

Substance Abuse Service Delivery Model

SERVICE CATEGORY: SUBSTANCE ABUSE SERVICES

Goal: Provide access to quality Substance Abuse services that follow federal, state, and local standards in order to facilitate access to and/or maintenance in Primary Medical Care and Support Services for persons living with HIV/AIDS who reside in the Norfolk TGA.

Definition: Provision of treatment and/or counseling to address Substance Abuse issues (including alcohol, legal and illegal drugs), provided in an outpatient or residential health service setting.

The objectives of the Standards of Care for Substance Abuse Services are to ensure that:

- Services are available to all eligible consumers;
- Referrals for other services are made based on appropriateness and availability;
- Clients are enrolled in the continuum of care; and
- Substance Abuse services are recognized as an essential “core service” in the TGA.

Substance Abuse service providers are expected to comply with the Universal Standards of Care, as well as these additional standards. The service specific Standards of Care for Substance Abuse services provide additional requirements on the following components of service provision:

STANDARDS	INDICATOR	DATA SOURCE	MEASURES
1. Agency employs/contracts with certified, licensed or licensed eligible staff with the skills and experience appropriate to the specified substance abuse treatment modality.	1.1 Employed Substance Abuse service providers will have the following qualifications: <ul style="list-style-type: none"> • Appropriately certified or licensed by the State of Virginia. • Completion of a 4 hour introductory training on HIV and Substance Abuse for staff new to the provision of Substance Abuse services to individuals living with HIV/AIDS within 90 days of employment. • At least 2 hours of HIV 	<ul style="list-style-type: none"> • Personnel files: <ul style="list-style-type: none"> • Copy of current certificate or license from Virginia Department of Health Professionals. • Documentation of employment/contract status. • Documentation of completed training including copies of certificates of attendance or training sign-in sheets. 	$\frac{\text{\# of personnel charts that document licensure}}{\text{Total \# of personnel charts}}$ $\frac{\text{\# of personnel charts that - document required training}}{\text{Total \# of personnel charts}}$

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	specific continuing education annually. <ul style="list-style-type: none"> • At least 1 hour of annual training on cultural diversity sensitivity. • Training must be provided by a source accredited to provide continuing education credits to the relevant professional discipline. 		
2. Trainees (ex. residents, interns, etc.) delivering Substance Abuse services will receive professional supervision by a certified or licensed Substance Abuse provider.	2.1 100 % of agencies have written policies for supervising Substance Abuse trainees and residents.	<ul style="list-style-type: none"> • Documentation of supervisory policies for Substance Abuse trainees and residents at agency 	# of agencies with supervisory <u>policies for trainees and residents</u> # of Substance Abuse agencies
3. Client intake form will be completed.	3.1 100% client charts show completed intake form in client's chart within 7 days of request/referral.	<ul style="list-style-type: none"> • Intake Form 	# of clients with completed <u>intake within 7 days of request</u> Total # of clients
4. Client bio-psycho-social needs are assessed following client's initial intake.	4.1 100% of client chart contain a completed biopsychosocial assessment within 14 days of intake.	<ul style="list-style-type: none"> • Biopsychosocial Assessment in client's chart 	# of clients with biopsychosocial <u>assessments within 14 days</u> Total # of clients

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5. Client has a Treatment Plan based on the needs identified.	5.1 Client's chart will contain a completed Treatment Plan addressing the client biopsychosocial needs within 7 days of assessment.	<ul style="list-style-type: none"> Treatment Plan Biopsychosocial Assessment 	# of clients with Treatment Plan <u>completed within 7 business days</u> Total # of clients
6. Client participates in decision making related to treatment.	6.1 100% of client charts show his/her participation by signing the Treatment Plan within 30 days.	<ul style="list-style-type: none"> Treatment Plan Progress Notes 	# of charts with client-signed Treatment Plan completed within <u>30 days</u> Total # of clients
7. Follow-up completed on client Treatment Plan as scheduled.	7.1 90% of outpatient Substance Abuse client charts show a minimum of quarterly follow-ups of Treatment Plan. 7.2 90% of Residential Substance Abuse client charts show weekly follow-up of Treatment Plan.	<ul style="list-style-type: none"> Treatment Plan Progress Notes 	# of client charts with quarterly <u>follow-up Treatment Plans</u> Total # of Outpatient clients # of residential client charts with <u>weekly follow-up Treatment Plans</u> Total # of clients
8. Clients on Methadone or Buprenorphine show decreased opiate use or maintenance of sobriety.	8.1 80% of clients demonstrate decreased opiate use or maintenance of sobriety through negative random urine opiate screens.	<ul style="list-style-type: none"> Urine opiate screens 	# of clients with negative random <u>urine opiate screens</u> Total # of clients on Methadone/ Buprenorphine.
9. Each client will be assessed to determine if he/she currently receives primary medical care and assisted with establishing linkages to primary medical care, if care is not currently received.	9.1 100% of client charts document that the Substance Abuse Professional contacts the Case Manager or Primary Medical Care Office to link to Primary Care if the client consents to receive Care.	<ul style="list-style-type: none"> Progress Notes Referral form Referral follow-up 	# of clients referred to the Case <u>Manager for Primary Care</u> Total # clients not in Primary Care

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10. Client receiving Primary Medical remains in care.	10.1 100% of clients in Primary Medical Care receive support to remain in care as documented in client chart.	<ul style="list-style-type: none"> Progress Notes 	# of clients in Primary Care <u>receive support to remain in care.</u> Total # of clients in Primary Care
11. Substance Abuse providers routinely coordinate all necessary services along the Continuum of Care.	11.1 100% of client charts show referral to Case Manager and/or other coordination resource, as identified in the Treatment Plan.	<ul style="list-style-type: none"> Treatment Plan Progress Notes 	<u># clients referred to Case Manager</u> Total # of clients
12. Client is assessed for adherence to medication.	12.1 100% of client charts show assessment of client adherence to medications.	<ul style="list-style-type: none"> Progress Notes 	# of clients charts document <u>adherence to medications.</u> Total # of clients
13. Upon termination of active Substance Abuse services, a client case is closed and contains a closure summary documenting the case disposition.	13.1 Closed cases include documentation stating the reason for closure and a closure summary. 13.2 Supervisor signs off on closure summary indicating approval.	<ul style="list-style-type: none"> Progress Notes CAREWare data 	# of clients charts stating reason <u>for closure & summary</u> Total # of closed charts # closed charts with supervisor <u>signature of approval</u> Total # of closed charts