



## PositiveLinks Pre-Implementation Reflection

### Assess Need for PositiveLinks

What is the viral suppression rate at our Site? Are we meeting our targets?

What percentage of our patients are retained in care? Are we meeting targets?

Which patients/clients are struggling to reach clinical goals for viral load suppression, and engagement in care?

Which patients/clients will benefit most from PositiveLinks?

What retention in care strategy is our organization using?

How successful are our current retention/engagement in care strategies?

How can PositiveLinks enhance our current programs or engagement in care strategies?

### Assess Site Capacity and Readiness

Does our organization support Motivational Interviewing (MI) or Strengths Based Case Management (SBCM) approaches?

Will our organization need to provide SBCM or MI training for staff?

Do we have the right staff currently on board to implement PositiveLinks?

Will we need to hire a PositiveLinks Coordinator?

Will anyone's job become redundant if we implement PositiveLinks?

How will PositiveLinks be funded?



### Questions for Reflection Smartphones and Cases

Will we provide smartphones?

Will we provide contract smartphone data plans? Or pre-pay plans?

Will we require smartphone cases? Will we provide smartphone cases?

Which smartphone service providers should we use to optimize price and area coverage?

Determine procurement plan for smartphones and phone credits/method for issuing phone credits

### Determine our Organizational Review and Approval Process

What is our organization's process for obtaining approval for implementing a new project?

What protocols must we put in place for a smooth integration process?

Will we integrate PositiveLinks with the EMR?

### Assess PositiveLinks Staffing and Training

Which institutional stakeholders need to be consulted about PositiveLinks staffing requirements?

Do we already have a candidate for PLC, or will our Site hire someone to be the Site PositiveLinks Coordinator?

Will anyone's job or duties change as a result of implementing PositiveLinks at our Site?

Who are the support staff at our Site? How many? Who else needs to be involved in training on PositiveLinks?

How will our organization support the importance of training for PL providers and the PLC?



### Questions for Reflection on PositiveLinks Workflow

How will Site staff be made aware of PositiveLinks and buy-into the program?

As we think about our PositiveLinks workflow, which stakeholders should we include in our planning process?

Who are the care providers, case managers, front desk staff, and others we should include?

How might PositiveLinks disrupt our current Site workflow?

How might PositiveLinks enhance Member/Care Provider communication at our Site?

Who at our site will introduce PositiveLinks to Members?

How will eligible Members be identified?

At what point in a care visit will PositiveLinks be introduced to Members?

In what space at our Site will Members be trained to use PositiveLinks (and smartphone)?

### Questions for Reflection on PositiveLinks Security and Privacy Protocols

Will Members be required to encrypt their smartphones?

How secure are the internal computers and databases at our site that will be housing PositiveLinks data and Member information?

What is our organization's IT and Compliance review and approval process in order to implement PositiveLinks?

Will PositiveLinks be integrated with our EMR?



### Questions for Reflection on Budget Development

What funding sources does our Site have to implement PositiveLinks?

What personnel costs will our Site have to budget for?

Will we need to procure any hardware to implement PositiveLinks?

Will our Site provide smartphones? Phone credits? Smartphone cases?

Will our Site provide incentives?

Will PositiveLinks replace anyone's job at our Site?

### Questions for Reflection Monitoring and Evaluation Plan

How will we know if PositiveLinks is a success at our organization?

What data and indicators will help our Site measure this?

What other metrics will be tracked?