



Department of  
**Public Health**

CITY OF PHILADELPHIA

# Division of HIV Health HIV Service Standards HIPC Meeting

January 11th, 2024

# WHAT ARE SERVICE STANDARDS

- Service Standards outline the elements and expectations a RWHAP Service provider follows when implementing a specific service category.
- The purpose of Service Standards are to ensure that all RWHAP Service providers work off the same fundamental components of a given service category across a service area.
- Service Standards establish the minimal level of service or care that at RWHAP funded agency or provider may offer within the RW jurisdiction

# SERVICE STANDARD REQUIREMENTS

- Service Standards must be consistent with applicable clinical/professional guidelines, state and local regulations, and licensure requirements.
- The variability in state and local regulations and licensure requirements prevents the adoption of national service standards for the RWHAP. Therefore, they must be set at the grantee level.
- Medical care services must be consistent with U.S. Department of Health and Human Services care and treatment guidelines, as well as other clinical and professional standards.
- For non-clinical services, service standards may be developed using evidence-based best practices, the Part A and Part B National Monitoring Standards, and guidelines developed by the state and local government.
- Service Standards are essential in defining and ensuring that consistent quality care is offered to all clients.

# SERVICE STANDARD REQUIREMENTS

- Service Standards set a benchmark by which services are monitored, and sub-grantee contracts are developed.
- Each funded service category must have a unique set of service standards.

# HOW ARE SERVICES STANDARDS DEVELOPED?

- It is ultimately the responsibility of the grantee to ensure that the Service Standards are in place for all funded service categories.
- For RWHAP Part A grantees, developing Service Standards is a shared responsibility.
- For the Philadelphia EMA RWHAP Part A program, all services standards have been developed.

# HOW OFTEN SHOULD SERVICE STANDARDS BE REVIEWED FOR ACCURACY AND RELEVANCE?

- Service Standards must be reviewed regularly and updated to reflect the most current nationally recognized guidelines in HIV care and treatment and local requirements.
- Through the Comp Planning committee, the grantee and committee members will review the existing standards and make recommendations for updates to the Service Standards by the grantee.

## SERVICE STANDARDS TO BE REVIEWED

- Outpatient/Ambulatory Health Services
- Emergency Financial Assistance
- Food Bank/Home Delivered Meals
- Health Education/Risk Reduction
- Home Health Care
- Housing Services
- Other Professional Services/Legal
- Linguistic Services (Translation and Interpretation)
- Medical Case Management
- Medical Nutrition Therapy
- Medical Transportation Services
- Mental Health Services
- Oral Health
- Referral for Healthcare/Supportive Services
- Psychosocial Support
- Substance Abuse Services

# WHY ARE THE SERVICES STANDARDS IMPORTANT?

- Consumers – Service Standards ensure the minimal expectation for consumers accessing or receiving RWHAP funded service in the Philadelphia EMA
- Service Providers – Service Standards define the core components of a service category to be included in the model of service delivery for each funded service category
- Grantee – Grantees are responsible for ensuring the development, distribution, and use of the Service Standards. Service Standards are important to ensure that services are provided to clients in a consistent manner across service providers.
- Quality Managers – Service Standards are the foundation for the clinical quality management program and provide the framework and service provision from which processes and outcomes are measured.
- Planning Bodies – Service Standards assist planning bodies with understanding what activities are being provided.



QUESTIONS?