

Transportation Service Delivery Model

Approved by the Planning Council, 3-5-09

SERVICE CATEGORY: TRANSPORTATION SERVICES

Goal: To facilitate access to Primary Medical Care and support services for individuals living with HIV/AIDS.

Definition: Conveyance services provided to a client in order to access Primary Medical Care or support services. May be provided routinely or on an emergency basis.

The objectives of the Standards of Care for Transportation are to ensure that:

- Services are available to all eligible consumers; and
- Clients have access to the highest quality of services through trained and experienced staff.

Transportation 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 Transportation services provide additional requirements on the following components of service provision:

STANDARDS	INDICATOR	DATA SOURCE	MEASURES
1. Provider agency has a Policy & Procedures Manual that contains: <ul style="list-style-type: none"> • standardized protocols for transportation service delivery • transportation service limitations • eligibility requirements • transportation service agreements with transportation service operators and providers, including: <ul style="list-style-type: none"> ▪ licensing ▪ registration ▪ insurance & safety requirements ▪ necessary action to be taken in the event of an accident ▪ Use of safety belts ▪ Cell phone usage. 	1.1. All agencies have a Policy and Procedures Manual that documents comprehensive list indicated	Policy & Procedure Manual	<u>Agency with Policy & Procedures Manual</u> # of Transport Services agencies
2. Provider agency ensures that transportation staff are qualified and trained for the responsibilities and duties of providing transportation and	2.1 100% of job descriptions, resumes, and licenses document appropriate qualifications 2.2 100% of drivers valid Virginia Driver's License	Client file Copy of valid driver license	<u># of qualified staff</u> # of staff <u># of drivers with valid VA license</u> # of drivers

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administering the transportation program	2.3 100% of staff has a DMV record check at least annually		<u># staff with annual DMV record check</u> # of staff
3. Drivers who transport clients understand their responsibilities and obligations in the event of an accident, including the extent of their liability.	3.1 Driver personnel files have a signed copy of the policy.	Client file with signed copy of the policy	<u># drivers' files with signed policy copy</u> # of drivers
4. Services are made available to all individuals who meet Transportation program eligibility requirements.	4.1 Documented eligibility criteria includes a copy of a Transportation Request Form	Client chart	<u># of charts documenting transportation eligibility</u> # of clients
5. Services provided include one-way and round-trip transportation to and from home, to Ryan White-funded services, and non-Ryan White-funded services that deliver services in Ryan White categories (ex: drug treatment to a non-RW funded facility). Services also include transit tokens, taxis, passes & vouchers. Transportation services are triaged for medical care and pharmaceutical trips to take first priority.	5.1 95% of charts document transportation service to/from home, RW-funded services & non-RW-funded services in RW categories. 5.2 100% of transportation requests are assessed for medical and pharmaceutical priority.	Transportation Request Form	<u># of clients showing appropriate use of Transportation</u> # of clients using transport services a) % trips used for medical care b) % trips used for pharma access c) % trips used for core services (Mental Health, Substance Abuse, Oral Health, Medical Case Mgt.) d) % trips used for Support Services (Housing Assistance, EFA) <u># of transportation trips</u>
6. Clients that can not be accommodated are referred for other transportation options and Case Managers are notified	6.1 100% of clients not provided transportation are referred to other transportation options 6.2 100% of client Case Managers are notified when not provided transportation	Transportation Denial Form	<u># of clients needing alternate transport</u> # of clients referred to other services <u># of client Case Managers notified</u> # of clients not receiving transportation
7. Handicap accessible transportation services are available as needed.	7.1 100% of clients needing handicap services have them available 7.2 100% of drivers demonstrate ability to use handicap equipment and assist disabled riders as needed.	Handicap certification Demonstration of drivers to use equipment	<u># of clients requesting service</u> # clients using handicapped transport <u># of drivers that demonstrated proper use of equipment</u> # of drivers

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8. "No Shows" are documented in the Transportation Log and case managers are notified.	8.1 100% of Transportation Logs document no-shows 8.2 100% of Case Managers are notified for no-show clients	Transportation Log Client file	$\frac{\text{\# of no-show clients documented in Transportation Log}}{\text{\# of clients}}$ $\frac{\text{\# of no-show clients documenting communication with case manager in Transportation Log}}{\text{\# of no-show clients}}$
9. Vehicles used in transportation services are routinely serviced and maintained every 3,000 miles.	9.1 100 % of vehicles used in transportation services have maintenance records and all repair information.	Vehicle Inspection Checklist	$\frac{\text{\# of vehicles with maintenance/repair records}}{\text{\# of vehicles}}$
10. Vehicles used in transportation services are insured as required by the State of Virginia.	10.1 100% of vehicles used in transportation services carry current insurance policies.	Current insurance policies on transportation vehicles	$\frac{\text{\# of vehicles with current insurance policies}}{\text{\# of vehicles}}$
11. Vehicles used in transportation services are equipped with working safety belts.	11.1 100% of safety belts in every vehicle are tested every 3 months to ensure they are in working condition.	Vehicle Inspection Checklist	$\frac{\text{\# of vehicles with documentation of testing of safety belts every 3 months}}{\text{\# of vehicles}}$
12. Vehicle used in transportation services are equipped with a first aid kit and a fire suppression device.	12.1 100% of vehicles carry a first aid kit and a fire suppression device that is inspected and updated as required.	A first aid kit & updated fire suppression device in every vehicle.	$\frac{\text{\# of vehicles with first aid kit and updated fire suppression device}}{\text{\# of vehicles}}$

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