

## **Client level Indicators Care Program 2007-2008**

### CORE SERVICES

#### Ambulatory/Outpatient Medical Care

- **% of clients with HIV infection who have a medical visit with an HIV specialist at least every 6 months**
- **See health maintenance sheet for others**

#### Case Management-Medical

- **% of clients with HIV infection who have a medical visit with an HIV specialist at least every 6 months**
- **% of clients with HIV infection who have a case management care plan documented (with evidence of self-management goals) and updated at least every 6 months**
- **Increase in the % of clients with HIV infection who receive Prevention with Positives messages, including risk reduction and education/referral for PCRS**
- **Increase in the % of clients with HIV infection who are screened and referred (if appropriate) to mental health and/or substance abuse services**

#### Home Health Care

- **% of clients with HIV infection who have a medical visit with an HIV specialist at least every 6 months**
- **% of clients who received HIV-related education monthly on at least one of the following topics: HIV disease and progression, HIV transmission and infection control  
HIV disclosure and confidentiality**
- **% of clients with HIV infection who received a complete biopsychosocial assessment, including physical exam, mental status, psychological assessment, and nutritional assessment monthly.**
- **% of clients with HIV infection assessed every 60 days for need in the following home health areas: Durable medical equipment; Therapies (physical, speech, occupational); Registered dietician; Home health aide; Medical social worker**

- **% of clients with HIV infection that had treatment adherence discussed and measured every four months with the measured results recorded in the medical chart**

### **Mental Health**

- **% of clients with HIV infection who have a medical visit with an HIV specialist at least every 6 months**
- **% of clients with HIV infection requiring mental health services after the initial intake assessment visit that remain in counseling services for a minimum of 3 months**
- **% in the number of HIV+ clients whose treatment plans address issues identified in the comprehensive assessment (medication adherence, impact of behavior on compliance, negotiating life skills, substance abuse, hx of hospitalizations)**

### **Oral Health**

- **% of clients with HIV infection who have a medical visit with an HIV specialist at least every 6 months**
- **% of HIV+ clients with an intraoral exam performed annually and include the following: dental caries and soft tissue examination**
- **% of HIV+ clients with oral health education that includes the following components: caries prevention, smoking cessation**
- **% of HIV+ clients that have a health history assessment**

### **Substance Abuse**

- **% of clients with HIV infection who have a medical visit with an HIV specialist at least every 6 months**
- **Increase in the % of HIV+ clients served who enter and remain in a treatment program for at least 3 months**
- **Increase in the % of signed treatment plans**

## SUPPORT SERVICES

### Emergency Financial Assistance-utilities, food

- **% of clients with HIV infection who have a medical visit with an HIV specialist at least every 6 months**
- **Increase in the % of clients with HIV infection who complete a client satisfaction survey conducted annually**
- **Increase in the % of clients who received a resource list of community food and nutrition services**
- **Increase in the % of clients with HIV infection who received a resource list of community utility services**

### Emergency Housing Assistance

- **% of clients with HIV infection who have a medical visit with an HIV specialist at least every 6 months**
- **Increase in the % of clients with HIV infection who complete a client satisfaction survey conducted annually**
- **Increase in the % of clients with HIV infection who received a resource list of community housing services**

### Food-congregate meals

- **% of clients with HIV infection who have a medical visit with an HIV specialist at least every 6 months**
- **Increase in the % of clients with HIV infection who complete a client satisfaction survey conducted annually.** Components of the survey should address the following areas:
  - Overall quality of the program services
  - Quality of the food provided
  - Quality of the nutritional education services
  - Selection of food items meets your dietary needs
  - Selection of food items meets your cultural needs
- **Increase in the % of clients who received a resource list of community food and nutrition services**

## **Legal**

- **% of clients with HIV infection who have a medical visit with an HIV specialist at least every 6 months**
- **Increase in the number and % of HIV+ clients that attend at least 3 HIV/AIDS law trainings by attorneys on substantive areas such as public benefits, return-to-work, immigration, confidentiality of HIV status, etc.**
- **Increase in the % of clients with HIV infection who complete a client satisfaction survey conducted annually.**

## **Psychosocial Support-complementary therapy**

- **% of clients with HIV infection who have a medical visit with an HIV specialist at least every 6 months**
- **Increase in the % of clients with HIV infection who self-report an improvement in health.**

## **Short-term housing**

- **% of clients with HIV infection who have a medical visit with an HIV specialist at least every 6 months**
- **% of clients with HIV infection will not experience eviction from housing for nonpayment of rent**
- **Increase % of clients with HIV infection who report a reduction in homelessness**

## **Translations-other support services**

- **% of clients with HIV infection who have a medical visit with an HIV specialist at least every 6 months**

## **Van Transportation**

- **% of clients with HIV infection who have a medical visit with an HIV specialist at least every 6 months**
- **Increase in % of clients with HIV infection who schedule and keep van transportation appointments.**

