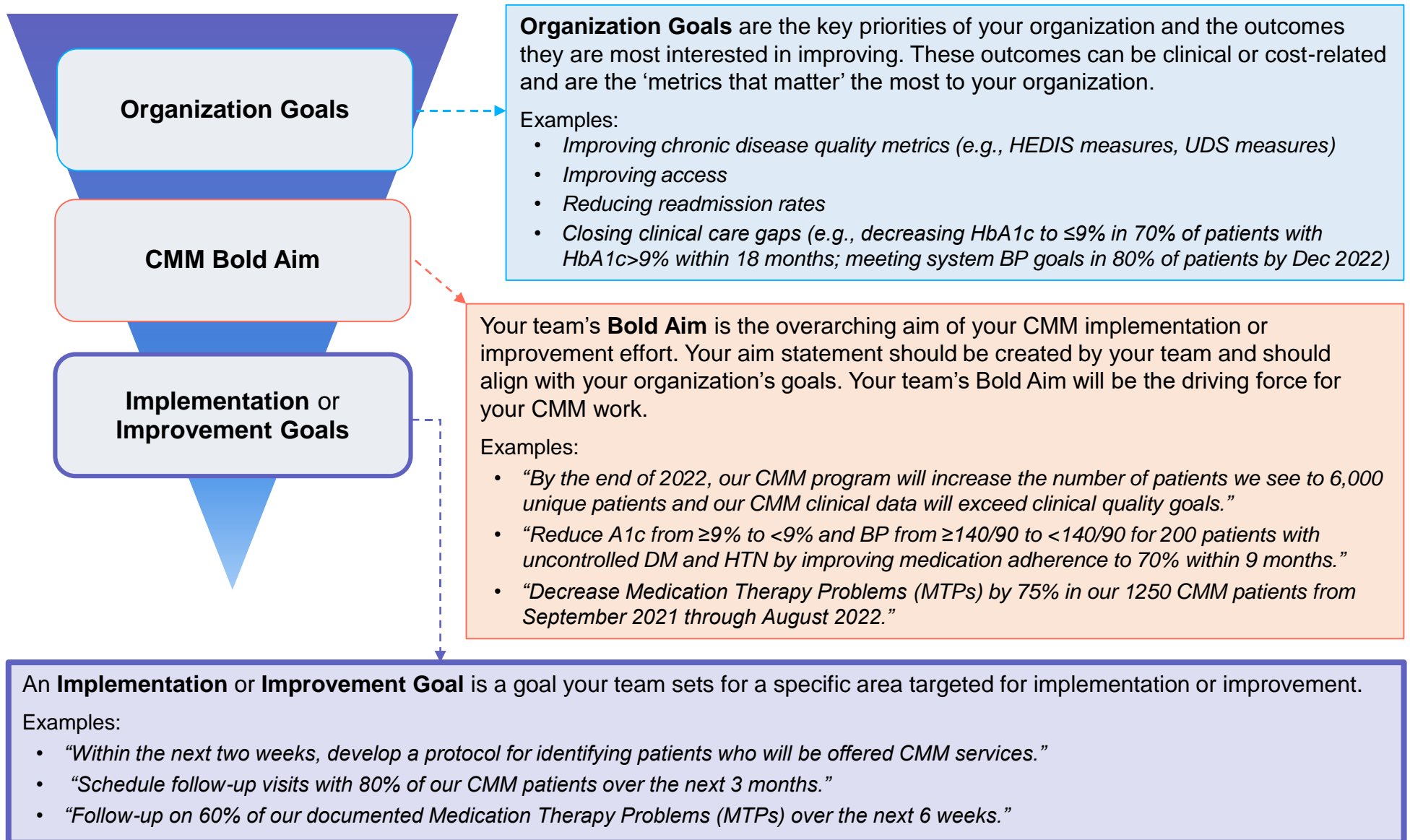# Developing Your Implementation Plan and Monitoring Your Progress

Once you have finalized your CMM Bold Aim, develop a step-by-step implementation plan with goals for each step. Monitoring your progress towards each implementation "bite-sized" goal will ensure you are on the right track to achieve your overarching CMM and organizational goals.

Organization Goals

CMM Bold Aim

Implementation or Improvement Goals

Organization Goals are the key priorities of your organization and the outcomes they are most interested in improving. These outcomes can be clinical or cost-related and are the 'metrics that matter' the most to your organization.

Examples:
- *Improving chronic disease quality metrics (e.g., HEDIS measures, UDS measures)*
- *Improving access*
- *Reducing readmission rates*
- *Closing clinical care gaps (e.g., decreasing HbA1c to ≤9% in 70% of patients with HbA1c>9% within 18 months; meeting system BP goals in 80% of patients by Dec 2022)*

Your team's **Bold Aim** is the overarching aim of your CMM implementation or improvement effort. Your aim statement should be created by your team and should align with your organization's goals. Your team's Bold Aim will be the driving force for your CMM work.

Examples:
- *"By the end of 2022, our CMM program will increase the number of patients we see to 6,000 unique patients and our CMM clinical data will exceed clinical quality goals."*
- *"Reduce A1c from ≥9% to <9% and BP from ≥140/90 to <140/90 for 200 patients with uncontrolled DM and HTN by improving medication adherence to 70% within 9 months."*
- *"Decrease Medication Therapy Problems (MTPs) by 75% in our 1250 CMM patients from September 2021 through August 2022."*

An **Implementation** or **Improvement Goal** is a goal your team sets for a specific area targeted for implementation or improvement.

Examples:
- *"Within the next two weeks, develop a protocol for identifying patients who will be offered CMM services."*
- *"Schedule follow-up visits with 80% of our CMM patients over the next 3 months."*
- *"Follow-up on 60% of our documented Medication Therapy Problems (MTPs) over the next 6 weeks."*

CMM in Primary Care Research Team

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CMM Implementation Action Plan and Progress Monitoring Tool
Implementing Comprehensive Medication Management (CMM)

This action plan and monitoring tool will help you track your team's progress in the implementation of comprehensive medication management (CMM). This tool will help ensure your implementation effort is carried out in a systematic manner and an effective CMM workflow is established. Key terms and instructions for how to use this tool are listed below.

Fill out **PART I** (Develop Your Implementation Plan) first, then use **PART II** (Implement, Monitor, and Improve) to track your progress.

PART I: Plan to Implement

Implementation Target Area: Determine the aspect of CMM you want to implement (e.g., provider training, patient identification protocol, conduct CMM encounters).

Implementation SMART Goal: For the implementation target area you have selected, you will need to state what your goal is for that area. Make sure your goal is specific, measurable, attainable, realistic, and time-sensitive (SMART) (e.g., by March 15, two physicians and one nurse practitioner will heave been trained in CMM by the pharmacist).

Associated Tasks: For each implementation goal you identify, list the tasks that will be necessary to accomplish that goal.

Person(s) Responsible: List the person(s) responsible for each task listed.

Timeline Due Date: Establish agreed-upon deadlines for the tasks to be completed.

PART II: Implement, Monitor, and Improve

Progress Monitoring Tool: As you are implementing CMM, take notes on your successes, challenges, and lessons learned.

Successes: Document what went well! Successful changes could become permanent changes.

Challenges and Solutions: Also take note of the challenges you faced during implementation and the solutions applied.

Lessons Learned: Summarize the lessons your team learned from the successes and challenges experienced and apply these learnings to future implementations or improvement cycles.

Once you have completed **implementing** CMM in your practice setting, you can move on towards **improving** and maintaining your CMM services through ongoing quality improvement cycles. Please see our document titled ***Improving Your CMM Practice*** for more information and guidance.

PART I: Develop Your Implementation Plan (Step 7)				PART II: Implement, Monitor, and Improve (Step 8)				
Action Plan				**Progress Monitoring Tool**				
Implementation Target Area (aspect of CMM to be implemented)	Associated tasks	Person(s) responsible	Timeline due date	Date	Progress to Date	Successes	Challenges and Solutions	Lessons Learned
SMART goal for this target area:	Task #1							
	Task #2							
	Task #3							

PART I: Develop Your Implementation Plan (Step 7)				PART II: Implement, Monitor, and Improve (Step 8)				
Action Plan				**Progress Monitoring Tool**				
Implementation Target Area (aspect of CMM to be implemented)	Associated tasks	Person(s) responsible	Timeline due date	Date	Progress to Date	Successes	Challenges and Solutions	Lessons Learned
SMART goal for this target area:	Task #1							
	Task #2							
	Task #3							

PART I: Develop Your Implementation Plan (Step 7)				PART II: Implement, Monitor, and Improve (Step 8)					
Action Plan				**Progress Monitoring Tool**					
Implementation Target Area (aspect of CMM to be implemented)	Associated tasks	Person(s) responsible	Timeline due date	Date	Progress to Date	Successes	Challenges and Solutions	Lessons Learned
SMART goal for this target area:	Task #1							
	Task #2							
	Task #3							