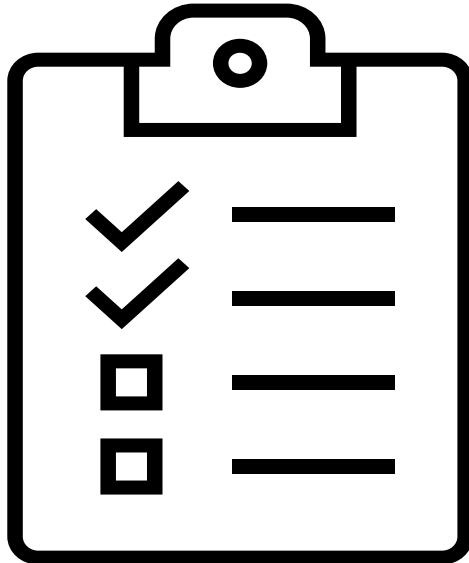
Background and Use of Service Standards



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What are service standards?

Ryan White HIV/AIDS Program (RWHAP) recipients must develop Service Standards for every funded service category, to be followed by every funded subrecipient.



Service Standards establish minimal expectations that any provider must meet when providing a service.

- Foundation of a clinical quality management (CQM) program and subrecipient monitoring
- Provide a framework from which processes and outcomes are measured
- Define the core components and activities of a service category
- Used by the recipient to define expectations for service procurements

How are service standards used?

Service standards are created to establish an expectation for service delivery, regardless of where that service delivery occurs.

Service standards should be read and referenced when implementing any funded service. The service standard will outline documentation that is required when monitoring visits occur.

How are service standards developed?

[Policy Clarification Notice #16-02: Ryan White HIV/AIDS Program Services: Eligible Individuals & Allowable Uses of Funds](#)

- Recipients are required to work toward the development and adoption of service standards for all HRSA RWHAP-funded services to ensure consistent quality care is provided to all HRSA RWHAP-eligible clients. HAB interprets this as “you must have”.

[Service Standards: Guidance for Ryan White HIV/AIDS Program Grantees/Planning Bodies](#)

- Contains HAB’s expectations of what is to be included in Service Standards used by RWHAP recipients

[NASTAD Service Standards for RWHAP Part B Programs](#)

- Provides samples of Service Standards from other Part B recipients

How are Service Standards Developed?

- A Universal Standard is an overarching Standard that addresses common elements to all Service Standards.
- IDOH's Universal Standard includes elements such as:
 - General Eligibility and Recertification
 - Client Rights and Responsibilities
 - Grievance Process
 - Cultural and Linguistic Competency
 - Privacy and Confidentiality

Last Updated: October 2020

ISDH HSP Universal Services Service Standard

The Universal Standards listed below are applicable to all service categories funded under the Ryan White Part B program. These standards are compliant with the HRSA/HAB monitoring standards issued December 2013. Recipients are required by HRSA/HAB to adhere to these monitoring standards and as such, sub-recipients funded by the HIV Services Program (HSP).

Standard	Documentation
1. Access to Care	
1. Services must be provided irrespective of age, physical or mental challenges, creed, criminal history, history of substance abuse, immigration status, marital status, national origin, primary language, race, religion, sexual orientation, gender identity and expression, socioeconomic status, or current/past health conditions 2. Services must be provided in accordance with the American with Disability Act Guidelines. For information, refer to ADA Guidelines 3. Sub-recipients must have written instructions for clients on how to access sub-recipients services	1. Policies and procedures and client grievance 2. Policies and procedures 3. Policies and procedures and informational flyers and handouts
2. Client Access	

How are service standards developed?

- Each year, IDOH updates the service standards to reflect current practice
- Updates can include any confusion/clarification needed that was experienced by the subrecipient when implementing/logging
- This year, we will also be updating our subservices



Polling Question

I feel more comfortable with Service Standards



1 – Yes, absolutely! I am a Service Standard expert.

2 – I feel better off but will welcome any further information.

3 – What is a Service Standard?



Open Discussion



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Suggestions for updates

What changes would you like to see reflected?

What gaps exist?

What problems can we potentially circumvent?

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