

## OUTPATIENT/AMBULATORY MEDICAL CARE

### A. DEFINITION:

**Outpatient/Ambulatory medical care (health services)** is the provision of professional diagnostic and therapeutic services rendered by a physician, physician's assistant, clinical nurse specialist, or nurse practitioner in an outpatient setting. Settings include clinics, medical offices, and mobile vans where clients generally do not stay overnight. Emergency room services are not outpatient settings. Services includes diagnostic testing, early intervention and risk assessment, preventive care and screening, practitioner examination, medical history taking, diagnosis and treatment of common physical and mental conditions, prescribing and managing medication therapy, education and counseling on health issues, well-baby care, continuing care and management of chronic conditions, and referral to and provision of specialty care (includes all medical subspecialties). *Primary medical care* for the treatment of HIV infection includes the provision of care that is consistent with the Public Health Service's guidelines. Such care must include access to antiretroviral and other drug therapies, including prophylaxis and treatment of opportunistic infections and combination antiretroviral therapies. **NOTE: Early Intervention Services provided by Ryan White Part C and Part D Programs should be included here under Outpatient/ Ambulatory medical care**

### B. GOAL(S):

1. Retain clients in Outpatient/Ambulatory Medical Care to achieve viral suppression.

### C. SERVICES:

Outpatient medical care provided to HIV+ individuals by or under the direction of a licensed physician, physician assistant, nurse practitioner or registered nurse. Services focus on appropriate medical intervention, continuous health care and/or chronic disease care over time as the patient's condition progresses.

### D. QUALITY MANAGEMENT:

#### Program Outcome:

- 85% of newly diagnosed clients referred to OAMC will be seen within 30 days
- 70% of retained OAMC clients will demonstrate viral suppression (<200)

**Indicators:**

- Number of clients retained in OAMC

**Service Unit(s):** OAMC visits in CAREWare.

<i>Standard of Care</i>	<i>Outcome Measure</i>	<i>Numerator</i>	<i>Denominator</i>	<i>Data Source</i>	<i>Goal/Benchmark</i>
<p>All HIV infected patients receiving medical care shall have an initial comprehensive medical evaluation/assessment and physical examination. The comprehensive assessment/evaluation will be completed by the MD, NP or PA in accordance with professional and established HIV practice guidelines (<a href="http://www.aids.gov">www.aids.gov</a>) within 4 weeks of initial contact with the patient.</p> <p>Treatment shall be offered and delivered according to most recent Health and Human Services (HHS) guidelines for the treatment of people with HIV/AIDS.</p>	<p>Clients have HIV viral loads monitored every 6 months.</p>	<p>Number of clients offered and/or prescribed ART.</p>	<p>Number of clients.</p>	<p>CAREWare or chart audits.</p>	<p>75% of clients have 2 or more HIV viral loads annually.</p>
	<p>Clients will receive a health assessment and comprehensive physical exam including a mental health assessment that includes screening for clinical depression and a substance use/abuse history.</p>	<p>Number of clients with medical visits every 6 months.</p>	<p>Number of Clients.</p>		<p>75% of clients will receive a health assessment and comprehensive physical exam including a mental health assessment that includes screening for clinical depression and a substance use/abuse history.</p>
	<p>All newly diagnosed clients will receive an HIV drug resistance test.</p>	<p>Number of clients offered and/or prescribed ART.</p>	<p>Number of clients who meet guidelines.</p>		<p>75% of newly diagnosed clients will receive an HIV drug resistance test.</p>
	<p>Clients who meet current guidelines for ART are offered and/or prescribed ART.</p>	<p>Number of clients with medical visits every 6 months.</p>	<p>Number of clients.</p>		<p>100% of clients who meet current guidelines for ART are offered and/or prescribed ART.</p>
	<p>Clients will have at least one medical visit in each 6-month period of the 24-month measurement period with a minimum of 60 days between the first medical visit in the prior 6-month period and the last medical visit in the subsequent 6-month period.</p>				<p>75% of clients will have at least one medical visit in each 6-month period of the 24-month measurement period with a minimum of 60 days between the first medical visit in the prior 6-month period and the last medical visit in the subsequent 6-month period.</p>

	Clients with a CD4 count below 200 who are recommended and/or prescribed PCP prophylaxis.	Number of clients with CD4 counts <200 who are recommended and/or prescribed PCP prophylaxis.	Number of clients with CD4 counts <200.		75% of clients with a CD4 count below 200 who are recommended and/or prescribed PCP prophylaxis.
Basic laboratory tests are ordered per HHS guidelines.	<p>Clients' medical record document the following screenings:</p> <p>Clients on ART receive lipid screens annually;</p> <p>Clients receive syphilis screens annually;</p> <p>Clients receive Chlamydia screening annually;</p> <p>Clients receive gonorrhea screening annually;</p> <p>Clients receive Hepatitis A, B &amp; C screens if not immune and then annually for high-risk individuals;</p> <p>Clients receive a TB screen at</p>	<p>Number of clients on ART with annual lipid screen;</p> <p>Number of clients with annual syphilis screen;</p> <p>Number of clients with annual Chlamydia screening;</p> <p>Number of clients with annual gonorrhea screening;</p> <p>Number of clients with hepatitis screens as indicated;</p> <p>Number of</p>	<p>Number of clients on ART;</p> <p>Number of clients;</p> <p>Number of clients;</p> <p>Number of clients;</p> <p>Number of clients needing hepatitis screens as indicated;</p> <p>Number of</p>	CAREWare or chart audits.	<p>75% of clients on ART receive lipid screens annually.</p> <p>75% of clients receive syphilis screens annually.</p> <p>75% of clients receive Chlamydia screens annually.</p> <p>75% of clients receive gonorrhea screens annually</p> <p>75% of clients receive Hepatitis A, B &amp; C screens if not immune and then annually for high-risk individuals.</p> <p>75% of clients receive TB screens</p>

	<p>initial HIV diagnosis, then annually for high-risk individuals, as determined by their medical provider.</p> <p>Female clients receive pap smears annually.</p>	<p>clients with annual TB screen;</p> <p>Number of female clients with annual pap.</p>	<p>clients;</p> <p>Number of female clients.</p>		<p>at least once since diagnosis.</p> <p>75% of female clients receive pap smears annually.</p>
<p>A hepatitis C (HCV) protocol is in place for clients testing positive for hepatitis C.</p>	<p>All clients with hepatitis C will be evaluated or referred for evaluation of treatment suitability.</p>	<p>Number of hepatitis C clients evaluated for treatment.</p>	<p>Number of clients with hepatitis C.</p>	<p>Client charts.</p>	<p>75% of clients will have a document evaluation or referral for treatment suitability.</p>
<p>Clients are offered immunizations or have documentation of decline of immunizations.</p>	<p>Documentation that clients receive vaccinations according to current standards (or document decline):</p> <ul style="list-style-type: none"> <li>• Influenza</li> <li>• Pneumococcal as Appropriate</li> <li>• Completion of hepatitis A vaccines series, unless otherwise documented as immune.</li> <li>• Completion of hepatitis B vaccines series, unless otherwise documented as immune.</li> <li>• Tetanus</li> <li>• HPV as appropriate</li> </ul>	<p>Number of clients with influenza vaccine.</p> <p>Number of clients with pneumococcal vaccine.</p> <p>Number of clients with hepatitis A vaccine series completed.</p> <p>Number of clients with hepatitis B vaccine series completed.</p> <p>Number of clients with tetanus</p>	<p>Number of clients.</p> <p>Number of clients needing pneumococcal vaccine.</p> <p>Number of clients.</p> <p>Number of clients.</p> <p>Number of clients.</p>	<p>CAREWare or client charts.</p>	<p>75% of clients receive vaccinations according to current standards (or document decline):</p> <ul style="list-style-type: none"> <li>• Influenza</li> <li>• Pneumococcal as appropriate</li> <li>• Completion of hepatitis A vaccine series, unless otherwise documented as immune.</li> <li>• Completion of hepatitis B vaccines series, unless otherwise documented as immune.</li> <li>• Tetanus</li> <li>• HPV as appropriate</li> </ul>

		vaccine.			
		Number of clients with HPV vaccine.	Number of clients needing HPV vaccine		
Assessment of treatment adherence and counseling, which adhere to current HHS guidelines.	<p>Documentation that clients' are assessed for treatment adherence and counseling at a minimum of twice a year.</p> <p>If adherence issue is identified, follow-up action is documented.</p> <p>Documentation of missed clients appointments and efforts to bring the client into care.</p>	<p>Number of clients on ART with treatment assessment minimum of twice a year.</p> <p>Number of clients with adherence issues have follow-up.</p> <p>Number of documented missed appts and efforts to bring clients into care.</p>	<p>Number of clients on ART.</p> <p>Number of clients with adherence issues.</p> <p>Number of clients with missed appts.</p>	Client Charts	<p>75% of charts with assessment of treatment adherence documented at a minimum of twice a year.</p> <p>75% of charts document follow-up action if adherence issue is identified.</p> <p>75% of document missed client appointments and efforts to bring the client into care.</p>
Clients are assessed for risk behaviors and receive risk reduction counseling to reduce secondary transmission of HIV.	Charts document a risk behavior assessment and clients receive risk reduction counseling.	Number of clients with risk reduction counseling.	Number of clients.	Client charts	75% of charts document a risk behavior assessment and clients receive risk reduction counseling.
Clients are screened and receive tobacco cessation counseling annually (or document decline of tobacco use).	Charts document screening for tobacco use and cessation counseling (or document decline).	Number of clients with tobacco cessation counseling.	Number of clients.	Client charts	75% of clients are screened and receive tobacco cessation counseling annually (or document decline of tobacco use).

