

Pima County Health Department

CLINICAL OPERATIONS PROGRAM POLICIES AND PROCEDURES

Subject: Tuberculosis Case Management: Enablers and Incentives		PPP NO. CS-TB-01
Approved by: <i>Anne Walker, Division Manager</i>	Approval Date: <i>3/26/15</i>	
Applies to: Tuberculosis Clinic		

A. STATEMENT OF PURPOSE

This Program Policy and Procedure (PPP) establishes that appropriate incentives and enablers are used to improve client treatment adherence.

B. DEFINITIONS

1. **Incentives:** Small rewards given to clients to encourage them to either take their own medicines or keep their clinic or field Direct Observation Therapy (DOT) appointments. Examples of incentives are:
 - a. Food and beverages;
 - b. Grocery vouchers; and
 - c. Fast food vouchers
2. **Enablers:** Those things that make it possible or easier for the clients to receive treatment by overcoming barriers such as transportation difficulties. Examples of enablers are:
 - a. Bus passes; and
 - b. Taxi vouchers

C. POLICY

The Pima County Health Department TB program may utilize incentives and enablers to enhance adherence to therapy.

D. PROCEDURE

1. **Incentives**
 - a. Incentives may be given out at the discretion of the Outreach Worker or Nurse CM.
 - b. An incentive may be rewarded to the client after the client has accomplished a goal of their treatment such as making an appointment, being available for all DOT meetings in a month, etc.

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- c. Incentives given will be documented in the progress notes.
- d. A maximum of twenty-five dollars (\$25) per client per month is allowed.

2. Enablers

- a. Enablers may be provided to the client at the discretion of the Outreach Worker or Nurse CM.
- b. Bus passes can be provided to assist clients with transportation.
- c. Taxi services can be arranged for transport to and from the TB Clinic.
- d. TB program can help purchase food items for clients through the purchasing card.
- e. Temporary housing can be arranged under special circumstance.
- f. Enabler will be documented in progress note.

3. Storage and Tracking

- a. Incentives will be purchased with TB Program grant monies and will be stored in the TB Programs Incentive Notebook. This notebook will be located in an identified locked drawer or cabinet. Each type of incentive will have its own sign-out sheet. It is imperative that each incentive is signed out by the appropriate person and that the signing-out process is up-to-date and accurate for quality assurance measures.
- b. When checking-in a new purchase of incentives, two staff will do an initial count together and document on the sign-out sheet. Monthly inventories of each incentive will be done by two assigned staff members at the end of each month and will be documented on the sign-out sheet.