

Client level Indicators Care Program 2012

CORE SERVICES

Ambulatory Care *See link to HRSA*

<http://www.hab.hrsa.gov/deliverhivaidsare/habperformmeasures.html>

Medical Case Management *See link to HRSA*

<http://www.hab.hrsa.gov/deliverhivaidsare/habperformmeasures.html>

Home Health Care

- % Clients with HIV infection who have a medical visit with an HIV specialist at least every 6 months
- % Clients who received HIV-related education monthly on at least one of the following topics:
 - HIV disease and progression,
 - HIV transmission and infection control
 - HIV disclosure and confidentiality
- % Clients with HIV infection who received a complete biopsychosocial assessment, including physical exam, mental status, psychological assessment, and nutritional assessment monthly.
- % Clients with HIV infection assessed every 60 days for need in the following home health areas:
 - Durable medical equipment;
 - Therapies (physical, speech, occupational);
 - Registered dietician;
 - Home health aide;
 - Medical social worker
- Clients with HIV infection that had treatment adherence discussed and measured every four months with the measured results recorded in the medical chart

Mental Health

- % Clients with HIV infection who have a medical visit with an HIV specialist at least every 6 months
- % Clients with HIV infection requiring mental health services after the initial intake assessment visit that remain in counseling services for a minimum of 3 months
- % HIV+ clients whose treatment plans address issues identified in the comprehensive assessment
 - Medication adherence,
 - Impact of behavior on compliance,
 - Negotiating life skills,
 - Substance abuse,
 - History of hospitalizations

Oral Health

- % Clients with HIV infection who have a medical visit with an HIV specialist at least every 6 months
- % Clients with an intraoral exam performed annually and include the following:
dental caries and soft tissue examination
- % Clients with oral health education that includes the following components:
 - Caries prevention,
 - Smoking cessation
- % HIV+ clients that have a health history assessment

Substance Abuse

- % Of clients with HIV infection who have a medical visit with an HIV specialist at least every 6 months
- Increase in the % of HIV+ clients served who enter and remain in a treatment program for at least 3 months
- Increase in the % of signed treatment plans

SUPPORT SERVICES

Emergency Financial Assistance-utilities, food

- % Clients with HIV infection who have a medical visit with an HIV specialist at least every 6 months
- Increase in the % of clients with HIV infection who complete a client satisfaction survey conducted annually
- Increase in the % of clients who received a resource list of community food and nutrition services
- Increase in the % of clients with HIV infection who received a resource list of community utility services

Emergency Housing Assistance

- % Clients with HIV infection who have a medical visit with an HIV specialist at least every 6 months
- Increase in the % of clients with HIV infection who complete a client satisfaction survey conducted annually
- Increase in the % of clients with HIV infection who received a resource list of community housing services

Food & Congregate meals

- % Clients with HIV infection who have a medical visit with an HIV specialist at least every 6 months

- Increase in the % of clients with HIV infection who complete a client satisfaction survey conducted annually. Components of the survey should address the following areas:
 - Overall quality of the program services
 - Quality of the food provided
 - Quality of the nutritional education services
 - Selection of food items meets your dietary needs
 - Selection of food items meets your cultural needs
- Increase in the % of clients who received a resource list of community food and nutrition services

Legal

- % Clients with HIV infection who have a medical visit with an HIV specialist at least every 6 months
- Increase in the number and % of HIV+ clients that attend at least 3 HIV/AIDS law trainings by attorneys on substantive areas such as public benefits, return-to-work, immigration, confidentiality of HIV status, etc.
- Increase in the % of clients with HIV infection who complete a client satisfaction survey conducted annually.

Short-term housing

- % Clients with HIV infection who have a medical visit with an HIV specialist at least every 6 months
- % Clients with HIV infection will not experience eviction from housing for nonpayment of rent
- Increase % of clients with HIV infection who report a reduction in homelessness

Van Transportation

- % Clients with HIV infection who have a medical visit with an HIV specialist at least every 6 months
- Increase in % of clients with HIV infection who schedule and keep van transportation appointments.