

Defining Your CMM Service Delivery System

The Services That Will Drive Change



Service Delivery Systems

- The goal of any care delivery system should be to foster optimal health outcomes by providing **cost-effective, patient-centered, team-based, quality care** with a **service emphasis**. Healthcare delivery systems should be designed to motivate patients and healthcare providers to make decisions consistent with this goal.
- These principles apply to implementing CMM, and it is likely that they align with the overarching goals of your organization. This alignment creates the opportunity to craft a message that resonates with stakeholders from the C-suite to healthcare professionals to patients.

Service Delivery Systems

- While the aforementioned **principles** are important in guiding how systems must be designed, your team will need to define how the delivery of CMM fits into the organization (and your specific practice site) with greater **specificity**.

Key Point: Describing the medication management delivery system and services your patients are receiving, as well as how these services can achieve the success outlined in your aim statement will:

- 1. Help stakeholders realize how strategies driven by your aim will be **operationalized**, and*
- 2. Promote **transparency** and **efficiency** related to the flow of patients and clinic staff*

Service Delivery System Elements

There are many elements that contribute to how you define your delivery system.
Consider the following:

- Your **philosophy of practice** should be reflected in how you operationalize your CMM service
- The CMM **patient care process** should be consistently applied
- Critically assess, address, and describe your **practice management system** noting areas of strength and opportunities for improvement
 - *The questions in each of the five domains (Organizational Support, Care Team Engagement, Care Delivery Processes, CMM Program Evaluation, Ensuring Consistent and Quality Care) of the practice management assessment tool will be helpful in conveying how your service is delivered*
 - Be clear about your process for receiving patients (referrals to CMM service), documentation and EHR use, mechanisms granting authority to provide care (collaborative practice agreement)

A Framework for CMM

These first three elements of your CMM service delivery system (philosophy of practice, patient care process, and practice management system) are the three core components of the CMM practice model. They are critical elements to consider.



STOP! Before continuing with this resource, ensure that you have taken the time to assess where you are with regards to the CMM Philosophy Practice, CMM Patient Care Process, and CMM Practice Management. Self-assessments for each of these 3 key components can be found in **Step 6** of the CMM Implementation System.

Service Delivery System Elements

There are additional elements that also contribute to how you define your service delivery system. Consider the following:

- The **flow of patient care** in the practice should be consistent with other providers (e.g., physician clinic visits/encounters) to avoid disruptions or confusion for patients and other clinic staff*
- Consider including a summary **defining and quantifying all clinical interventions** to illustrate the magnitude of the medication therapy problems and positive impact you are making
- For particularly complex patients, describe your process to refer them to partnering providers (**triage**)

To complete this step, it may be helpful to take the time to shadow and observe how your clinic workflow is currently set up and how it operates on a day-to-day basis. Also, as you are building a workflow/patient-flow diagram, make sure you include all components of the five CMM practice management domains. An example of a CMM-specific workflow for an individual team member is provided in **Step 6 of the CMM Implementation System.*

Service Delivery System Flowchart

Pulling it All Together

Using the suggested elements, sketch a **flowchart** of how **patients, documentation, and clinic staff** move through the organization. Include pre- and post-appointment communication and reminders such as phone calls, mailings, lab appointments, intake forms, discharge paperwork, etc.

Consider using a white board or sticky notes that can be rearranged until the **process is refined and comprehensive.**

Engage a variety of staff (**interdisciplinary team**) from the practice to ensure all critical elements are captured. Omitting important pieces may result in substantial logistical and operational challenges during implementation.

Service Delivery System Flowchart

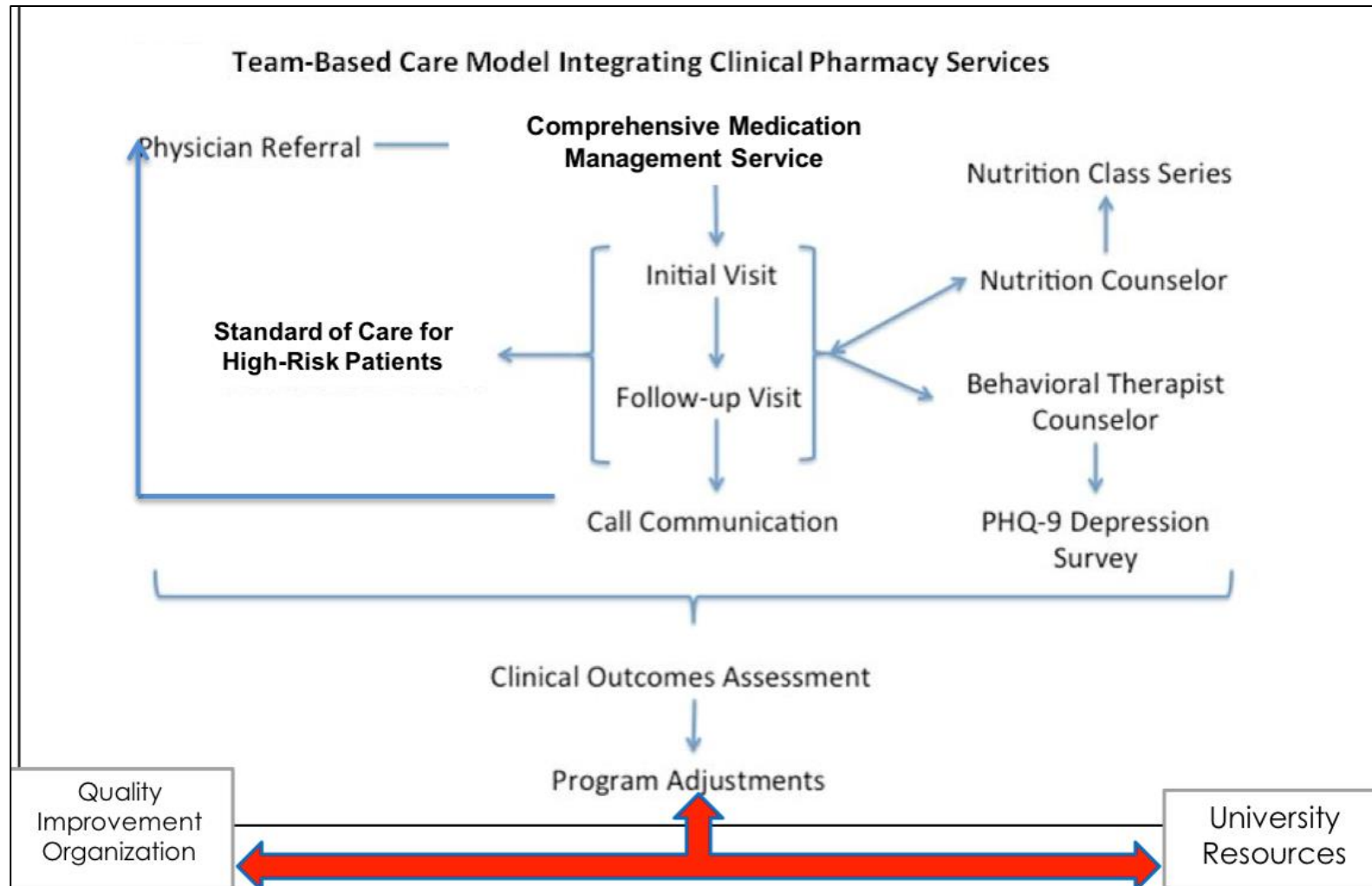
Pulling it All Together

Once your sketch is complete, **finalize it electronically** so it may be easily distributed to others and included in presentation when necessary.

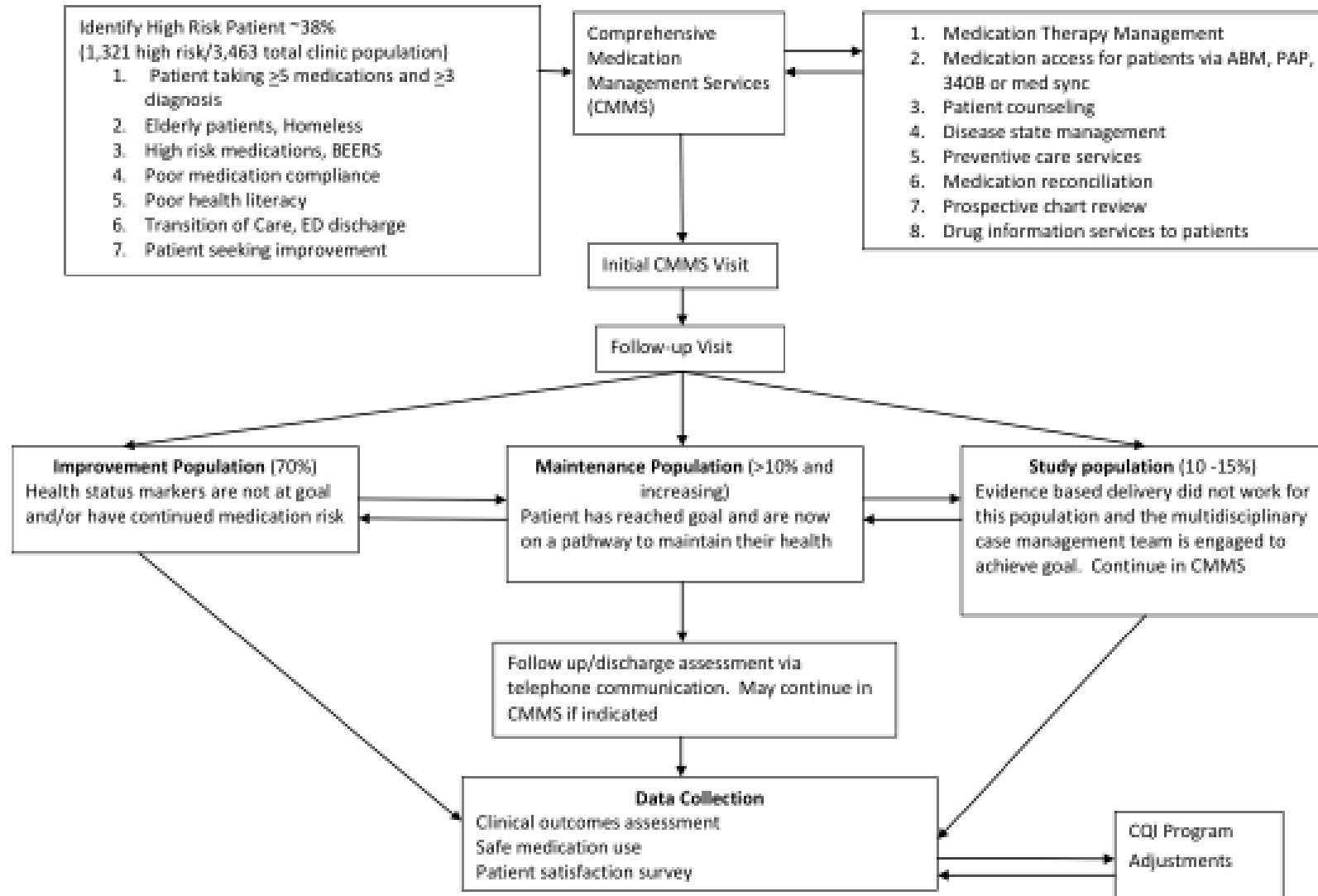
While you need to be thoughtful and comprehensive, avoid confusion by **keeping the processes as simply illustrated** as possible.

If colors or symbols are used, **provide a legend**.

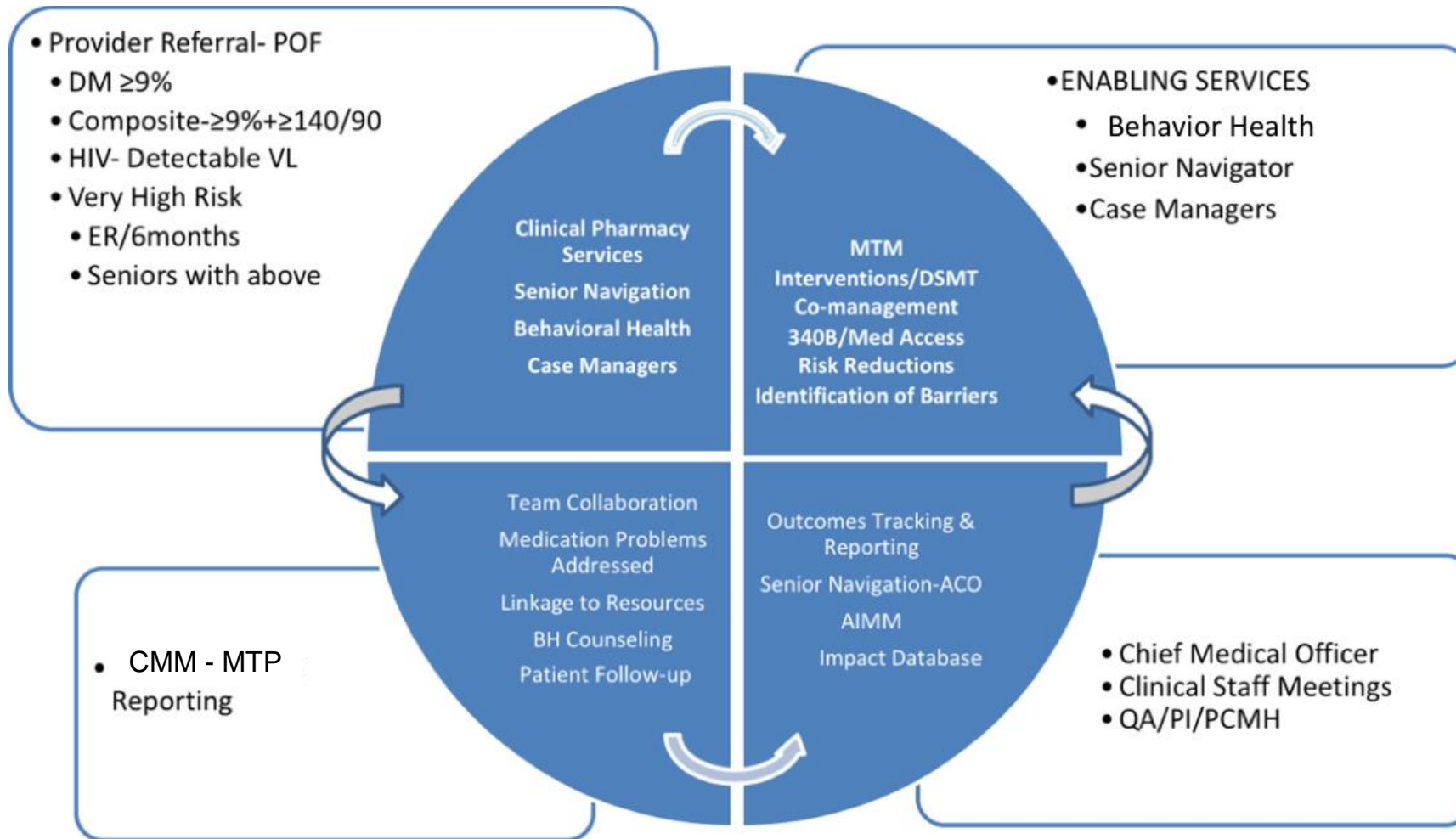
Example Service Delivery System



Example Service Delivery System



Example Service Delivery System



Service Delivery System Summary

Principles of a Successful Service Delivery System

- ✓ Cost-effective
- ✓ Patient-centered
- ✓ Team-based
- ✓ Quality care
- ✓ Service emphasis

Elements to Consider When Defining Your Service Delivery System

- Philosophy of practice
- Patient care process
- Practice management systems
- Patient care flow/clinic workflow
- Summary of clinical interventions
- Triage/referral process

