

Program Outcome: 90% of clients who are new and/or have fallen out of care will be successfully enrolled into Primary Medical Care reported on a semi annual basis

Indicator:

- Number of encounters with detail if newly diagnosed or fallen out of care, duration out of care, exposure category, gender and race/ethnicity
- Number of referrals made to Primary Care
- Number of clients retained in Primary Care that have 2 Primary Care visits within first year following Outreach

Service Unit(s): Successful Completed Enrollment into Primary Medical Care via encounters, contact, and referrals

New Haven/Fairfield Counties Ryan White Part A Program

Outreach Standard of Care

<i>Standard of Care</i>	<i>Outcome Measure</i>	<i>Numerator</i>	<i>Denominator</i>	<i>Data Source</i>	<i>Goal/Benchmark</i>
I. Structure					
Referral protocol exists at provider agency	Referral protocol exists for clients to and from provider	Number of outreach provider agencies with referral protocol	Number of outreach agencies	Policy & Procedure manual	All outreach agencies have referral protocol
Services are provided by trained staff knowledgeable in community support services. When possible the race and ethnicity of the staff will reflect the population(s) being served.	100% of services are provided by knowledgeable, trained staff	Number of knowledgeable, trained staff providing service	Number of outreach staff	Employee files documenting qualifications	100% of services are provided by knowledgeable, trained staff
Client confidentiality is safeguarded	Confidentiality agreements are signed by clients & updated every 6 months	Number of client charts with signed agreements every 6 months	Number of Outreach clients	Client charts	100% of client charts have agreements signed every 6 months
	All staff attends HIPAA training	Number of Outreach staff attends HIPAA training	Number of Outreach staff	Personnel Files	100% of Outreach staff attends HIPAA training
Client Releases of Information (ROI) are secured	Client ROIs are completed, signed, dated every year	Number of client charts with signed ROI every year	Number of clients	Client Chart	100% of client charts with signed ROI every year
II. Process					
Clients are determined to be out of care* or erratically in care**	Clients are assessed for Primary care, Case Management, Mental Health & Substance Abuse care status	Number of charts with PC, CM, MH & SA care status assessment	Number of clients	Client chart	100% of charts have care status assessment
Re-engage those who have fallen out of care or erratically in care into primary care	Primary Care appointment are made within 24 hours of outreach engagement	Number of Primary Care appointment made w/in 24 hours	Number of clients needing primary care appointments	Client chart	100% of Primary Care appointment made w/in 24 hours
Enroll PLWHA in support services	Case Management appointment made if client does not have a CM or has not seen one in 6 months. Appointment made w/in 24 hrs.	Number of Case Management appointment made w/in 24 hours	Number of clients needing case management	Client chart	100% of Case Management appointments made w/in 24 hours
	Mental Health appointment made within 24 hours of outreach engagement	Number of Mental Health appointments made within 24 hours	Number of clients needing Mental Health care	Client chart	100% of Mental Health appointments made within 24 hours
	Drug Treatment arrangements made within 24 hours of outreach engagement if client desires	Number of Drug Treatment arrangements made w/in 24 hrs	Number of clients wanting Drug Treatment	Client chart	100% of Drug Treatment arrangements made within 24 hours
Provide education, and follow-up outreach so that clients remain in primary care and support services	Outreach clients remain in care. Clients are followed up for engagement into care.	Number of clients who keep Primary Care appointment	Number of clients referred to Primary Care	Client chart	100% of clients keep Primary Care appointment
		Number of clients who keep Case Management appointment	Number of clients referred to Case Management	Client chart	100% of clients keep Case Management appointment
		Number of clients who keep Mental Health appointment	Number of clients referred to Mental Health	Client chart	90% of clients who keep Mental Health appointment

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		Number of clients who enter Drug Treatment	Number of clients referred to Drug Treatment	Client chart	85% of client enter Drug Treatment
Clients are assisted in remaining in coordinated and continuous care	Clients are reminded of appointments made by outreach, and transportation is arranged if needed	Number of appointments made by Outreach Worker in which client is reminded	Number of appointments made by Outreach Worker	Client chart	100% of clients are reminded of appointments made by Outreach
		Number of appointments in which transportation is arranged	Number of clients in need of Transportation	Client chart	95% of appointments show transportation is arranged

****Out of Care (HRSA):***

- No Primary Care Appointment for over 12 months
- No CD4 or viral load test for over 12 months
- No antiretroviral therapy for over 12 months

***** At risk of Out of Care:***

Treatment adherence issues

- Erratic (3 or more) appointment non-compliance
- Medication adherence issues