

2005 Psychosocial Record Review Ryan White Title I

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Review Process:

- Ten (10) psychosocial counseling providers were reviewed
- Licensed mental health professionals with extensive audit/review experience were contracted to conduct reviews on site at each provider
- Review instrument was based on the following guidelines:
 - The Ryan White Title I Standards of Care
 - The Ryan White Title I service description for psychosocial counseling
 - American Psychiatric Association's Practice Guidelines for the Treatment of Patients with HIV/AIDS
 - American Psychological Association's AIDS-Related Resolutions and Policy Statements
 - American Psychological Association Ethical Principles of Psychologists and Code of Conduct
 - American Counseling Association Standards of Practice



Review Process

- The development of the review instrument, guidance and protocol for this record review were overseen by the Performance Improvement Advisory Team
- The instrument was used uniformly at all providers
- The record review covered the period from the initial intake to the most current visit
- Agencies received preliminary feedback at exit conferences within a week of the completion of the review



PROVIDERS

- **Care Resource**
- **Center for Haitian Studies**
- **Center for Positive Connection**
- **Economic Opportunity Family Health Center**
- **Mercy Hospital SIS**
- **M.O.V.E.R.S.**
- **North Dade Health Center**
- **SFAN**
- **South Shore Hospital**
- **University of Miami**



The Results



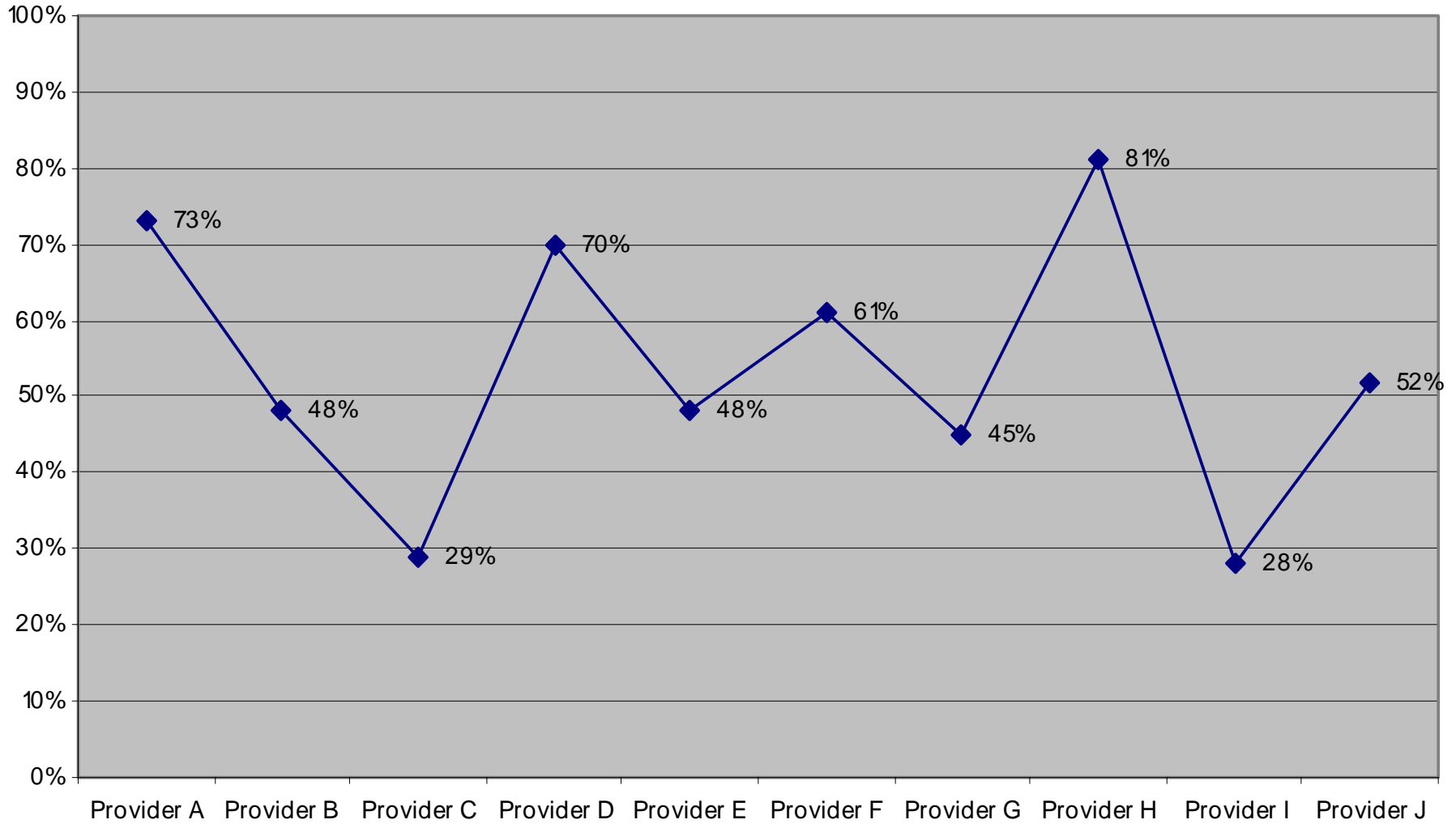
Section I: Required Documentation / Forms

Key Review Elements:

- **Proof of HIV status or presence of a certified Ryan White Title I referral**
- **Proof of financial eligibility**
- **Consent for treatment**
- **Confidentiality statement**
- **Assessment at intake**



Psych Record Review - Required Documentation & Forms



Psychosocial Providers



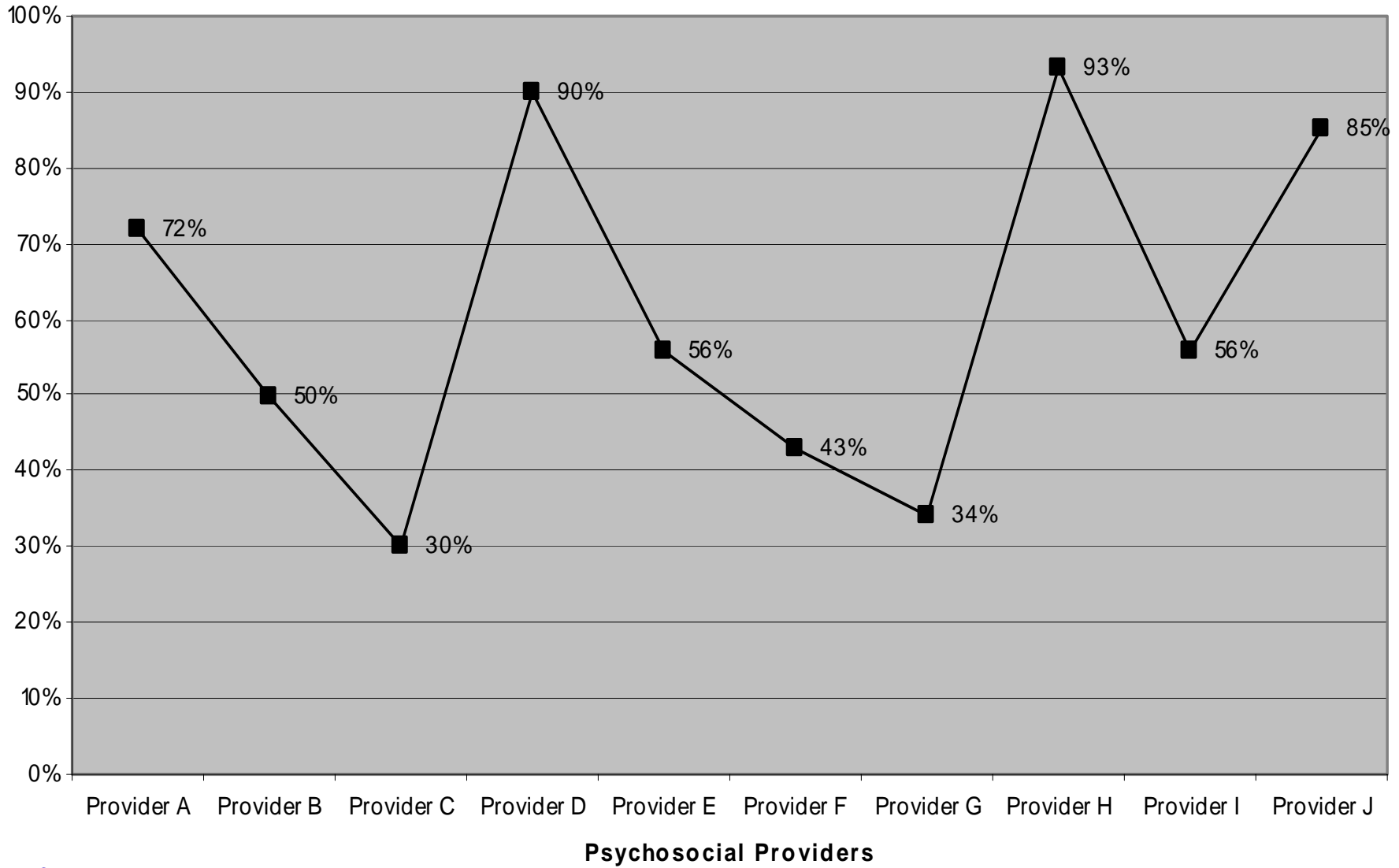
Section II: Clinical History and Assessment

Key Review Elements:

- **History of past psychosocial / mental health issues and treatment**
- **Current assessment of social support, medical problems, substance abuse and current mental status**
- **Patient self report of presenting problems**



Clinical History & Assessment



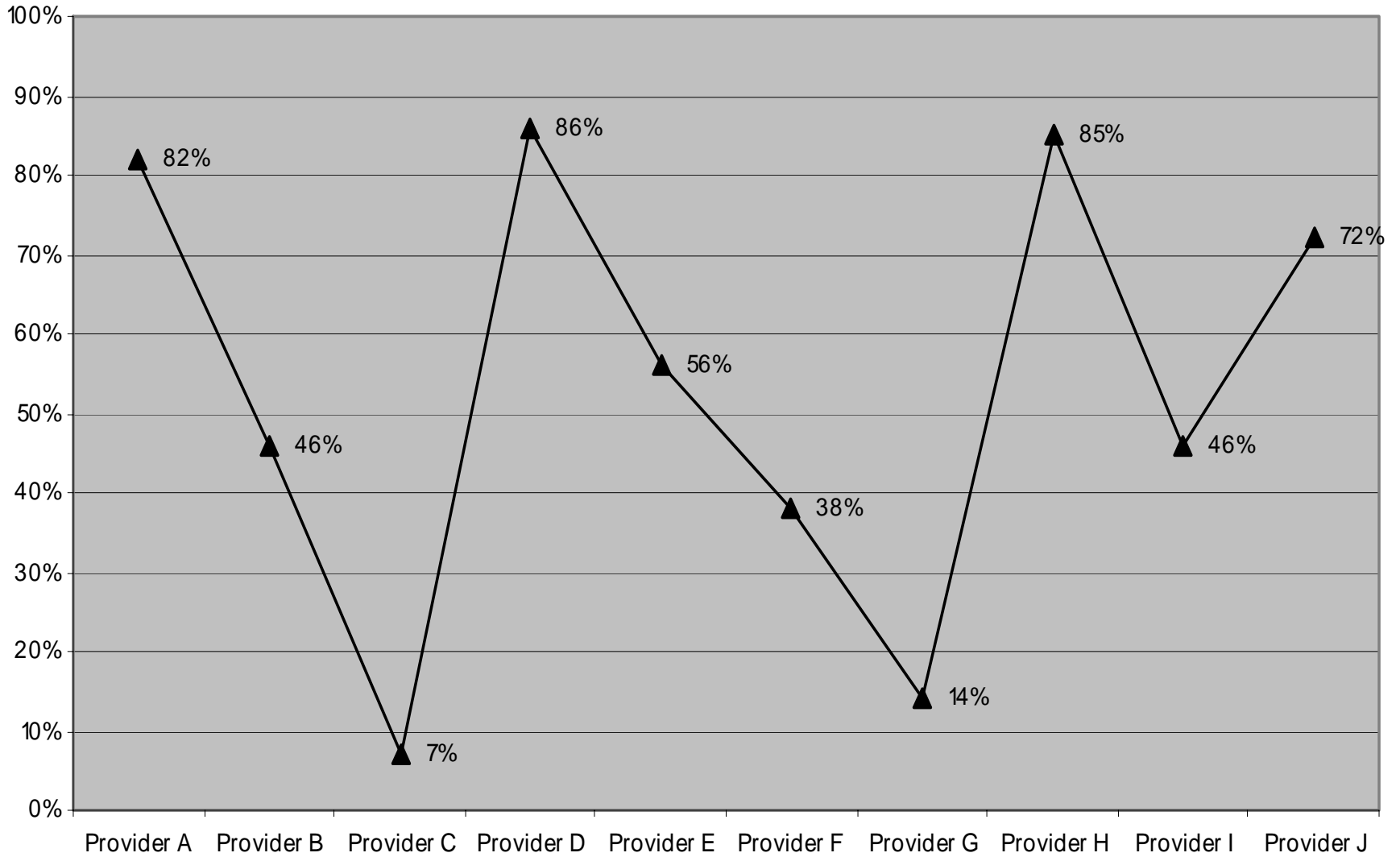
Section III: Clinical Documentation

Key Review Elements:

- Documentation of symptoms
- Documentation of issues that affect treatment
- Evidence that client was assessed for severe and acute psychological symptoms
- Evidence that client was assessed for suicidality or dangerousness
- If applicable, documentation reflecting referrals to psychiatry or substance abuse treatment



Section III: Clinical Documentation



Psychosocial Providers



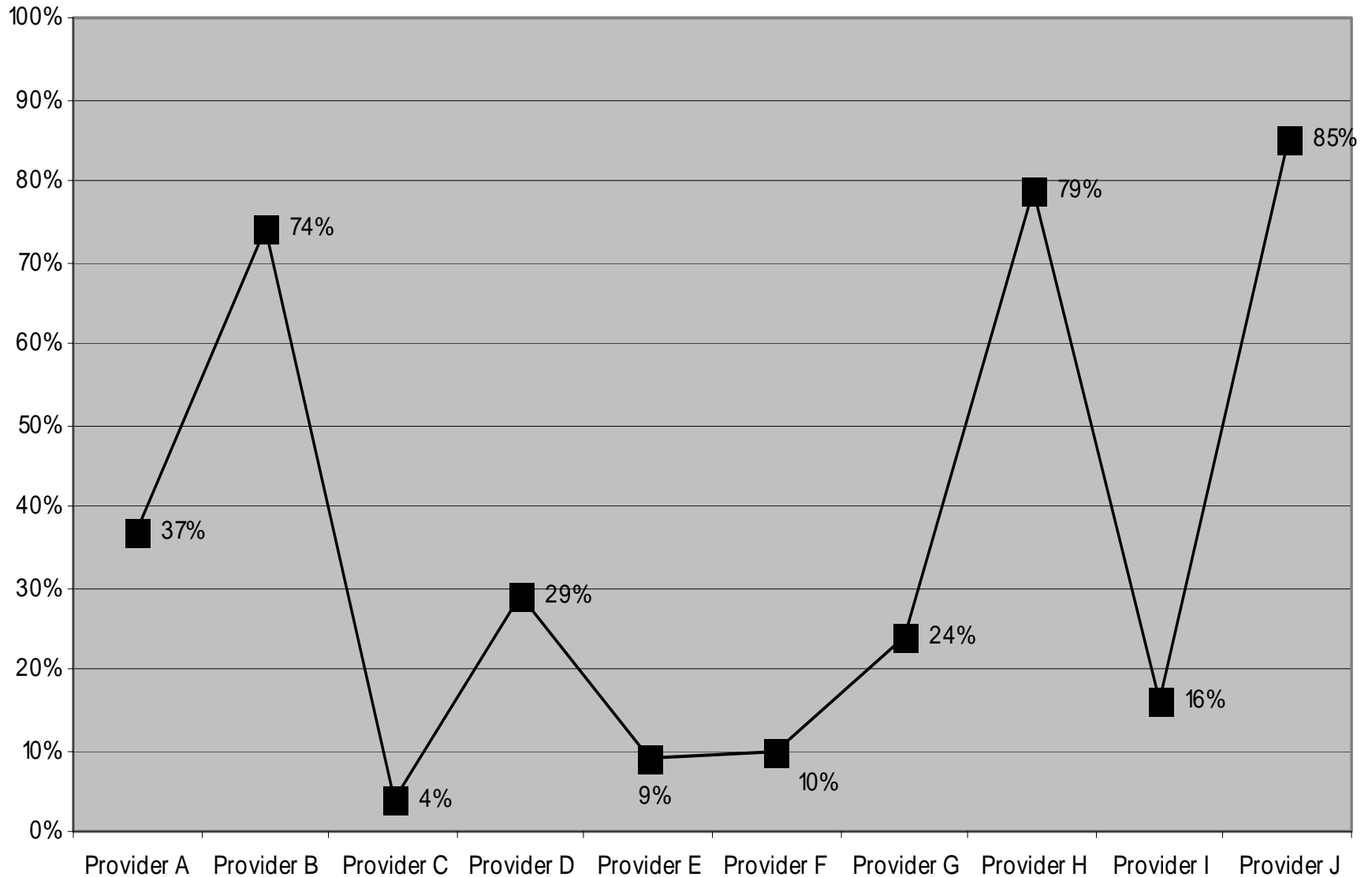
Section IV: Clinical Documentation Regarding HIV/AIDS Issues

Key Review Elements:

- Evidence that provider explored or discussed risk behaviors
- Evidence that adherence to medical treatment was discussed or explored
- Evidence that patient education was conducted



Section IV: Clinical Documentation Regarding HIV/AIDS issues



Provider A Provider B Provider C Provider D Provider E Provider F Provider G Provider H Provider I Provider J

Psychosocial Providers



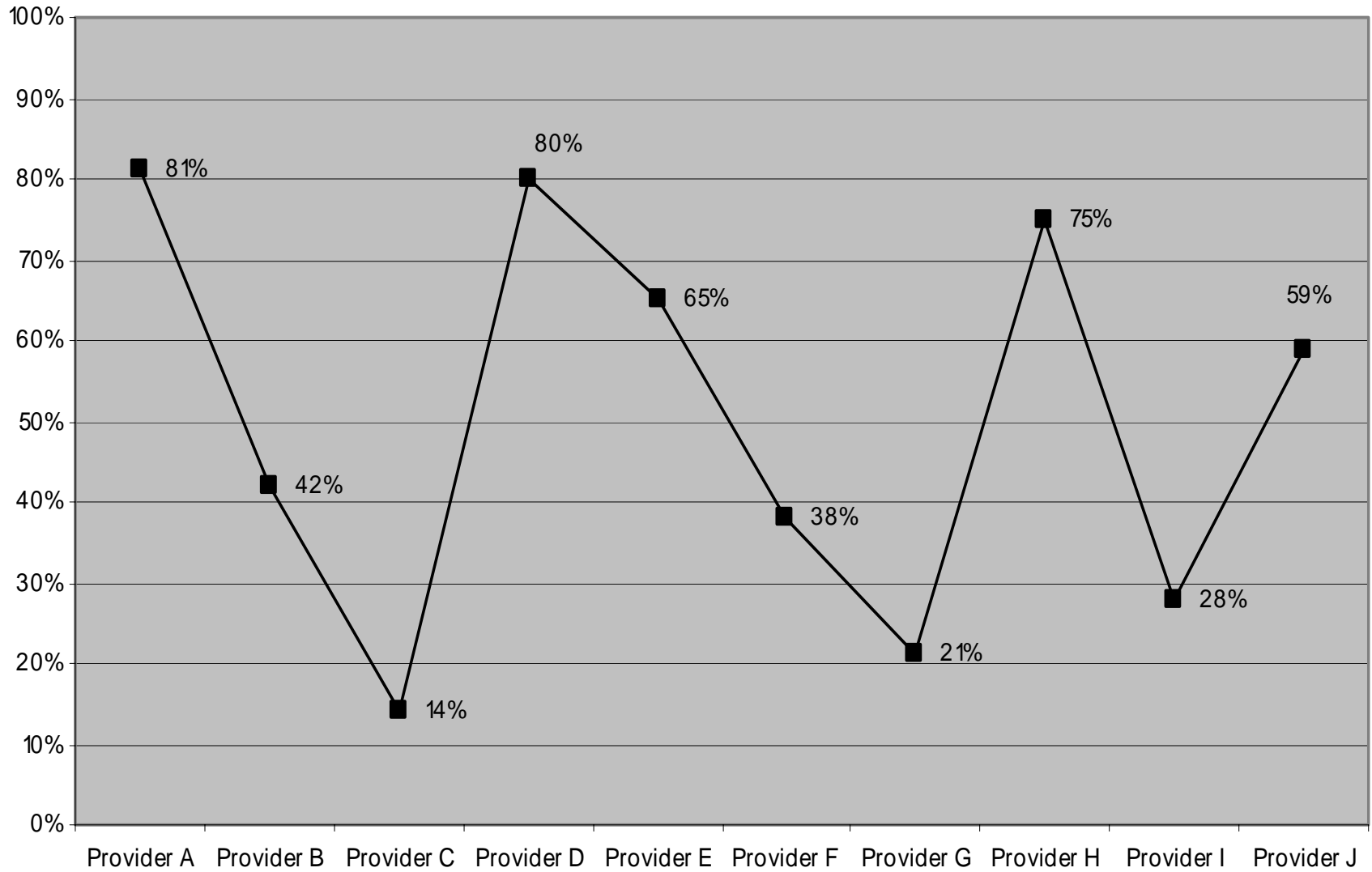
Section V: Treatment & Treatment Documentation

Key Review Elements:

- Treatment plan
- Treatment plan completion
- Client participation in goal setting, problem identification and treatment
- Documentation documenting the service modality (group therapy vs. individual counseling)
- Is the service intervention justified and appropriate based on the documentation found in the chart



Section V: Treatment and Treatment Documentation



Psychosocial Providers



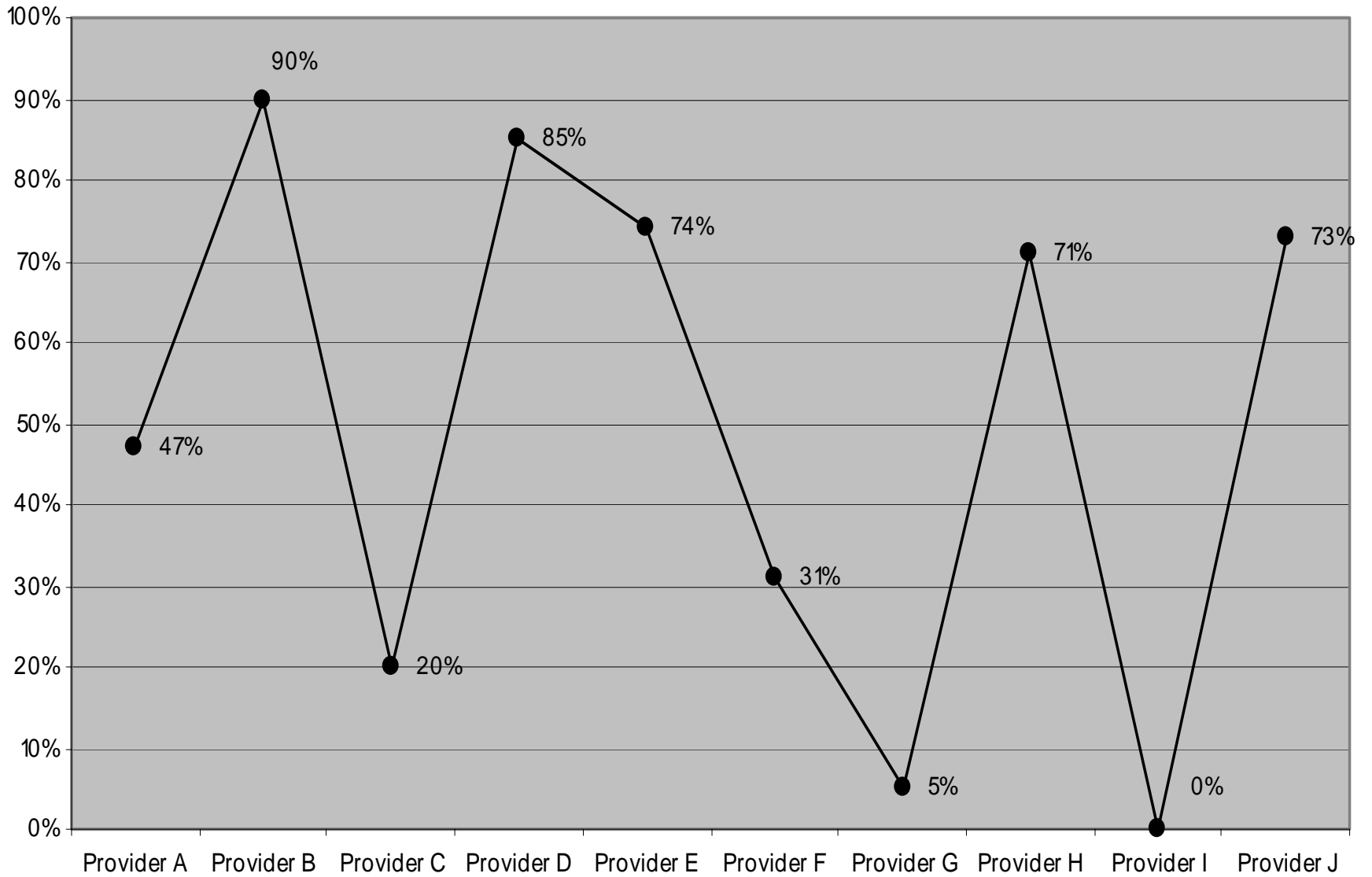
Section VI: Discharge / Case Closing

Key Review Elements:

- **Are cases closed and clients discharged appropriately and in a timely manner**
- **Documentation of the reason for discharge**
- **Documentation of the client's mental health status at discharge**



Section VI: Discharge or Case Closing



Provider A Provider B Provider C Provider D Provider E Provider F Provider G Provider H Provider I Provider J

Psychosocial Providers



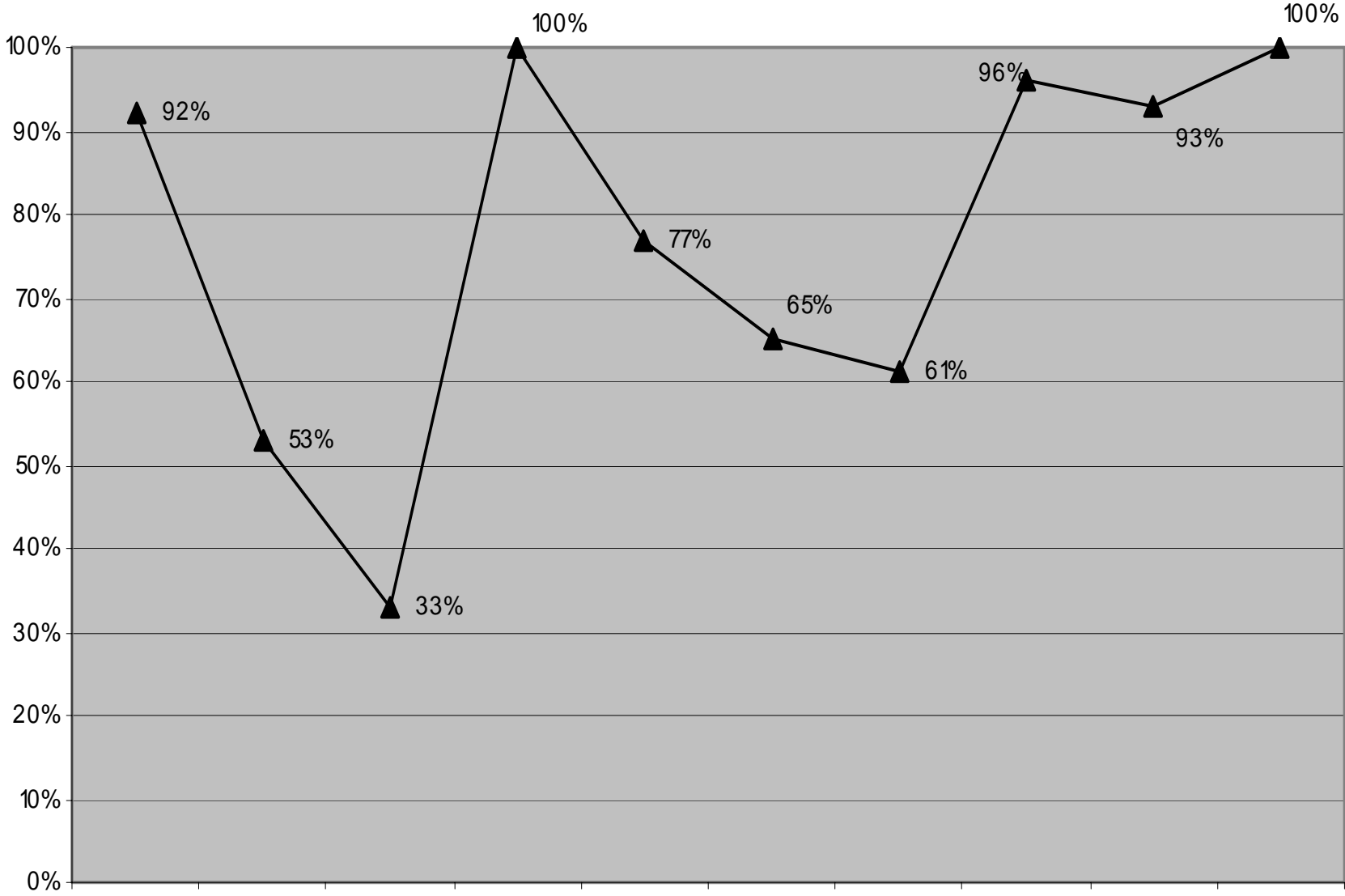
Section VII: Credentialing Requirements

Key Review Elements:

- **Credentials of the person providing the service clearly noted**
- **Appropriate supervision evidence for those unlicensed / who require supervision**
- **Appropriate credentials of those providing services**



Section VII: Credentialing Requirements



Provider A Provider B Provider C Provider D Provider E Provider F Provider G Provider H Provider I Provider J

Psychosocial Providers



Additional Information Collected:

- Sex, race and ethnicity Information
- Reviewer comments
- Level(s) of psychosocial counseling were provided to the client
- Axis I diagnosis if available



Conclusions:

The following areas are opportunities for improvement:

- Compliance with program and contract requirements
- Quality of documentation
- Use of a psychosocial assessment tool to identify problems, risk behavior, poor coping, suicide risk, past treatment, potential barriers to care for individual clients and to create a framework for treatment
- The use of treatment plans to guide intervention and care
- Communication with other providers serving the patient



Conclusions continued:

- Follow up with clients who are non-complaint with care
- Results suggest that most providers of psychosocial services are not addressing HIV specific concerns and issues
- Not enough engagement interventions are happening resulting in many “one time hits”
- Inconsistent quality of services from one psychosocial counseling provider to another



The Next Step

Summary of the Quality Management Strategy:

- Quality Management will facilitate a provider discussion about the development of psychosocial standards, outcomes and the development of recommended forms (for providers who do not have psychosocial specific forms, assessments and agency specific documentation practices)
- Technical assistance will be offered to providers to address areas of opportunity identified by record review
- Another psychosocial counseling record review will be conducted to measure improvement after technical assistance and training



Comments & Questions

