



## Attachment 12: Operational Plan Instructions and Sample

New or competing supplement applicants must outline a plan, specific to the proposed project, with reasonable and time-framed activities necessary to assure that:

1. Within 120 days of receipt of the Notice of Award (NoA), all proposed sites (as noted on Form 5B: Service Sites and described in the Project Narrative) must have the necessary staff and providers in place to begin operating and delivering services (as described on Form 5A: Services Provided and in the Project Narrative).
2. Within 1 year of receipt of the NoA, all proposed sites on [Form 5B: Service Sites](#) must be open for the proposed hours of operation, with services as indicated on [Form 5A: Services Provided](#) delivered in a manner that will enable achievement of the patient projections listed on [Form 1: General Information Worksheet](#).

**Table 1: Key Elements of the Operational Plan**

| Element                 | Implementation   |
|-------------------------|--|
| Focus Area              | Choose focus areas from the list below or identify different focus areas necessary to achieve the required operational status. |
| Goal                    | For each focus area, provide at least one goal. Goals should describe measureable results.                                     |
| Key Action Steps        | Identify at least one action step that must occur to accomplish each goal.   |
| Person/Area Responsible | Identify who will be accountable for carrying out each action step.  |
| Time-Frame              | Identify the expected time-frame for carrying out each action step.  |
| Comments                | Provide supplementary information as desired.  |

## **Optional Focus Areas**

### Operational Service Delivery

- A.1. Provision of Required & Additional Services (Form 5A: Services Provided)
- A.2. Professional Coverage for After Hours Care
- A.3. Admitting Privileges
- A.4. Readiness to Serve the Target Population

### Functioning Key Management Staff/Systems/Arrangements

- B.1. Documented Contractual/Affiliation Agreements
- B.2. Data Reporting System

### Implementation of a Compliant Sliding Fee Discount Program and Billings and Collections System at Proposed Site(s)

- C.1. Sliding Fee Discount Program
- C.2. Billing and Collections System
- C.3. Implementation of a Compliant Sliding Fee Scale

### Integration of the Proposed Site(s) into the Quality Improvement/Quality Assurance (QI/QA) Program

- D.1. Leadership and Accountability
- D.2. QI/QA Plan and Process to Evaluate Performance

### Governing Board

- E.1. Recruitment of Members to Ensure Compliance with Board Composition and Expertise Requirements
- E.2. Conflict of Interest Requirements
- E.3. Strategic Planning

## Sample Operational Plan

### Focus Area: Operational Service Delivery

| <p style="text-align: center;"><b>Goal</b><br/>On separate rows, identify the goals for each focus area. Goals should describe measureable results.</p> | <p style="text-align: center;"><b>Key Action Steps</b><br/>Identify the action steps that must occur to accomplish each goal.</p> | <p style="text-align: center;"><b>Person/Area Responsible</b><br/>Identify who will be responsible and accountable for carrying out each action step.</p> | <p style="text-align: center;"><b>Time-Frame</b><br/>Identify the expected time-frame for carrying out each action step.</p> | <p style="text-align: center;"><b>Comments</b><br/>As desired, provide supplementary information.</p> |
|---|---|---|--|---|
| <p><b>Goal A1: Provision of Required and Additional Services (Form 5A: Services Provided)</b></p>   | <p>1. Action Step</p><br><p>2. Action Step</p>  | <p>1. Person Responsible</p><br><p>2. Person Responsible</p>  | <p>1. Time-frame</p><br><p>2. Time-frame</p>   |   |