Professional Focus

- Improve/correct knowledge-base
- Offer opportunities to develop skills and expertise – education and assessment package for pharmacists

- Improved attitudes toward provision of appropriate care (behavioural intention) – % of GPs producing agreed management plans following dHMR report

- Professional behaviour/practice changes – partly measured through patient’s dispensing records, but may be obscured by primary non-adherence

Patient Focus

Professional Focus

Patient selection processes

Patients selected

Intervention Processes

Health System Factors

Organisational Design

Inter-professional Relationships and Coordination

Outcomes