

Facilitators

1) *Baseline phase.*

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.

2) *Process evaluation phase.*

0-18 months

1. Monthly reports
2. Outreach visit forms
3. QIs audit

Interview:
PCPs- nurses
-patients
6, 18 months

3) *Outcome evaluation first phase*

19 months

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

Patient's opinion evaluation using EUROPEP questionnaire

4. *Outcome evaluation second phase*

36 months

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