

Home and Community-based Health Services

Service Definition

Home and Community-based Health Services includes skilled health services furnished to the individual in the individual's home, based on a written plan of care established by a case management team that includes appropriate health care professionals. Services include: durable medical equipment; home health aide services and personal care services in the home; day treatment or other partial hospitalization services; home intravenous and aerosolized drug therapy (including prescription drugs administered as part of such therapy); routine diagnostics testing administered in the home; and appropriate mental health, developmental, and rehabilitation services. (San Jose, CA TGA Definitions for Eligible Services *Ryan White HIV/AIDS Treatment Extension Act 2009*, Page 6).

Goals: The Standards of Care serve as guides to gauge the quality of HIV services in Santa Clara County.

Home- and Community-Based Health Service providers are expected to comply with the Universal Standards of Care, as well as these additional standards:

Standards of Care

1.0 Standard of Care: Licensure or Assurance

Standard	Measure/Documentation
A. Staff and/or Volunteer Screening: The agency must certify that none of its employees or agents providing service have been convicted of a criminal offense related to health care, nor are any listed by any federal or state agency as debarred, excluded or otherwise ineligible for participation in Medicare, MediCal, or any other federal or state funded health care programs.	A. Documentation in personnel file.

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<p>B. Licensure: All agency staff, contractors, and consultants, who provide direct-care services and require licensure, shall be properly licensed by the State of California</p>	<p>B. Documentation in personnel file.</p>
<p>C. Agency Eligibility: The agency shall be certified and licensed by the State of California to provide skilled home health services.</p>	<p>C. Documentation in Agency file.</p>

2.0 Standard of Care: Knowledge, Skill, and Experience

Standard	Measure/Documentation
<p>A. Home Health Services: Staff and volunteers will have the knowledge and skill required to provide home health services, as evidenced by appropriate licensure in the State of California where the job category requires it, and by appropriate training and/or experience for home health aids;</p>	<p>A. Documentation in personnel file.</p>

3.0 Standard of Care: Client Rights, Responsibilities, Confidentiality

- No additional standards

4.0 Standard of Care: Access to Services

- No additional standards

5.0 Standard of Care: Care and Treatment

Standard	Measure/Documentation
<p>A. Nursing Care: The agency shall provide skilled, professional nursing care in accordance with the client’s physician-prescribed care plan and/or inform physician of other attendant care or homemaker services being received.</p>	<p>A. Client’s medical record.</p>

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<p>B. Evaluation: The agency shall provide evaluation of service delivery by qualified, professional supervisors.</p>	<p>B. Agency job descriptions.</p> <ul style="list-style-type: none"> • Client’s medical record.
<p>C. Client Contact: The agency shall ensure that phone contact is made with each client within twenty-four (24) hours of the referral, and services are initiated at the time specified by the physician, or within forty-eight hours, whichever is earlier.</p>	<p>C. Client’s medical record</p>
<p>D. Care Plan: The agency shall maintain a medical record that should reflect initial care plan signed by the physician for skilled nursing care with appropriate and timely updates, as per state requirements.</p> <p style="padding-left: 40px;">a. The plan will be reviewed and up-dated at each team meeting. The interdisciplinary team is inclusive of a physician, nurse, home health aide, social worker, and may include spiritual care provider and volunteers when desired by the patient and family unity.</p>	<p>D. Client’s medical record</p> <p style="padding-left: 40px;">a. Team meeting records</p>

6.0 Standard of Care: Outreach and Provider Continuity

- No additional standards

7.0 Standard of Care: Continuous Quality Improvement

- No additional standards

8.0 Standard of Care: Staff Training

- No additional standards

References and Published Guidelines:

**Ryan White Standards of Care
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1. For a comprehensive overview of references, guidelines and resources please see the official WEB site for Health Resources and Services Administration (HRSA), HIV/AIDS Bureau (HAB) at <http://hab.hrsa.gov>
2. **Ryan White Title I Standards of Care for Home Health Care.** Pending approved by the Santa Clara County HIV Health Services Planning Council August 20, 2003.
3. **Ryan White Title I Standards of Care for Home Health Care.** Draft Revision 1-31-08.
4. **San Jose, CA TGA** – Definitions for Eligible Services *Ryan White HIV/AIDS Treatment Extension Act of 2009*, July 1, 2011, Definition of “**Home- and Community Based Health Services**” Page 3.