# 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

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| 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
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