

DISTAL
OUTCOMES

IMPROVED PATIENTS' HEALTH STATUS
IMPROVED INTERPROFESSIONAL COLLABORATION
IMPROVED DELIVERY OF EVIDENCE-BASED SERVICES

PROXIMAL
OUTCOMES

Shared view of
actual team
performance

Shared
understanding of
performance
gaps

Cooperative
goal setting

Cooperative
practice
change

MODERATING
FACTORS

Previous
perceived
performance

Perceived credibility
and importance of
feedback

Cognitive
dissonance

Perceived
control and self-
efficacy

Support from
management

PROGRAM
ACTIVITIES

FEEDBACK

REFLECTION

ACTION PLANNING