

Introduction to the CMM Implementation Academy

The ACCP Comprehensive Medication Management (CMM) Implementation Certificate program is an educational program designed to provide clinical pharmacists and clinical pharmacy administrators with the knowledge and skills to implement, enhance, or expand CMM services. Programming will be delivered primarily via self-paced, on-demand modules developed by CMM experts and supplemented with live consultancy sessions. The program is designed to be completed over the course of 12-24 months as participants apply the information to implement or expand CMM services in their practice sites. Throughout the program, essential CMM resources will be shared in a stepwise fashion to facilitate the implementation of CMM. Participants will identify and work with a program mentor to develop an online portfolio by completing application assignments for each module. This portfolio will include meaningful deliverables such as a business plan, collaborative practice agreement, and progress note template, among others.

Curriculum Overview

Module 1: CMM Foundations

Module 2: Making the Business Case for CMM

Module 3: Developing your Implementation and Measurement Plan

Module 4: Implementation, Evaluation, and Reporting

Curriculum Detail*

**Portfolio Assignments and complete instructions should be accessed via the web-based portfolio.*

Module 1: CMM Foundations	
<i>Session 1 - Introduction to the CMM Academy</i>	
LEARNING OBJECTIVES	REQUIRED READING AND PORTFOLIO ASSIGNMENTS
<ul style="list-style-type: none">- Describe the rationale for and history of ACCP's support for CMM as a standardized clinical pharmacist patient care process.- Explain the teaching and learning approaches used to facilitate CMM implementation through this certificate program.- Identify your personal goals for completing this certificate program.	<ul style="list-style-type: none">- Review the CMM Academy Syllabus and document your personal goals for participation.
<i>Session 2 - CMM Overview and the CMM Implementation System</i>	
LEARNING OBJECTIVES	REQUIRED READING AND PORTFOLIO ASSIGNMENTS
<ul style="list-style-type: none">- Provide an overview of CMM and the evidence for CMM.	<ul style="list-style-type: none">- Review the Optimizing Meds for Better Health website identifying key CMM implementation resources.

<ul style="list-style-type: none"> - Identify the purpose, key resources, and functionality of the CMM Implementation System. - Identify appropriate opportunities for use of the CMM Implementation System 	<ul style="list-style-type: none"> - Sign up for an account to access and complete the interactive self-assessment components of the CMM Implementation Platform
<i>Session 3 - CMM Philosophy of Practice</i>	
LEARNING OBJECTIVES	REQUIRED READING AND PORTFOLIO ASSIGNMENTS
<ul style="list-style-type: none"> - Define philosophy of practice. - Explain the importance of having a philosophy of practice. - Describe the five core tenets of philosophy of practice in action. 	<ul style="list-style-type: none"> - Read The Philosophy of Practice for Comprehensive Medication Management: Evaluating its Meaning and Application by Practitioners - Complete Philosophy of Practice Self-Assessment
<i>Session 4 - CMM Patient Care Process – Standardization and Fidelity</i>	
LEARNING OBJECTIVES	REQUIRED READING AND PORTFOLIO ASSIGNMENTS
<ul style="list-style-type: none"> - Describe the three core components of CMM. - Explain the importance of defining and employing a standardized patient care process. - Describe the five essential functions of the CMM Patient Care Process. 	<ul style="list-style-type: none"> - Read CMM Common Language Document - Read Comprehensive Medication Management in Team Based Care - Complete the CMM Patient Care Process interactive self-assessment tool through your CMM Implementation System login.
<i>Session 5 - CMM Practice Management</i>	
LEARNING OBJECTIVES	REQUIRED READING AND PORTFOLIO ASSIGNMENTS
<ul style="list-style-type: none"> - Describe the five domains of the CMM practice management framework. - Identify the 13 essential components of CMM practice management. 	<ul style="list-style-type: none"> - Read The Practice Management Components Needed to Support Comprehensive Medication Management in Primary Care Practices - Read CMM Team Composition Guide - Complete the CMM Practice Management Assessment Tool - Identify a champion and build your implementation team.
<i>Session 6 - CMM Fit and Readiness Assessments</i>	
LEARNING OBJECTIVES	REQUIRED READING AND PORTFOLIO ASSIGNMENTS

<ul style="list-style-type: none"> - Explain the importance of “fit” and readiness when developing a CMM service. - Discuss the development of the CMM readiness assessment. - Outline a readiness assessment for your practice. 	<ul style="list-style-type: none"> - Read Ready, set, go: Exploring the Use of a Readiness Process to Implement Pharmacy Services - Read Ensuring Intervention Success: Assessing fit as an overlooked step of the implementation process. - Complete Readiness Thinking Worksheet - Complete Readiness Priority Matrix - Complete Readiness Action Plan and Monitoring Tool
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Module 2: Making the Business Case for CMM

Session 1 - Evidence of the Impact of CMM on the Quadruple Aim

LEARNING OBJECTIVES	REQUIRED READING AND PORTFOLIO ASSIGNMENTS
<ul style="list-style-type: none"> - Define the four components of the Quadruple Aim. - Discuss key evidence demonstrating the positive impact of CMM on each of the four components of the Quadruple Aim. 	<ul style="list-style-type: none"> - Read The Outcomes of Implementing and Integrating Comprehensive Medication Management in Team Based Care: A Review of the Evidence on Quality, Access and Costs – December 2021 - Identify the needs and priorities of your organization.

Session 2 - Billing opportunities for CMM within fee for service (FFS) environments

LEARNING OBJECTIVES	REQUIRED READING AND PORTFOLIO ASSIGNMENTS
<ul style="list-style-type: none"> - Identify billing opportunities for CMM services within a fee-for-service environment. - Describe the effective use of incident-to physician, chronic care management, and transitional care management codes for CMM services. 	<ul style="list-style-type: none"> - Identify opportunities for fee-for-service billing for your CMM service within your practice setting

Session 3 - Key Elements of a Metric-Based Business Case for CMM

LEARNING OBJECTIVES	REQUIRED READING AND PORTFOLIO ASSIGNMENTS
<ul style="list-style-type: none"> - Describe how health policy decisions can incentivize new payment models and scale care delivery innovations that will improve patient outcomes and lower the total cost of care. 	<ul style="list-style-type: none"> - Read Alternative payment approaches for advancing comprehensive medication management in primary care.

<ul style="list-style-type: none"> - Select from among the commonly employed metrics those that have relevance to various stakeholders within and outside of your institution. - Discuss key concepts to supporting medication optimization in value-based delivery and payment models. - Summarize the importance of clinical practice and advocacy efforts to the advancement of clinical pharmacists' contribution to achieving medication optimization. 	<ul style="list-style-type: none"> - Identify specific metrics that have relevance to stakeholders within your institution. When possible, document specific payment incentives or penalties.
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Session 4 - Value Based Healthcare and the Opportunity for CMM

LEARNING OBJECTIVES	REQUIRED READING AND PORTFOLIO ASSIGNMENTS
<ul style="list-style-type: none"> - Identify a priority population of focus for CMM within one's organization - Identify a plan for aligning institutional, professional, and stakeholder needs with relevant/available metrics. - From the selected metrics, identify available evidence/references that support CMM implementation within your institution. 	<ul style="list-style-type: none"> - Read The CMM Value Proposition - Complete the Value Proposition Exercise

Session 5 - Developing a Bold Aim for your CMM Service

LEARNING OBJECTIVES	REQUIRED READING AND PORTFOLIO ASSIGNMENTS
<ul style="list-style-type: none"> - Develop a bold aim for your CMM service. 	<ul style="list-style-type: none"> - Read: Creating Your Bold Aim Statement - Develop the Bold Aim for your CMM service.

Session 6 - Developing a CMM Business Plan

LEARNING OBJECTIVES	REQUIRED READING AND PORTFOLIO ASSIGNMENTS
<ul style="list-style-type: none"> - Identify key stakeholders to engage in developing the CMM business plan. - Describe commonly used business plan formats. - Evaluate business plan examples to identify best practices and areas for improvement. 	<ul style="list-style-type: none"> - Read (optional) Sample business plans and SBAR - Read (optional) Sample VA business plan - Complete business plan development worksheet.

<ul style="list-style-type: none"> - Develop a Business plan for comprehensive medication management. 	<ul style="list-style-type: none"> - Submit business plan (can be full business plan, executive summary, or SBAR format).
Module 3: Developing your Implementation and Measurement Plan	
<i>Session 1 - Developing Relationships within the Health Care Team: Collaborative Practice Agreements</i>	
LEARNING OBJECTIVES	REQUIRED READING AND PORTFOLIO ASSIGNMENTS
<ul style="list-style-type: none"> - Define credentialing, privileging, and collaborative drug therapy management. - Summarize strategies for developing relationships with other healthcare professionals on the healthcare team. - Describe essential components of a collaborative practice agreement for CMM. - Develop a collaborative practice agreement for your CMM service. 	<ul style="list-style-type: none"> - Read Collaborative Practice Agreements in Outpatient Team-Based Clinical Pharmacy Practice - Read Advancing Team Based Care Through Collaborative Practice Agreements - Complete the credentialing and privileging assessment and planning worksheet. - Complete the CPA development planning document. - Develop a CPA for your CMM service
<i>Session 2 - Best Practices in CMM Documentation and healthcare team communications</i>	
LEARNING OBJECTIVES	REQUIRED READING AND PORTFOLIO ASSIGNMENTS
<ul style="list-style-type: none"> - Describe standard documentation frameworks (e.g., SOAP, APSO, others). - Explain the goals of patient care documentation. - Discuss key approaches to enhance the readability and effectiveness of documentation. - Summarize advantages and disadvantages of different approaches to communication within the healthcare team. 	<ul style="list-style-type: none"> - Identify, improve, and/or build a note template for your service.
<i>Session 3 - Collecting and measuring impact of your CMM service</i>	
LEARNING OBJECTIVES	REQUIRED READING AND PORTFOLIO ASSIGNMENTS
<ul style="list-style-type: none"> - Based on the metrics previously identified, construct a plan for assessing the value of CMM at your institution. - Summarize successful strategies for collecting data consistently and efficiently. 	<ul style="list-style-type: none"> - Read Using run charts to track your data. - Develop a plan for collecting and measuring the impact of your CMM service.

<ul style="list-style-type: none"> - Explain strategies for routine reporting of your service’s impact. 	
Module 4: Implementation, Evaluation, and Reporting	
<i>Sessions 1 and 2 - Successful CMM Practices</i>	
LEARNING OBJECTIVES	REQUIRED READING AND PORTFOLIO ASSIGNMENTS
<ul style="list-style-type: none"> - Identify enabling factors within successful CMM practices. - Identify use of CMM implementation tools and strategies within successful CMM practices. - Compare and contrast the business case for successful CMM practices in varied settings. 	<ul style="list-style-type: none"> - Complete Comprehensive CMM Fidelity Assessment (at least 6 months post-implementation) <ul style="list-style-type: none"> o CMM Practice Management Assessment o CMM Patient Care Process Self-Assessment o Review/Administer Patient Responsiveness Survey
<i>Sessions 3 and 4 – Telling Your Performance Story and Successful CMM Performance Story Example – Intermountain Health</i>	
LEARNING OBJECTIVES	REQUIRED READING AND PORTFOLIO ASSIGNMENTS
<ul style="list-style-type: none"> - Describe the purpose of a CMM practice performance story. - Describe each of the 7 elements of a performance story. - Construct your performance story. 	<ul style="list-style-type: none"> - Construct your performance story.

Elective Sessions

Academy participants may select from multiple elective session opportunities to complete certificate requirements. Elective session topics include (but are not limited to): Pharmacist-pharmacist collaborations to achieve medication optimization, Transitioning from Disease-Focused Services to Comprehensive Medication Management, Incorporating Quality, Access, and Productivity in Design and Assessment of Your CMM Practice, Impact of CMM on Primary Care Provider Work-Life, Expanding CMM Practice in Specialty Settings, Incorporating Learnings into CMM Practice, Delivering CMM via Telehealth, and Advancing the Evolving Payment and Policy Models.

Consultancy Sessions

Consultancy sessions will be offered quarterly (January, April, July, and October/November) and held live (3 via Zoom and 1 at the ACCP Annual Meeting). These dynamic sessions will engage participants in problem-solving conversations on real-time practice implementation challenges presented by attendees. The structure of the consultancy is as an “all teach, all learn” session during which the collective experience

and creativity of the participants will be used to identify strategies that address the challenge outlined in a case.

The structure will include several 15-minute case challenge presentations. Academy participants are required to participate in at least two consultancies by submitting and presenting a challenge/opportunity they are experiencing in their practice at one and attending to provide feedback to colleagues at one. Challenges may include establishing practice consistency across a group of clinical pharmacists, gaining support from senior administrators, creating efficiency in clinical workflow, measuring and communicating impact of CMM services, winning over resistant prescribers, etc. Any challenge is appropriate to share. A CMM expert will serve as the facilitator. Academy mentors are encouraged to attend and participate along with participants.

Continuing Pharmacy Education Credit

The American College of Clinical Pharmacy is accredited by the Accreditation Council for Pharmacy Education as a provider of continuing pharmacy education. To claim Continuing Pharmacy Education (CPE) credit for any of the Leadership and Management Certificate Program activities please go to www.accp.com/ce and sign-in, complete the relevant session evaluation, and claim your CPE.

ONLINE PORTFOLIO

Accessing Your Portfolio

Accessing your portfolio is easy! First, sign into your ACCP Account.

On your My Account page, locate the My Links section. There will be a link to each ACCP Academy program that you are currently enrolled in. In this case you would select the CMM Academy Program link which will take you to the program's home page. Select the Access Portfolio link located at the top of the page. This will take you into your portfolio.

Progress Reports

Keep track of your progress in the ACCP Academy by accessing your progress report. Your progress report is located within the portfolio and is updated routinely.

MENTORING

One-on-one mentoring is an important strategy to develop the knowledge, skills, attitudes, and values necessary to implement/enhance CMM services. The value of such mentoring is optimized when the mentor can provide relevant connections and insights within your institution (health system, clinic, or pharmacy) as well feedback on individual application-based portfolio assignments. Therefore, each participant in the CMM Implementation Certificate Program will be asked to identify a personal mentor (preferably from his or her institution, if possible) with whom he or she will meet throughout the program. The mentor will assist each participant in applying program principles to the professional environment.

If you are unable to find a mentor in your institution, ACCP will assist you with identifying a mentor with relevant expertise. Please contact Wendy Staab wstaab@accp.com if you need assistance identifying a mentor.

EMAIL LIST

Academy enrollees, mentors, and faculty are automatically enrolled in the ACCP CMM Email List. This communications tool serves as an opportunity for networking, mentoring, and peer-peer communication related to CMM implementation challenges. All enrollees will have the opportunity to adjust subscription settings or unsubscribe within their accp.com account.

ENROLLMENT AND PROGRAM COSTS

To apply for the ACCP CMM Implementation Certificate Program, apply online or download the application form. A one-time application fee of \$399.95 for members and \$699.95 for nonmembers (to offset expenses for online portfolio maintenance) will be charged upon enrollment in the certificate program. Your enrollment fee includes access to all virtual programming throughout the program. Attendance at the ACCP Annual Meeting is optional but highly encouraged; registration fees associated with Annual Meeting attendance are separate from Academy registration.

PROGRAM COMPLETION DEADLINE

The ACCP Academy requires all enrollees to complete the program within two years of registration.

ACCP ACADEMY GRADUATION

To be eligible for graduation, enrollees must complete the required modules and electives. In addition, all portfolio assignments and mentor feedback (where applicable), should be completed by August 1 of the year of graduation. Notifications for graduation and an invitation to attend the official ACCP Academy Graduation Ceremony held at the ACCP Annual Meeting, will be sent out to eligible graduates on or around August 15.