



Psychosocial services standards and performance measures

Framing statement:

The intent of psychosocial services is to provide psychosocial and educational support to clients infected with HIV. Note that more therapeutic activities are generally included under mental health services performance standards. These standards presume that ALL the services indicated below are documented. The population included is described only once in indicators, the numerators and denominators follow from the indicators.

Standard	Indicator	Numerator	Denominator	Exclusions	Bench- marks	Notes
<p>Screening</p> <p>All clients receiving RW-funded Psycho-social services will be screened annually for eligibility.</p> <p>Definition: Determination by a case manager and/or health provider that the client meets specified eligibility, culturally relevant criteria for specific RW funded psychosocial services using a standardized screening form. Includes: appropriateness for individual or group services.</p>	<p>Percentage of clients with HIV correctly screened to determine eligibility for psychosocial support services within the measurement year</p>	<p>Number of clients who have been screened for psychosocial services to determine eligibility for psychosocial support services within the measurement year</p>	<p>Number of clients who have competed intake for services within the measurement year</p>	<p>Clients who have not completed an intake or are not due an annual assessment during the measurement year</p>	<p>None</p>	<p>Agency database of clients</p>
<p>Assessment (Individual, Family support)</p> <p>All clients receiving RW-funded Psycho-social services will have a psychosocial assessment completed annually by the provider.</p> <p>Definition of psychosocial assessment: Determination by service or health provider of the client's status including psychological, emotional, life skills, service needs as well as both statement of presenting problem and client capacity to address this using a standardized assessment form. May include specific assessment (e.g.</p>	<p>Percentage of clients who receive psychosocial support services who have had a psychosocial support assessment completed by the psychosocial support services provider within the measurement year</p>	<p>Number of clients who have had a psychosocial support visit for individual services within the measurement year and have a completed psychosocial support assessment completed by the psychosocial support services provider within the measurement year</p>	<p>Number of clients who have had a psychosocial support visit for individual services within the measurement year</p>	<p>Psychosocial support services clients receiving only group services</p>	<p>None</p>	<p>Formal assessment for group services not required. This is mostly screening or part of individual assessment and then referral to group</p>

* All standards refer to client chart review except as noted

NOTE: the standards are specific to the category of psychosocial services. See "cross-cutting" standards for category wide standards and indicators.



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Standard	Indicator	Numerator	Denominator	Exclusions	Bench- marks	Notes
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<p>Service plan: Individual</p> <p>All clients receiving RW-funded Psycho-social services will have an individual service plan developed or updated annually</p> <p>Definition: An individual service plan includes measurable objectives, realistic goals linked to identified client needs, and realistic timeframes.</p>	<p>Percentage of psychosocial support services clients with HIV infection who have an individual service plan developed initially and updated at least once within the measurement year</p>	<p>Number of clients who have had at least three psychosocial support visits for individual services who have an individual service plan developed or updated at least once within the measurement year</p>	<p>Number of clients who have had at least three psychosocial support visits for individual services within the measurement year</p>	<p>1) Psychosocial support services clients receiving only group services. 2) Psychosocial support services clients participating in less than three visits. 3) Updated plans for individuals receiving less than nine months of services.</p>	None	
<p>Service plan: Group</p> <p>All groups receiving RW-funded Psycho-social group services will have a service plan developed or updated annually.</p> <p>Definition: A statement of group goals and related activities including measurable objectives, realistic program plan linked to identified group member needs, and timeframes.</p>	<p>Percentage of psychosocial support group programs with a sufficient identified group service plan (see definition) updated within the measurement year</p>	<p>Number of psychosocial support services groups programs with a sufficient identified group service plan updated at least once within the measurement year</p>	<p>Number of psychosocial support services groups programs receiving RW psychosocial support funding within the measurement year</p>	None	None	<p>1) Agency documentation on in group charts/ logs. -Group services may include support groups, bereavement groups, life skills groups, educational groups and/or other group services</p>

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<p>Progress documentation Individual Progress toward meeting the individual service plan goals will be documented after each visit for RW clients receiving individual social services utilizing agency specific standardized form.</p>	<p>Percentage of psychosocial support services clients with HIV infection who have service plan with progress about how visit has helped move toward the goal documented after each session and summarized in individual client file at least twice per year</p>	<p>Number of clients with who have a service plan and progress documented after each session and summarized in individual client file at least twice per year</p>	<p>Number of clients who have had individual psychosocial support visits within the measurement year</p>	<p>-Individuals receiving only group services -Individuals who have only had an assessment or service plan developed within 60 days from the end of the year</p>	<p>41% achieve ment</p>	
<p>Progress documentation Group Activities and issues related to group plan noted after each group and progress toward achieving group goals summarized at the end of time limited groups or twice per year for ongoing group services utilizing agency specific standardized form.</p>	<p>Percentage of psychosocial support services groups whose progress toward goals is updated a minimum of twice a year</p>	<p>Number of clients psychosocial support services groups with progress toward goals is updated a minimum of twice a year</p>	<p>Number of psychosocial support group services programs within the measurement year</p>	<p>Non group programs</p>	<p>None</p>	<p>Group charts/ logs</p>

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<p>Referral completion</p> <p>Completion of referrals and necessary follow-up is provided for all RW clients receiving psychosocial services</p> <p>Definition: Completion of referrals includes identifying resource, linking client to the resource and providing assistance to ensure client is engaged in resource program and follow-up contact to ensure referral is actualized. Follow-up is conducted and additional activities occur as needed to achieve referral goals in the service plan for core services.</p>	<p>Percentage of psychosocial support services clients with HIV infection whose referrals for core service were completed during the measurement year</p>	<p>Number of clients whose core services whose referrals are completed within the measurement year</p>	<p>Number of clients whose core services completed within the measurement year.</p>	<p>1) Referrals made during the last three months of the measurement year; 2) Clients who had no referrals for core services made by their psychosocial support services provider during the measurement year.</p>	<p>None</p>	<p>Group chart review for individual referrals from groups</p>
<p>Discharge summary</p> <p>Each RW client who receives psychosocial services and terminates the service will have a discharge summary on file that describes their termination date and reason for discharge</p>	<p>Percentage of psychosocial support services individual and group clients with HIV infection who were discharged within the measurement year and have a discharge summary on file that describes their termination date and reason for discharge</p>	<p>Number of clients who had a discharge summary documented within the measurement year</p>	<p>Number of clients who were discharged from psychosocial support services within the measurement year.</p>	<p>Clients not discharged from psychosocial support services.</p>	<p>None</p>	<p>Discharge may include: completion of the program, moving away from service area, death, voluntary departure, or failing to make appointment -s or group sessions in excess of</p>

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<p>Qualifications: peer and volunteer facilitators</p> <p>Peer facilitators and volunteers who provide psycho-social services are trained on specific issues, and are supervised by a qualified supervisor <i>(see cross cutting for additional standards including professional staff and supervisors)</i></p>	<p>Percentage of peer and volunteer facilitators that are trained in skills related to the job description and provided ongoing supervision and support according to program policies regarding content and number of training hours and required supervision within a measurement year</p>	<p>Number of peer and volunteer facilitators that are trained and supervised within a measurement year</p>	<p>Number of peer and volunteer facilitators engaged in psychosocial care services.</p>	<p>None</p>	<p>None</p>	<p>agency policy (e.g. 3 sessions or more) with follow-up by agency (e.g. letters, phone calls, outreach visits) prior to discharge</p>

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