



Identify Challenges and Solutions

Implementing a new program will come with challenges. Many can be anticipated and planned for, while others may not be foreseen. While Sites may not be able to prepare for all potential challenges to implementation, careful preparation is key to a successful implementation. Here are some common implementation challenges, the problems they represent, and potential solutions. Use the blank Barrier cards to identify specific Site Barriers and Solutions.

CHALLENGE	Poor internal buy-in of PositiveLinks by Site staff
PROBLEM	Site staff have many responsibilities and limited time. Adding an additional program may seem overwhelming.
SOLUTION	<ul style="list-style-type: none">• Leadership communicates with Site staff early on the benefits PositiveLinks provides to Members Providers, and delivery and coordination of HIV care.• Ensure that all Provider who will participate in PositiveLinks receive training and complete the PositiveLinks Provider Certification program..• Involve Site staff in the implementation process and listen to and address their concerns.• Develop a workflow that illustrates how PositiveLinks will integrate into current and future Site staff responsibilities.
RESPONSIBILITY	Site or Program Director/ PLC

CHALLENGE	Lost or broken smartphones
PROBLEM	Members lose or break their smartphones and need a replacement. Members are out of touch with PLC and Site staff.
SOLUTION	<ul style="list-style-type: none">• Develop protocol for smartphone replacement• Educate Members and support PL staff on protocol implementation.• Make available a main phone number for your organization where PL members may also reach the PLC
RESPONSIBILITY	Site or Program Director / PLC Supervisor / PLC



CHALLENGE	Slow or problematic PL app download and installation during Member Enrollment
PROBLEM	Issues such as lack of appropriate space and poor Wi-Fi or smartphone signal negatively impact the PL Member enrollment process.
SOLUTION	<ul style="list-style-type: none">• Ensure that the space in which the PLC donloads and installs the PL Member app during enrollments has windows, is not an interior room, and is able to receive a strong phone service provider data signal.• Be flexible, adaptable, and open-minded to creative solutions.• Be willing to accept workable solutions even if they are not perfect ones.
RESPONSIBILITY	Site or Program Director / PLC Supervisor/ PLC

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