

DSHS HIV Care Services Comprehensive Plan Guidance

Being that the Comprehensive Plan and Quality Management Plan discuss improvements being made in the service delivery system, the following guidelines allow integration of both plans to eliminate duplication of efforts. The integration of the Comprehensive Plan and QM Plan are not mandatory.

This comprehensive plan guidance provides a suggested content outline for information to be provided in the plan. While writing the comprehensive plans, the AA and planning staff should be mindful of the following:

- The plan should demonstrate how the AA will use state and federal funds to meet client needs, specify objectives for getting and keeping clients in care and assure that services are delivered in a manner that meets minimum public health standards for quality.
- The plan must make logical connections between the epidemiologic profile, needs assessment data, identified barriers and issues, goals and objectives, services funding and comprehensive plan monitoring.
- The plan must address prevention delivered within the care setting.
- The plan must address RFP/RFA processes, care delivery and monitoring processes to ensure that they support the goals and objectives in the plan.
- Plans should be written for a three year planning cycle.

If you have any questions regarding the new guidance or product deadlines, please contact your assigned DSHS consultant.

Comprehensive Plan Outline

This section should include:

- **Table of contents**
- **Introduction/Executive Summary**
Brief summary of the content and focus of the plan
Brief summary of the process used to develop the plan including who participated, what data was used, etc.
Brief discussion of limitations (if applicable).

Section 1 WHERE ARE WE NOW: WHAT IS OUR CURRENT SYSTEM OF CARE?

This section should include:

- Population Description:
Summary of PLWHA population in the planning area
Summary of PLWHA population currently in the care system in the planning area
Summary of PLWHA population out of care
- Brief description of the history of local, regional and state response to the epidemic (This section is optional):
 - Planning history
 - Administrative Agent history
- Brief summary of most recent needs assessment finding and activities
Both in and out of care
Service category rankings and ranking explanations
Unmet need estimates
Gaps in care
Barriers to care
Prevention needs
- Brief summary of current care resources in the planning area
- Description of current care system
Service category rankings and ranking explanations
Services currently available
Access points
Access process
Monitoring and evaluation procedures
- Description of AA QM program infrastructure

Section 2 **WHERE DO WE NEED TO GO: WHAT SYSTEM OF CARE DO WE NEED?**

This section will be used as a transition between the needs assessment and the specific goals and objectives. This section should include:

- Description of the overall ideology used in completing the plan and developing the goals and objectives. For example, it should focus on the broader goals such as facilitating a system of care that increases access to services, or developing a system that ensures all services provided meet public health standards.
- Description of how the vision, mission and broader goals support the needs assessment findings, and the goals and objectives in the plan.

Section 3 **HOW WILL WE GET THERE: HOW DOES OUR SYSTEM NEED TO CHANGE TO ASSURE AVAILABILITY OF AND ACCESSIBILITY TO CORE SERVICES?**

This section should include:

- Interim and long-term goals and objectives regarding systems, planning, evaluation and service provision that include activities that support the needs assessment findings and the vision and mission of the plan.
- Objectives need to be stated in SMART (specific, measurable, achievable, realistic and with identified timeframes) format. Include the strategies/activities to be used in the accomplishment of the objectives.
- Description of the quality improvement/management principles that will be used to support an ongoing improvement process.

Section 4 **HOW WILL WE MONITOR OUR PROGRESS: HOW WILL WE EVALUATE OUR PROGRESS IN MEETING OUR SHORT AND LONG TERM-GOALS?**

This section should include:

- Description of evaluation and monitoring processes that will be used to measure work toward achieving the goals and objectives of the plan.
- Plans for how the AA will address issues of concern identified in the monitoring and evaluation process.

Appendix A. UPDATES AND SUMMARY ON PROGRESS

This section should include:

- Periodic updates, at least quarterly, of progress accomplished and/or revisions to the plan made in order to continue achieving service improvement.

Appendix B. ANNUAL SUMMARY

This section should include:

- An annual summary that outlines successes completed for the year.