1) Baseline phase.

2) Process evaluation phase.
   - 0-18 months
   - Monthly reports
   - Outreach visit forms
   - QIs audit

3) Outcome evaluation first phase
   - 19 months
   - Interview: PCPs, nurses, patients

4) Outcome evaluation second phase
   - 36 months
   - DM and HTN quality indicators (QIs).
   - Data extraction from paper and electronic records.

Implementation of intervention:
- (a) EMR introduction
- (b) Guidelines implementation

DM and HTN quality indicators (QIs).
Data extraction from paper records.

Patient’s opinion evaluation using EUROPEP questionnaire.

DM and HTN (QIs).
Data extraction from paper and electronic records.

Patient’s opinion evaluation using EUROPEP questionnaire.