

HIV/AIDS, Hepatitis, STD and TB Administration (HAHSTA)

Wellness Support Services

The purpose of these service standards is to outline the elements and expectations all providers are to follow when implementing a specific service category. Service Standards define the minimal acceptable levels of quality in service delivery and to ensure that a uniformity of service exists in the Washington, DC Eligible Metropolitan Area (EMA) such that customers of this service category receive the same quality of service regardless of where or by whom the service is provided. Service Standards are essential in defining and ensuring that consistent quality care is offered to all customers and will be used as contract requirements, in program monitoring, and in quality management.

I. SERVICE CATEGORY DEFINITION

Wellness is defined as a state of complete physical, mental, spiritual, and social well-being, and not merely the absence of disease or infirmity. It is the conscious development of the whole self, and a process of accessing and learning the appropriate “tools” that can assist a person to be healthier and happier, as well as discovering one’s own effective methods for continued growth and development. The DC EMA wellness program is an integration of various mind, body, and soul building tools designed for eligible members in the EMA to receive the skills to help deal with life’s competing needs in a more effective way.

Using a HIV status neutral approach, Wellness Services support innovative and accessible interventions involving mindfulness techniques to help people address physical, mental, and social well-being to improve health outcomes (such as PrEP and ART treatment initiation and adherence). These group and/or individual services may be in person or through the use of technology, as approved by the funder. These services may include:

- **Wellness Coaching sessions (health, life, body/mind)**
A wellness coach is a professional who helps people assess their current physical, emotional, mental, or spiritual state. A coach helps: clarify and set goals for overall wellness and health; identify any obstacles; and develop strategies to overcome these obstacles. By working on plans of action to reach these goals, coaches support customers in attaining more fulfillment and balance.
- **Movement practices**
These may include, but are not limited to, movement coaching, fitness/exercise, yoga, dance, martial arts (such as tai chi, qigong). Yoga is a mind body practice which aims to create harmony and balance of physical, mental, and spiritual

aspects of life. The goal of movement practices are to improve physical movement, fitness, meditative abilities through working on breath, balance, power, strength, coordination, rhythm, structural integrity, mobility, joint health, adaptability, and awareness (whole body, mind).

- **Breath practices and Meditation**

There are breathing techniques and exercises designed to support mental, emotional, spiritual and physical well-being. Breathing exercises such as pursed lip breathing, diaphragmatic breathing, and yoga classes were shown to increase the distance walked in the 6-minute walk test compared with usual care. In clinical practice, breathing exercises may have a role in stable COPD patients that are unable or unwilling to undergo physical pulmonary rehabilitation.

Activities under this subcategory may include:

- Relaxation breathing – by concentrating on breathing, the rest of your body can relax itself
- Imagery – the goal is to visualize oneself in a peaceful setting
- Meditation – focus on something such as a sound, visualization, or the breath to increase awareness of the present moment, reduce stress, promote relaxation, and enhance personal and spiritual growth
- Progressive muscle relaxation – follow recorded instructions that guide one to progressively tense and relax muscle groups one at a time from head to toe; this leads to total muscle relaxation

- **Energy Medicine/Acupuncture**

Energy Medicine is the use of known subtle energy fields to therapeutically assess and treat energetic imbalances, bringing the body's systems (neurological, cardiovascular, respiratory, skeletal, endocrinal, emotional/psychological, etc) into alignment. There is a substantial body of evidence to suggest that perceptions of one's environment can be profoundly immune enhancing or immune suppressive.

These practices include but are not limited to:

- Pulsed Electromagnetic Field (PEMF) therapy
- Polarity Therapy
- Acupuncture
- Healing Touch
- Therapeutic Touch
- Reiki
- Homeopathy; and
- Applied Kinesiology

Many of these are commonly used to treat pain, overall wellness, and stress management. PEMF and acupuncture have plausible electromagnetic modes of action. PEMF can pass through the skin into the body's conductive tissue, resulting in reduced pain and edema, and stimulation of wound healing after trauma.

Acupuncture can be considered an electromagnetic phenomenon due to the ionic charge between 2 acupuncture points. Acupuncture is highly recommended and will be supported in the wellness support services.

- **Bodywork/Relaxation**

These are therapies to help eliminate pain or support mobility and can include, but are not limited to massage therapy, myofascial release, and neuromuscular therapy. Relaxation techniques are an important tool in reducing daily stress. Relaxation techniques are effective ways to refresh the mind and body, offering increased energy levels which lead to greater productivity. When performed regularly, relaxation exercises can have noticeable effects on stress levels and mood. Some of the techniques include deep breathing, meditation, progressive muscle relaxation and visualization.

- **Wellness Groups Sessions**

Wellness groups treat the whole person, mind, body, and spirit and are regarded as a safe space to share, celebrate, disseminate information, and provide encouragement without fear of being judged. The facilitator-led group sessions will meet regularly with the purpose of developing and/or supporting wellness among participants. This can be done in short, one day or ongoing sessions, or through the use of multi-day wellness retreats.

Wellness groups may include:

- **Empowerment** is a multi-dimensional social process that helps people gain control over their own lives. It is a process that fosters power in people for use in their own lives, their communities and in their society, by acting on issues they define as important.
- **Resilience** is the process of adapting well in the face of adversity, trauma, tragedy, threats, or significant sources of stress—such as family and relationship problems, serious health problems, or workplace and financial stressors. Resilience involves “bouncing back” from these difficult experiences and can result in profound personal growth.
- **Wholeness** is the state of forming a complete and harmonious being. It involves all of what makes us human - Mind, body, soul, emotions and relationships.
- **Spirituality** may be defined as the need to get in touch with one’s inner being, actualizing self, getting in tune with one’s inner self and being able to allow guidance from a greater power. It involves more than the human sensory, to see life from an eternal perspective and evaluate one’s purposes and priorities.

II. INTAKE, ELIGIBILITY, & ANNUAL RECERTIFICATION REQUIREMENTS

Access to Wellness Support Services is restricted to individuals residing within the Washington

Eligible Metropolitan Area. Customer intake is required for all participants however; there are no annual recertification requirements.

INTAKE

To establish a care relationship, the customer intake must include the collection of the following demographic information:

1. Date of intake
2. Name and signature of person completing intake
3. Customer name, address and phone number
4. Proof of residency within the Washington EMA
5. Referral source, if appropriate
6. Language(s) spoken and/or preferred language of communication
7. Literacy level (customer self-report)
8. Emergency contact information
9. Communication method to be used for follow-up
10. Demographics (sex at birth/current gender/date of birth/race/ethnic origin)
11. Veteran status
12. Any other data required for the CareWare system
13. Any other service-specific data as directed by the funder

III. KEY SERVICE COMPONENTS & ACTIVITIES

Wellness support services encompass many concepts that are integrated into activities for improved health. Immediately following the intake, the provider will perform an assessment from which an individual wellness plan will be established. The plan will identify the appropriate Wellness services to support established goals for maintained or improved health outcomes. Progress will be monitored against the established plan.

The standards and measures below delineate the activities in this service category:

Standard	Measure
Conduct Wellness Assessment for all customers to include Pre-Intervention Survey	Documentation of Assessment & pre-intervention baseline
Develop individual wellness treatment plan, based on menu of activities above, inclusive of goals, services, frequency/schedule, and timeline	Wellness plan documented in customer record, signed by provider and customer
Monitor progress toward goals outlined in wellness plan	Document progress in customer records after each session
Upon conclusion of wellness treatment plan, conduct re-assessment and Post-Intervention Survey to measure impact	Update treatment plan status, documentation of re-assessment & post-intervention survey

TRANSITION, DISCHARGE & CASE CLOSURE	
Standard	Measure
<p>Customer discharged when Wellness Support services are no longer needed, goals have been met, upon death or due to safety issues.</p> <p><u>Prior to discharge:</u> Reasons for discharge and options for other service provision should be discussed with customer. Whenever possible, discussion should be occurring face-to-face. If not possible, provider should attempt to reach the customer via technology. If verbal contact is not possible, a certified letter must be sent to customer's last known address. If customer is not present to sign for the letter, it must be returned to the provider.</p> <p><u>Transfer:</u> If customer transfers to another location, agency or service provider, the transferring agency will provide discharge summary and other requested records within 5 business days.</p> <p><u>Withdrawal from Service:</u> If customer reports that services are no longer needed or decides to no longer participate in the Service Plan, customer may withdraw from services. Provider must attempt to conduct an exit interview to ensure reasons for withdrawal are understood, or identify factors interfering with the customer's ability to fully participate if services are still needed. If other issues are identified that cannot be managed by the agency, customers should be referred to appropriate agencies.</p> <p><u>Administrative Discharge:</u> Customers who engage in behavior that abuses the safety or violates the confidentiality of others may be discharged. Prior to discharging a customer for this reason, the case must be reviewed by the provider's leadership according to that agency's policies. Customers who are</p>	<p>Documentation of discharge and summary in customer's record with clear rationale for discharge within 30 days of discharge, including any written communication, if applicable.</p> <p><u>Documentation:</u> Customer's record must include:</p> <ul style="list-style-type: none"> ● Date services began ● Special customer needs ● Services needed/actions taken, if applicable ● Date of discharge ● Reason(s) for discharge ● Referrals made at time of discharge, if applicable


<p>discharged for administrative reasons must be provided written notification, reason for the discharge, and must be notified of possible alternative resources within 5 business days.</p>	
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IV. PERSONNEL QUALIFICATIONS


All wellness support services must be performed by licensed and/or trained professionals. Providers must have current licensure and hold certification in DC, Maryland, Virginia or West Virginia.

VI. APPROVAL & SIGNATURES

This service standard has been reviewed and approved on July 28, 2021. The next annual review is July 28, 2022.



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