

Home Health Care

SERVICE CATEGORY DEFINITION

Home Health Care:

Is the provision of services in the home that are appropriate to a client's needs and are performed by licensed professionals. Services must relate to the client's HIV disease and may include:

- Administration of prescribed therapeutics (e.g. intravenous and aerosolized treatment, and parenteral feeding)
- Preventive and specialty care
- Wound care
- Routine diagnostic testing administered in the home
- Other medical therapies

Services require a medical referral stating the need for home health services and the expected length of care. The provision of Home Health Care is limited to clients that are homebound. Home settings do not include nursing facilities or inpatient mental health/substance abuse treatment facilities.

CLIENT INTAKE AND ELIGIBILITY

All agencies are required to have a client intake and eligibility policy on file. It is the responsibility of the agency to determine and document client eligibility status, as outlined in the Ryan White Part A—Cleveland TGA Eligibility Policy.

Eligible clients must:

- ◇ Live in the Cleveland TGA (Cuyahoga, Ashtabula, Lake, Lorain, Geauga, or Medina County)
- ◇ Have an HIV/AIDS diagnosis
- ◇ Have a household income that is at or below 500% of the federal poverty level
- ◇ Be uninsured or underinsured

Services will be provided to all Ryan White Part A qualified clients without discrimination on the basis of: HIV infection, race, creed, age, sex, gender identity or expression, marital or parental status, sexual orientation, religion, physical or mental handicap, immigrant status, or any other basis prohibited by law.

Home Health Care

PERSONNEL QUALIFICATIONS

Home Health Care services will be provided by trained licensed or certified health care workers such as nurses. Depending on the scope of practice, staff must meet the appropriate licensure and/or certification requirements set forth by the State of Ohio.

Each agency providing Home Health Care must have and implement a plan for supervision of all staff consistent with licensure status and scope of practice. Staff must be evaluated at least annually by their supervisor according to written agency policy on performance appraisals.

CARE AND QUALITY IMPROVEMENT OUTCOME GOALS

The overall treatment goal of Home Health Care services within the Cleveland TGA is to provide high quality in-home services that assist with increasing activities of daily living (ADL) and adherence to medical care for eligible individuals living with HIV/AIDS.

Clinical Quality Improvement outcome goals for Home Health Care services include:

- ◆ 80% of Home Health Care clients have a written care plan in place.
- ◆ 80% of Home Health Care clients are linked to medical care as documented by at least one medical visit, viral load or CD4 test reported in the measurement year.

Home Health Care

Cleveland TGA Service Standard of Care

SERVICE STANDARDS

| | Standard | Measure | Goal |
|----|--|---|------|
| 1 | Home Health Care services are provided by trained professionals. | Documentation of current Ohio licenses reviewed. | 100% |
| 2 | Home Health Care agency's are appropriately licensed by the state of Ohio and able to bill Medicare, Medicaid, private insurance, and/or other third party payers. | Documentation of agency licensure/s reviewed. | 100% |
| 3 | Client file includes documentation of type of home service provided, the date of service, and the signature of the professional who provided each service. | Documentation of services provided and provider signatures evident in client chart. | 80% |
| 4 | Client file includes documentation that services are limited to medical therapies in the home and exclude personal care services. | Documentation of services provided evident in client chart. | 80% |
| 5 | * Client file includes documentation of the physician referral for home health care services and expected length of time that services will be needed. | * Documentation of physicians referral evident in client chart. | 80% |
| 6 | * Client file includes documentation of a treatment plan developed with the client during the initial home visit. | * Documentation of treatment plan evident in client chart. | 80% |
| 7 | * Client file includes documentation that the treatment plan is reviewed and/or updated at least every 90 days. | * Documentation of treatment plan update evident in client chart. | 80% |
| 8 | * If client is discharged, client file includes reason for termination of services. | * Documentation of reason for discharge evident in client chart. | 80% |
| 9 | Client is linked to medical care. | Documentation that the client had at least one medical visit, viral load, or CD4 test within the measurement year evident in the client chart. (can be client report) | 80% |
| 10 | Client had less than 200 copies/mL at last HIV Viral Load test during the measurement year. | Documentation of viral load test outcomes evident through Cleveland TGA CAREWare Performance Measure. | 80% |

* Indicates Local TGA Standard of Care

All other standards derived from the HRSA/HAB National Monitoring Standards and/or the HRSA/HAB HIV Performance Measures

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CLIENTS RIGHTS AND RESPONSIBILITIES

Agencies providing services are required to have a statement of consumer rights and responsibilities posted and/or accessible to the client. Each agency will take all necessary actions to ensure that services are provided in accordance with the consumer rights and responsibilities statement and that each consumer understands fully his or her rights and responsibilities.

CLIENT RECORDS, PRIVACY, AND CONFIDENTIALITY

Agencies providing services must comply with the Health Insurance Portability and Accountability Act (HIPAA) provisions and regulations and all federal and state laws concerning confidentiality of consumers Personal Health Information (PHI). Agencies must have a client release of information policy in place and review the release regulations with the client before services are received. A signed copy of the release of information form must be included in the clients record. Information on all clients receiving Ryan White Part A funded services must be entered in the HRSA sponsored, Cleveland Part A managed, CAREWare Database.

CULTURAL AND LINGUISTIC COMPETENCY

Agencies providing services must adhere to the National Standards on Culturally and Linguistically Appropriate Services.

CLIENT GRIEVANCE PROCESS

Each agency must have a written grievance procedure policy in place which provides for the objective review of client grievances and alleged violations of service standards. Clients will be routinely informed about and assisted in utilizing this procedure and shall not be discriminated against for doing so. A signed copy of the grievance procedure policy form must be included in the clients record.

CASE CLOSURE PROTOCOL

Each agency providing services should have a case closure protocol on file. The reason for case closure must be properly documented in each clients file. If a client chooses to receive services from another provider the agency must honor the request from the client.