# Introduction

## It is good practice for any new contract to contain an operational management plan, which should be produced by the new contractor and contain detailed information regarding the implementation of the service.

## This plan should describe their key tasks, milestones, timeframes and responsible leads including the stages leading up to contract commencement.

## Implementation of the operational plan should commence before the contract start date, to ensure that the new contractor will be in a position to begin service delivery on the contract start date.

## The timeframes for completion of each element must be agreed with the Commissioner to provide assurance of the contractor’s readiness at the appropriate stages of the project.

# Template Operational Management Plan

|  |  |  |  |
| --- | --- | --- | --- |
| Areas for consideration | Details of tasks to be undertaken including milestones – examples | Timescales | Responsible lead |
| 1. Clinical | Clinical team identified and in place; due diligence checks completed |  |  |
| 1. Workforce | Workforce identified and in place |  |  |
| 1. Training and induction | Have all team members received adequate training and formal induction including information governance training?? |  |  |
| 1. IM&T | Have all relevant electronic/hard copy files been transferred from the previous provider?  Is the IT infrastructure in place and ready for use?  Have necessary licences been acquired?  Have staff been trained on use of IT system?  Go-live date of any new system |  |  |
| 1. Premises | Are the premises secured and lease arrangements in place if applicable?  If new build – what is the completion date? (Time should be allowed for ‘snagging’ before opening) |  |  |
| 1. Equipment | Identification of all equipment required licences and maintenance contracts secured |  |  |
| 1. Facilities | Are all relevant facilities management contracts in place? |  |  |
| 1. Communication with patients | As required |  |  |
| 1. Other |  |  |  |