



Sample NAP Operational Plan

The Operational Plan must be specific to the proposed NAP project, with appropriate and reasonable time-framed goals and action steps necessary to achieve the following within 120 days of the Notice of Award:

1. All proposed sites (as noted on Form 5B: Service Sites) must have the necessary staff and providers in place to begin operating and delivering services, as described on Forms 5A: Services Provided and 5C: Other Activities/Locations. If required services are provided by contract or referral, specify action steps and timeframes for the development of these formal arrangements.
2. Your health center must be compliant with all Health Center Program requirements detailed in the Compliance Manual.

You may choose focus areas and goals based on the list below, or develop your own, as appropriate. If you are currently operational and compliant with Health Center Program requirements, state your compliance status and highlight proposed changes in access to care, such as planned service expansion and outreach activities, new collaborations or partnerships, and any other changes that would occur as a result of the NAP funding. Use the [Compliance Manual](#) and [Site Visit Protocol](#) to assess your compliance with Health Center Program requirements.

OMB No.: 0915-0285. Expiration Date: 1/31/2020

Goal On separate rows, identify the goals for each focus area. Goals should describe measureable results.	Key Action Steps Identify the action steps that must occur to accomplish each goal.	Person/Area Responsible Identify who will be responsible and accountable for carrying out each action step.	Time Frame Identify the expected time frames for carrying out each action step.	Comments As desired, provide supplementary information.
Focus Area: Operational Service Delivery				
Goal A1: Provision of Required & Additional Services (Form 5A: Services Provided)	1. Action Step	1. Person Responsible	1. Time Frame	
	2. Action Step	2. Person Responsible	2. Time Frame	
Goal A2: Clinical Staff Recruitment	1. Action Step	1. Person Responsible	1. Time Frame	
	2. Action Step	2. Person Responsible	2. Time Frame	
Goal A3: Credentialing and Privileging	1. Action Step	1. Person Responsible	1. Time Frame	



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	2. Action Step	2. Person Responsible	2. Time Frame	
Goal A4: Professional Coverage for After Hours Care	1. Action Step	1. Person Responsible	1. Time Frame	
	2. Action Step	2. Person Responsible	2. Time Frame	
Goal A5: Admitting Privileges	1. Action Step	1. Person Responsible	1. Time Frame	
	2. Action Step	2. Person Responsible	2. Time Frame	
Goal A6: Physical Site Capacity (e.g., Lease, Minor A/R, Equipment Purchases, Hours of Operation)	1. Action Step	1. Person Responsible	1. Time Frame	
	2. Action Step	2. Person Responsible	2. Time Frame	
Focus Area: Functioning Key Management Staff/Systems/Arrangements				
Goal B1: Management and Supporting Staff Recruitment	1. Action Step	1. Person Responsible	1. Time Frame	
	2. Action Step	2. Person Responsible	2. Time Frame	
Goal B2: Documented Contractual/Affiliation Agreements	1. Action Step	1. Person Responsible	1. Time Frame	
	2. Action Step	2. Person Responsible	2. Time Frame	
Goal B3: Data Reporting System	1. Action Step	1. Person Responsible	1. Time Frame	
	2. Action Step	2. Person Responsible	2. Time Frame	



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Goal B4: Financial Management and Accounting Systems	1. Action Step	1. Person Responsible	1. Time Frame	
	2. Action Step	2. Person Responsible	2. Time Frame	
Focus Area: Implementation of Sliding Fee Discount Program				
Goal C1: Development of Sliding Fee Discount Program and Policy	1. Action Step	1. Person Responsible	1. Time Frame	
	2. Action Step	2. Person Responsible	2. Time Frame	
Goal C2: Billing and Collections System	1. Action Step	1. Person Responsible	1. Time Frame	
	2. Action Step	2. Person Responsible	2. Time Frame	
Goal C3: Implementation of a Compliant Sliding Fee Scale	1. Action Step	1. Person Responsible	1. Time Frame	
	2. Action Step	2. Person Responsible	2. Time Frame	
Focus Area: Quality Improvement/Quality Assurance (QI/QA) Program				
Goal D1: Leadership and Accountability	1. Action Step	1. Person Responsible	1. Time Frame	
	2. Action Step	2. Person Responsible	2. Time Frame	
Goal D2: QI/QA Plan and Process to Evaluate Performance	1. Action Step	1. Person Responsible	1. Time Frame	
	2. Action Step	2. Person Responsible	2. Time Frame	
Goal D3: Integration of Proposed Site(s) into the QI/QA Program	1. Action Step	1. Person Responsible	1. Time Frame	



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	2. Action Step	2. Person Responsible	2. Time Frame	
Focus Area: Governing Board				
Goal E1: Recruitment of Members to Ensure Compliance with Board Composition Requirements (i.e., representation from the proposed service area)	1. Action Step	1. Person Responsible	1. Time Frame	
	2. Action Step	2. Person Responsible	2. Time Frame	
Goal E2: Conflict of Interest Requirements	1. Action Step	1. Person Responsible	1. Time Frame	
	2. Action Step	2. Person Responsible	2. Time Frame	
Goal E3: Strategic Planning	1. Action Step	1. Person Responsible	1. Time Frame	
	2. Action Step	2. Person Responsible	2. Time Frame	
Goal E4: Board Training and Evaluation	1. Action Step	1. Person Responsible	1. Time Frame	
	2. Action Step	2. Person Responsible	2. Time Frame	
Focus Area: Other				
Goal F1: Apply for FTCA coverage	1. Action Step	1. Person Responsible	1. Time Frame	
	2. Action Step	2. Person Responsible	2. Time Frame	
Goal F2: Submit Medicare FQHC Enrollment Application	1. Action Step	1. Person Responsible	1. Time Frame	



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	2. Action Step	2. Person Responsible	2. Time Frame	
Goal F3: Submit Medicaid FQHC Application	1. Action Step	1. Person Responsible	1. Time Frame	
	2. Action Step	2. Person Responsible	2. Time Frame	

Public Burden Statement: An agency may not conduct or sponsor, and a person is not required to respond to, a collection of information unless it displays a currently valid OMB control number. The OMB control number for this project is 0915-0285. Public reporting burden for this collection of information is estimated to average 3 hours per response, including the time for reviewing instructions, searching existing data sources, and completing and reviewing the collection of information. Send comments regarding this burden estimate or any other aspect of this collection of information, including suggestions for reducing this burden, to HRSA Reports Clearance Officer, 5600 Fishers Lane, Room 14N-39 Rockville, Maryland, 20857.