Patient selection processes
e.g. Presence of disease
Presence of risk factors
Suspected non-adherence

Patients selected for disease management intervention

Intervention Processes

Patient Focus
- Assessing knowledge and providing education
- Mediating psychosocial inputs (what do their friends say and is this correct)
- Improve patient’s belief in their own actions and ability to improve (self-efficacy)

Positive behaviour change

Professional Focus
- Improve/correct Knowledge-base
- Offer opportunities to develop skills and expertise
- Improved attitudes toward provision of appropriate care (behavioural intention)

Professional behaviour/practice changes

Health System Factors

Organisational Design
- Design factors that enable the intervention processes
- Design factors that are barriers to the intervention processes

Combined effect of organisational enablers and barriers on overall intervention process

Inter-professional Relationships and Coordination
- Is inter-professional collaboration able to occur?
- What is the quality of this collaboration?
- What happens when this doesn’t occur?

Outcomes
- Clinical
- Functional
- Health Care Expenditure
- Consumer Satisfaction