

# Building Your Implementation Team

Comprehensive Medication Management (CMM) is a very participatory type of intervention. Therefore, when you get ready to implement or improve CMM, you should make sure that you not only have a pharmacist on your team (you), but also administrative leadership (e.g., clinic manager) and several other clinic staff members. Having a diversity of perspectives will help you with buy-in from all stakeholders.

We understand your clinic is busy and change is difficult. Utilizing a team to help you implement your new service or improve your existing one will enable you to be more successful since the workload will be shared among several people.

Additionally, having a team in place will ensure sustainability of the service, since there will always be someone to continue the work if one team member leaves.

NOTE: This team is specific to your CMM implementation or improvement effort and may differ from existing team structures.

Why is building a team important?

- ✓ Diversity of perspectives
- ✓ Buy-in from stakeholders
- ✓ Shared workload
- ✓ Sustainability of service



## Core Functions of an Implementation Team



Planning



Communicating



Problem-Solving & Executing



Collecting Data



Analyzing & Studying Data

## As an implementation team you will be responsible for:

- ✓ **Planning:** preparing for the implementation of the new service
- ✓ **Communicating:** ensuring that other clinic stakeholders are being made aware of the changes being made and their feedback is being incorporated; ensuring all stakeholders understand what you're doing and what the benefits of the intervention are
- ✓ **Problem-solving and executing:** working together as a team to problem-solve in the face of obstacles and figuring out how to overcome the challenges you encounter
- ✓ **Collecting, analyzing, and studying data:** assessing the outcomes of the intervention as implemented in order to identify strengths and areas for improvement

## Who Do You Need on Your Team?

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The composition of your team is left to your discretion. However, for successful implementation of CMM, it is optimal to have 3-5 team members, including:

- An expert in CMM (e.g., pharmacist)
- Administrative leadership (e.g., clinic manager)
- Clinical team member(s) (e.g., physician, nurse practitioner, nurse)
- Other stakeholders relevant to your practice

## Team Member Engagement Plan

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- ✓ **Who:** Identify your team members
- ✓ **Why:** Why is this person important to have on your team?
- ✓ **How:** How will you engage this person in your implementation effort?

## Define Your Team's Ways of Work

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In order to facilitate your team's success, we've created a resource called **Team Charter**, which is a document that can help your team build consensus and figure out the best ways to work together.

A Team Charter functions as an internal memorandum of understanding for the team and contains: 1) a statement of the team's purpose; 2) a list of all team members; 3) the team's communication processes, and 4) the ways the team will work together.