



# Making Your Work Plan Work for You

## The How and Why



# Contact Information

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# Sixteenth Street Community Health Center

- Located in Milwaukee, WI
- Most densely populated zip code in WI
- Urban FQHC
- Serves 30,000 patients
- >80% of patients are Latino
- Patients deal with issues related to language, poverty, literacy, culture, unemployment, immigration
- HIV Department is totally grant-funded
- Staff of 12 includes 3 HIV-specialist physicians



# In the Beginning...

- No training or TA
- Overwhelming
- Just “another requirement”
- Busy work
- Included only the bare essentials





# Then came the Dawn

- Referred to work plan often
- HIV staff requested copies
- Initiated treatment protocols
- Provided data collection framework
- Data on work plan indicators used for:
  - Staffing decisions
  - Budget development
  - RDR and RSR
  - HIV QUAL Report



# The Next Time

- Understood value of the work plan
- Time spent now will be time saved later
- Impacts quality of care for patients



# How I Proceeded

- Reviewed guidelines for 4 major sections of work plan:
  - Access to Care
  - Comprehensive Primary HIV Medical Care
  - Quality Management
  - Consumer Involvement



# How I Proceeded

- Statement of Need for each section
- Rough outline for each section
- Research to assure thoroughness







# Resources to Consider

## ■ Access to Care

- Identify target population
- Determine how to reach them
  - Consult staff, patients and CAB for ideas
- Customize outreach activities
- Contact area physicians, agencies, ER
- Review logistical structure of program
- Plan for adequate staffing



# Resources to Consider

- Coordinated Primary HIV Medical Care
  - ABIM primary care recommendations
  - HRSA/CDC HIV treatment protocols
  - Meet with your HIV physicians and RNs
  - Consider screenings specific to your population
  - Consult your RW project officer
  - Subscribe to list serves (HRSA, KFF, AIDS Meds)
  - Contact other Ryan White grantees



# Resources to Consider

- Quality Management
  - Participate in HIV QUAL
  - National Quality Center website
  - Choose indicators from the work plan
  - Develop a QM Committee
    - Discuss areas requiring quality improvement
      - Clinical or “system”-related
    - Decide on measurements to determine outcomes
  - Review progress monthly



# Resources to Consider

- Consumer Involvement
  - Be realistic
  - Consider barriers to patient participation
  - Develop or refine Consumer Advisory Board
  - Annual goals for patient education
  - Patient input into program design and critique
  - Annual satisfaction survey



# Structure of the Work Plan

- Software that works for you
  - EXCEL
  - WORD



# In the End

- Work plan should reflect YOUR program
  - your chance to tell what is unique
- Include everything that is applicable
- It will become the basis for writing future grants and progress reports