Preparing for Success

Before getting started with implementing or improving comprehensive medication management (CMM), you need to ensure that you have established the need for and the value of CMM for your organization and that you have adequate resources for providing CMM services. Addressing the questions below will ensure you are ready to implement or improve CMM and help you begin to build a strong business case[1] for establishing, sustaining, and scaling CMM services in your practice setting long-term.

Have you...

☐ Assessed the needs and goals of your organization and your practice?
- What metrics matter most to your organization and your practice?
- How will CMM help your organization achieve its strategic goals?

☐ Determined if CMM fits your needs and goals?
- Does CMM meet the needs of your patients, your practice, and your organization?

☐ Ensured you have adequate resources to get started?[1]
- Do you have the personnel/FTE allotment needed to provide CMM services?
- How will the CMM services be supported financially or otherwise justified (at least initially)?
    - *What billing strategies can help support CMM?*
    - *What other types of revenue can be captured via implementing CMM services?*
    - *What additional value can be quantified through the provision of CMM services (reduced costs, improvement in clinical outcomes, improved patient experience, etc.)? How will you measure that value?*
- Do you have the organizational support you need in order to get started (e.g., do you have a physician or management-level champion for your CMM services?)?

☐ Defined your team's CMM-specific goals and your overarching Bold Aim?[2]
- What population(s) will you target for your CMM services?
- What specific measures will you use to track your progress?
- What are your desired outcomes?
- Within what timeframe would you like your goal outcomes to be achieved?

[1] A more comprehensive toolkit for *Making the Business Case for CMM* is provided in Step 10 of the CMM Implementation System
[2] See Step 3 of the CMM Implementation System for guidance on *Creating Your CMM Bold Aim Statement*

CMM in Primary Care Research Team

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