Intervention Processes

**Patient Focus – dHMR interview**
- Assessing knowledge and providing education
- Mediating psychosocial inputs (what do their friends say and is this correct)

**Professional Focus – dHMR report; agreed management plan; pharmacist education**
- Improve/correct Knowledge-base – through consistent referral letters and consistency with dHMR report
- Offer opportunities to develop skills and expertise – to pharmacists only

**Health System Factors**

**Organisational Design**
- Intervention enablers – consistency in dHMR referral letter content; pre-existing funding for dHMR service
- Intervention barriers – GP approval and forwarding of dHMR referral letters

**Inter-professional Relationships and Coordination**
- Is inter-professional collaboration able to occur – through follow-up report and agreed management plan
- What is the quality of this collaboration – by written report only OR by telephone discussion OR by meeting discussion
- What happens when this doesn’t occur – i.e. the control group

**Outcomes**

- Clinical eg. adherence, readmissions
- Functional eg. QOL
- Health Care Expenditure – dHMR costs vs functional and clinical outcome savings
- Consumer Satisfaction – previously established