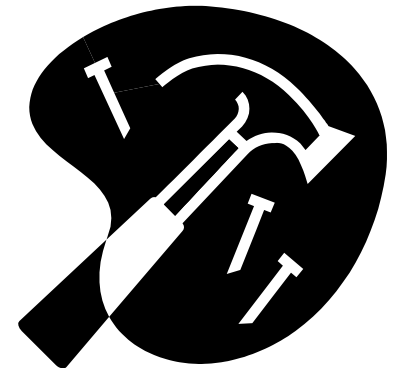


Expiry of Operating Agreements

Service Manager Decision Tree - step by step

1. Get the information you need
2. Do an initial impact assessment of your portfolio
3. Check-in with decision-makers
4. Dialogue with providers
5. Undertake refined analysis/testing



Expiry of Operating Agreements

Service Manager Decision Tree - step by step

6. Develop an EOA transition plan – establish a pragmatic, formal plan that addresses the following:
 - ✓ Making the LHC a priority
 - ✓ Preparing providers for EOA, when needed
 - ✓ Establishing interim measures
 - ✓ Identifying retention strategies
 - ✓ Evaluating alternate supply strategies
 - ✓ Determining funding strategies
 - ✓ Establishing a post-EOA accountability framework
 - ✓ Setting a staging strategy
7. Get your transition plan approved by decision-makers
8. Implement your transition plan