

**Ryan White Parts A and B
Annual Review of Service Standards Work Plan**

The following is the process to be submitted to HRSA as the Annual Review Process for 2018

Action Steps for 2018	Who	By When
1. Draft a process workplan with steps, who and when columns	CCG	4/4/18
2. Workgroup will review workplan for changes/additions	Workgroup	4/4/18
3. Revise all Standards to... <ul style="list-style-type: none"> a. Take out Universal Standards elements b. Update service description – this definition should only be HRSA’s description in PCN 16-02 and eliminate the Council And include the guidance after the description c. Shade HRSA required elements d. Ensure all formatting is uniform e. Add section at the bottom on when the standard was approved f. Add a statement that all Universal Standards also apply to the introduction 	Ryann Freeman with review by Part A and B Staff	Ongoing -> August/ September
4. Send out revised standards for review and comment from workgroup and other key stakeholders. Process for Review: <ul style="list-style-type: none"> 1. Being posted to BaseCamp with tracked changes 2. Melissa from DHS send tracked change to Anika from HC 3. Do this all by September 5th 4. Jeremy will post finalized Standards to the Council website after Council approval 	Workgroup Stakeholders	July/August
5. Send 2018 standards review workplan to PAC for review/recommendations and indicate implications for future PAC work	Workgroup PAC	August
6. Hold meetings as necessary to: <ul style="list-style-type: none"> a. Finalize the workplan and agree to the annual process for standards review b. Agree to process for receiving on-going suggestions c. Review all changes to the Standards d. Review and triage Standards based on screening criteria* and identify those that need... <ul style="list-style-type: none"> i. No changes, ii. Wording changes, or iii. More extensive revision e. Develop a Workplan and Schedule for those Standards assessed to require more extensive revisions in line with the ‘Standards Development Process’ (including consumer and provider feedback, and PAC and Council review and action). 	Workgroup members, CCG	10/17/18

*The brainstormed screening criteria included site visit findings, changes in HRSA or CDC requirements, comments from consumers and providers (in the suggestion box or other), changes in best practices etc.		
7. Send 2018 standards review workplan to Council for review/approval	PAC Council	10/24/18
8. Bring 2018 revised standards as a packet to PAC	Workgroup PAC	10/24/18
9. PAC recommended Standards go to the Council for review and approval	PAC	11/13/18
10. Establish and maintain an open, online, ongoing 'suggestion box' for comments from providers and consumers	Workgroup	December
11. Communicate with Stakeholders regarding changes, implementation, suggestion box, etc.	Workgroup	Ongoing

After 2018, the following Standards Review Process will occur annually:

2019 and Beyond Annual Standards Review Process

Action Steps	Who
1. Select dates/timeline for annual review based on Workgroup member's calendars	Workgroup
2. Annually review all standards based on criteria identified by the Workgroup. The Standards are anticipated to fall into 3 'buckets': a. Bucket 1: no changes required b. Bucket 2: minimal wording changes that don't affect service delivery c. Bucket 3: requires extensive revisions (these Standards are anticipated to go through the Standards Development Process)	Workgroup
3. Once the workgroup has made the needed changes to Standards, they will go to PAC for review and be recommended to the Council	Workgroup PAC
4. Council will review and approve Standards as recommended by PAC	PAC Council