Title: EIS Service Standards Programs: Ryan White Part B and HIV & STD Section: Core Medical Service	UTAH DEPARTMENT OF HEALTH
Executive Sponsor: Utah Department of Health Policy Owner: HIV Prevention Specialist Approved by: Ryan White Part B Program Manager	Last Review: 2021.07.31 Next Review: 2022.06.01 Origination Date: 2019.08.06

Acronyms

AIDS Acquired Immune Deficiency Syndrome
CDC Centers for Disease Control & Prevention
EIS Early Intervention Services
HCV Hepatitis C Virus
HIV Human Immunodeficiency Virus
MOU Memoranda of Understanding
RWB Ryan White Part B
STD Sexually Transmitted Disease
UDOH Utah Department of Health

Purpose

The purpose of EIS are to decrease the number of individuals with HIV/AIDS by increasing access to care. EIS goals are to increase the number of:

- Individuals who are aware of their HIV status
- HIV-positive individuals who are in medical care
- HIV-negative individuals referred to services that contribute to keeping them HIV-negative

Service Category Definition

EIS include identification of individuals at key points of entry and access to services and provision of:

- HIV testing and targeted counseling
- Referral services
- Linkage to care
- Health education and literacy training that enable clients to navigate the HIV system of care

EIS are limited to a combination of the services described above rather than stand-alone services; all four components must be present.

Services focus on expanding key points of entry and documented tracking of referrals. Counseling, testing, and referral activities are designed to bring HIV-positive individuals into Outpatient Ambulatory Medical Care. EIS provide the added benefit of educating and motivating clients on the importance and advantages of getting into and staying in care. Individuals who test positive for HIV are referred for, and linked to, health care and support services. Individuals found to be HIV-negative are referred to appropriate prevention services. Agencies offering EIS receive referrals from a broad range of HIV/AIDS service providers and serve clients who self-refer.

Key points of entry include: emergency rooms, substance use disorder and mental health treatment programs, detoxification centers, detention facilities, STD clinics, homeless shelters, HIV disease counseling and testing sites, syringe services programs, health care points of entry specified by eligible areas, federally qualified health centers, and entities such as Ryan White Part A, B, C, D and F grantees.

Standard / Activity	Measure / Documentation
Provider	
Coordinate with existing HIV prevention efforts and programs to avoid duplication and provide HIV testing only where existing federal, state and local funds are not adequate (ensuring that RWB funds supplement, and do not supplant, existing funds for testing).	• Current tracking and billing procedures • UDOH approval of current procedures
Provision of all four required EIS components, with RWB or other funding.	All required components in client record
EIS are provided at, or in coordination with, key points of entry.	Individuals provided EIS at key points of entry
HIV testing activities and methods meet CDC and state requirements.	Procedures for HIV testing activities and methods meet CDC and state requirements
Personnel Qualifications • UDOH HIV Prevention Counseling Training for individuals who provide targeted testing and linkage to care services. • UDOH Rapid Lab Technician Training for individuals who conduct laboratory functions.	Completion Certificate of UDOH training located in personnel file and/or UDOH records
Target EIS to only those populations and locations which are epidemiologically evidenced to be at high-risk for HIV infection.	• Epidemiologic data presented in the grant application • UDOH approval to provide EIS in points of entry not included in original scope of work, if applicable
Eligibility Determination / Screening Utilization of UDOH approved form to screen and assess clients: • Utah resident • Member of high-risk category	Client record contains screening and assessment using UDOH approved form
Training and education sessions designed to help individuals navigate and understand the HIV system of care.	Client-centered education and training in client record
Referrals • Detect referrals from key points of entry. • Referrals to health care and support services. • Active referrals for HIV-positive individuals to RWB.	Referrals in client record, Evaluation Web, ClientTrack and/or REDCap
Linkage to HIV Medical Care: Client attended a routine HIV medical care visit within 30 days of HIV diagnosis.	Linkage to HIV Medical Care in client record, Evaluation Web and/or ClientTrack within measure timeframe
Establish MOUs to facilitate access to care for those who test positive with key points of entry.	MOUs with key points of entry into care
Report on numbers of HIV tests and results, including where and when RWB-funded HIV testing occurs.	Location, date and results of HIV tests in Evaluation Web

Applicable Universal Service Standards	

• Universal Service Standards
  o Access to Care
  o Records Management
      ▪ Documentation
      ▪ Billing
  o Staff Requirements/Personnel Qualifications
  o Client-Related Policy
      ▪ Rights and Responsibilities
      ▪ Grievance
      ▪ Privacy and Confidentiality
• Quality Management Standards
  o QI Activities
  o Client Satisfaction
  o Performance Measures
  o QA Monitoring
• Monitoring Standards
	Policies, procedures and documentation in agency and client records

References

National Monitoring Standards for Ryan White Part B Grantees: Program – Part B
HRSA Performance Measures

Revise Date	Title of Reviewer	Change Description or Location
2021.07.20	HIV Team Manager, HIV Prevention Specialist, Quality Coordinator & Senior RN Quality Consultant	• Reviewed HIV Team Manager feedback together as a group. Polished and finalized for further approvals.
2021.06.23	HIV Prevention Specialist, Quality Coordinator & Senior RN Quality Consultant	• Overhauled formatting, table workflow and content. • Aligned with HRSA National Monitoring Standards. • Specified applicable Universal Service Standards
2020.09.23	Quality Coordinator	• Updated Universal Service Standards section • Added measure placeholders for *Privacy and Confidentiality* and *Records Management*
2020.09.15 2020.09.11	Quality Coordinator & Senior RN Quality Consultant	• Formatted heading and font to align with other Service Standards. • Clarified EIS are limited to a combination of specific services, not stand-alone. • Added EIS goals. • Formatted *Personal Qualifications* section into table. • Added standards and measures from [HRSA National Monitoring Standards](#). • Listed applicable Universal Service Standards. • Updated approval group.
2019.07.23	Clinical Quality Coordinator	Removed content from Cultural and Linguistic section since it was a duplication of information under Service Plan and did not describe cultural and linguistic competency. Formatting and added origination date.

Approval Group	Date Reviewed
HIV Prevention Specialist: Kim Farley	2021.06.23
Quality Coordinator: Marcee Mortensen	2021.06.23
Senior RN Quality Consultant: Vinnie Watkins	2021.06.23
HIV Team Manager: Heather Bush	2021.6.29
Fiscal Analyst III: Anna Packer	2021.07.26
Financial Manager I: Derrick Blomquist	2021.07.26
RWB Program Manager: Tyler Fisher	2021.07.26
Director of the Bureau of Epidemiology: Sam LeFevre	2021.07.26