

APPENDIX 2: Synthesis of Results

Reference	Country	Element of Chronic Care Model (dominant)	Interventions	Outcomes	Disease	Place	Effectiveness
Kent P, Chalmers Y.A decade on: has the use of integrated care pathways made a difference in Lanarkshire? J Nurs Manag. 2006 Oct;14(7):508-20.	United Kingdom	decision support	Audit and feedback; Clinical multidisciplinary teams; Presence and organisation of quality monitoring mechanisms.	professional adherence to guideline; patient education;	Asthma	Hospital	Effective
Coberley CR, McGinnis M, Orr PM, Coberley SS, Hobgood A, Hamar B, Gandy B, Pope J, Hudson L, Hara P, Shurney D, Clarke JL, Crawford A, Goldfarb NI. Association between frequency of telephonic contact and clinical testing for a large, geographically diverse diabetes disease management population. Dis Manag. 2007 Apr;10(2):101-9.	United States of America	decision support	Changes in physical structure, facilities and equipment; Other patient orientated interventions.	service use; patient physiological measure of disease	Diabetes Mellitus	Managed Care Organization	No significant results
Kurt Bestehorn, Christina Jannowitz, Barbara Karmann, David Pittrow and Wilhelm Kirch. Characteristics, management and attainment of lipid target levels in diabetic and cardiac patients enrolled in Disease Management Program versus those in routine care: LUTZ registry. BMC Public Health. 2009; 9: 280.	Germany	decision support	Distribution of educational materials for professionals; Audit and feedback; Provider incentives; Other patient orientated Interventions.	physiological measure of disease, patient risk behavior, patient adherence to treatment/ patient education	Multiple diseases	Primary Health Care	Effective
Fagan PJ, Schuster AB, Boyd C, Marsteller JA, Griswold M, Murphy SM, Dunbar L, Forrest CB. Chronic care improvement in primary care: evaluation of an integrated pay-for-performance and practice-based care coordination program among elderly patients with diabetes. Health Serv Res. 2010 Dec;45(6 Pt 1):1763-82	United States of America	health care organisation	Professional reminders; Other financial interventions; Changes to the setting/site of service delivery.	physiological measure of disease; service use; costs	Diabetes Mellitus	Managed Care Organization + Primary Health Care	Effective

Reference	Country	Element of Chronic Care Model (dominant)	Interventions	Outcomes	Disease	Place	Effectiveness
Sandhoff BG, Nies LK, Olson KL, Nash JD, Rasmussen JR, Merenich JA. Clinical pharmacy cardiac risk service for managing patients with coronary artery disease in a health maintenance organization. Am J Health Syst Pharm. 2007 Jan 1;64(1):77-84.	United States of America	decision support	Local opinion leaders; Communication and case discussion between distant health professionals; Other patient orientated interventions.	health status, physiological measure of disease	Coronary disease	Managed Care Organization	Effective
Cleveringa FG, Gorter KJ, van den Donk M, Rutten GE. Combined task delegation, computerized decision support, and feedback improve cardiovascular risk for type 2 diabetic patients: a cluster randomized trial in primary care. Diabetes Care. 2008 Dec;31(12):2273-5.	Netherlands	decision support	Distribution of educational materials for professionals; Audit and feedback; Revision of professional roles	physiological measure of disease; patient risk behaviour	Diabetes Mellitus	Primary Health Care	Effective
Bray K, Turpin RS, Jungkind K, Heuser G. Defining success in diabetes disease management: digging deeper in the data. Dis Manag. 2008 Apr;11(2):119-28.	United States of America	self management support	Educational meetings for professionals; Patient mediated interventions; Professional reminders; Distribution of educational materials for patients; Patient education sessions; Self management.	Patient physiological measure of disease; patient risk behaviour; patient health status; patient education; patient adherence to treatment	Diabetes Mellitus	Primary Health Care	Effective

Reference	Country	Element of Chronic Care Model (dominant)	Interventions	Outcomes	Disease	Place	Efectiveness
Berg GD, Wadhwa S. Diabetes disease management results in Hispanic Medicaid patients. J Health Care Poor Underserved. 2009 May;20(2):432-43.	United States of America	self management support	Distribution of educational materials for professionals; Educational meetings for professionals; Patient mediated interventions; Professional reminders; Patient education sessions; Self management; Call back reminder notice for patients.	patient service use; patient health status; risk behavior; costs, physiological measure of disease	Diabetes Mellitus	Managed Care Organization	Effective
Wee SL, Tan CG, Ng HS, Su S, Tai VU, Flores JV, Khoo DH. Diabetes outcomes in specialist and general practitioner settings in Singapore: challenges of right-siting. Ann Acad Med Singapore. 2008 Nov;37(11):929-35	Singapore	health care organisation	Educational meetings for professionals; Audit and feedback; Continuity of care; Changes to the setting/site of service delivery; Presence and organisation of quality monitoring mechanisms.	health status, physiological measure of disease	Diabetes Mellitus	Primary Health Care	Effective
Eapen ZJ, Reed SD, Curtis LH, Hernandez AF, Peterson ED. Do heart failure disease management programs make financial sense under a bundled payment system? Am Heart J. 2011 May;161(5):916-22.	United States of America	self management support	Distribution of educational materials for patients; Patient education sessions; Motivational counselling for patients; Self management.	estimate expected inpatient costs with routine outpatient care	Heart failure	Managed Care Organization	Results expected

Reference	Country	Element of Chronic Care Model (dominant)	Interventions	Outcomes	Disease	Place	Effectiveness
Steuten, L., Bruijsten, M. and Vrijhoef, H. Economic evaluation of a diabetes disease management programme with a central role for the diabetes nurse specialist. Eur. Diab. Nursing. 2007; 4: 64–71	Netherlands	health care organisation	Distribution of educational materials for professionals; Educational meetings for professionals; Audit and feedback; Revision of professional roles; Continuity of care; Changes to the setting/site of service delivery; Changes in medical records systems; Changes in scope and nature of benefits and services; Distribution of educational materials for patients; Patient education sessions; Self management.	physiological measure, costs, quality of life, risk behavior	Diabetes Mellitus	Primary Health Care	Effective
McEwen LN, Hsiao VC, Nota-Kirby EM, Kulpa GJ, Schmidt KG, Herman WH. Effect of a managed care disease management program on diabetes care. Am J Manag Care. 2009 Sep;15(9):575-80.	United States of America	decision support	Distribution of educational materials for professionals; Audit and feedback Professional reminders; Clinical multidisciplinary teams; Changes in medical records systems; Distribution of educational materials for patients; Call back reminder notice for patients.	physiological measure of disease, patient risk behavior	Diabetes Mellitus	Managed Care Organization	Effective
Frølich A, Bellows J, Nielsen BF, Brockhoff PB, Hefford M. Effective population management practices in diabetes care - an observational study. BMC Health Serv Res. 2010 Sep 21;10:277.	Denmark	not applicable	Distribution of educational materials for professionals; Educational meetings for professionals; Audit and feedback; Professional reminders.	physiological measure of disease	Diabetes Mellitus	Managed Care Organization	Effective

Reference	Country	Element of Chronic Care Model (dominant)	Interventions	Outcomes	Disease	Place	Effectiveness
Herrin J, Nicewander DA, Hollander PA, Couch CE, Winter FD, Haydar ZR, Warren SS, Ballard DJ. Effectiveness of diabetes resource nurse case management and physician profiling in a fee-for-service setting: a cluster randomized trial. Proc (Bayl Univ Med Cent). 2006 Apr;19(2):95-102.	United States of America	delivery system design	Distribution of educational materials for professionals; Educational meetings for professionals; Educational outreach visits for professionals; Audit and feedback; Fee-for-service; Capitation; Revision of professional roles; Changes to the setting/site of service delivery; Distribution of educational materials for patients; Patient education sessions.	patient health status	Diabetes Mellitus	Managed Care Organization	No effective results
Coberley CR, Puckrein GA, Dobbs AC, McGinnis MA, Coberley SS, Shurney DW. Effectiveness of Disease Management Programs on Improving Diabetes Care for Individuals in Health-Disparate Areas. Dis Manag. 2007; 10 (3).	United States of America	delivery system design	Community programs for patients; Call back reminder notice for patients.	physiological measure of disease, patient risk behavior	Diabetes Mellitus	Managed Care Organization	Effective
Windt R, Glaeske G. Effects of a German Asthma Disease Management Program Using Sickness Fund Claims Data. Journal of Asthma, Early Online:1-6, 2010	Germany	self management support	Distribution of educational materials for professionals; Patient mediated interventions; Audit and feedback; Clinical multidisciplinary teams; Continuity of care; Changes to the setting/site of service delivery; Distribution of educational materials for patients; Patient education sessions; Self management; Call back reminder notice for patients.	professional adherence to guideline; patient education; service use,	Asthma	Managed Care Organization	Effective

Reference	Country	Element of Chronic Care Model (dominant)	Interventions	Outcomes	Disease	Place	Effectiveness
Gray J, Millett C, Saxena S, Netuveli G, Khunti K, Majeed A. Ethnicity and quality of diabetes care in a health system with universal coverage: population-based cross-sectional survey in primary care. <i>J Gen Intern Med.</i> 2007 Sep;22(9):1317-20.	United Kingdom	health care organisation	Changes in medical records systems; Presence and organisation of quality monitoring mechanisms.	functional status, physiological measure of disease, risk behavior	Diabetes Mellitus	Primary Health Care	No effective results
Linden A, Berg GD, Wadhwa S. Evaluation and sustainability of the healthy learners asthma initiative. <i>Dis Manag.</i> 2007 Oct;10(5):266-72.	United States of America	self management support	Audit and feedback; Fee-for-service; Clinical multidisciplinary teams; Distribution of educational materials for patients; Patient education sessions; Self management Call back reminder notice for patients.	Patient service use; risk behaviour	Asthma	Managed Care Organization	Effective
Kemple AM, Hartwick N, Sitaker MH, Harmon JJ, Clark K, Norman J. Exploring the feasibility of combining chronic disease patient registry data to monitor the status of diabetes care. <i>Prev Chronic Dis.</i> 2008 Oct;5(4):A124	United States of America	clinical information system	Changes in medical records systems.	physiological measure of disease;	Diabetes Mellitus	Primary Health Care	Effective
Chew LD, Schillinger D, Maynard C, Lessler DS. Glycemic and lipid control among patients with diabetes at six U.S. public hospitals. <i>J Health Care Poor Underserved.</i> 2008 Nov;19(4):1060-75	United States of America	clinical information system	Presence and organisation of quality monitoring mechanisms; Changes in medical records systems.	physiological measure of disease;	Diabetes Mellitus	Hospital	Effective
Glazer S, Diesto J, Crooks P, Yeoh H, Pascual N, Selevan D, Derosé S, Farooq M. Going beyond the kidney disease outcomes quality initiative: hemodialysis access experience at Kaiser Permanente Southern California. <i>Ann Vasc Surg.</i> 2006 Jan;20(1):75-82.	United States of America	health care organisation	Clinical multidisciplinary teams; Presence and organisation of quality monitoring mechanisms.	health status	Kidney failure, chronic	Managed Care Organization	Effective

Reference	Country	Element of Chronic Care Model (dominant)	Interventions	Outcomes	Disease	Place	Effectiveness
Ahmann AJ. Guidelines and performance measures for diabetes. Am J Manag Care. 2007 Apr;13 Suppl 2:S41-6.	United States of America	decision support	Audit and feedback; Changes in medical records systems; Provider incentives.	health status; professional adherence to guidelines; quality improvements	Diabetes Mellitus	Primary Health Care + Hospital	No results
Dall TM, Roary M, Yang W, Zhang S, Chen YJ, Arday DR, Gantt CJ, Zhang Y. Health care use and costs for participants in a diabetes disease management program, United States, 2007-2008. Prev Chronic Dis. 2011 May;8(3):A53. Epub 2011 Apr 15.	United States of America	self management support	Distribution of educational materials for patients; Motivational counselling for patients.	costs, physiological measure of disease ; service use	Diabetes Mellitus	Managed Care Organization	Effective
Chin MH, Drum ML, Guillen M, Rimington A, Levie JR, Kirchoff AC, Quinn MT, Schaefer CT. Improving and sustaining diabetes care in community health centers with the health disparities collaboratives. Med Care. 2007 Dec;45(12):1135-43.	United States of America	health care organisation	Educational meetings for professionals; Distribution of educational materials for professionals; Educational outreach visits for professionals; Audit and feedback; Clinical multidisciplinary teams; Communication and case discussion between distant health professionals; Changes to the setting/site of service delivery; Changes in scope and nature of benefits and services; Presence and organisation of quality monitoring mechanisms; Staff organization; Distribution of educational materials for patients; Patient education sessions; Motivational counselling for patients; Brief intervention for patients; Self management; Call back reminder notice for patients.	patient education; Physiological measure of disease, risk behavior,	Diabetes Mellitus	Managed Care Organization	Effective

Reference	Country	Element of Chronic Care Model (dominant)	Interventions	Outcomes	Disease	Place	Effectiveness
Ely AC, Banitt A, Befort C, Hou Q, Rhode PC, Grund C, Greiner A, Jeffries S, Ellerbeck E. Kansas primary care weighs in: a pilot randomized trial of a chronic care model program for obesity in 3 rural Kansas primary care practices. J Rural Health. 2008 Spring;24(2):125-32.	United States of America	delivery system design	Distribution of educational materials for professionals; Audit and feedback; Professional reminders; Revision of professional roles; Clinical multidisciplinary teams; Skill mix changes; Continuity of care; Communication and case discussion between distant health professionals; Changes to the setting/site of service delivery; Changes in medical records systems; Changes in scope and nature of benefits and services; Presence and organisation of quality monitoring mechanisms; Staff organization; Changes in medical liability; Distribution of educational materials for patients; Patient education sessions; Motivational counselling for patients; Self management; Call back reminder notice for patients.	Patient Health Status	Obesity	Primary Health Care	No effective results
Stark RG, Schunk MV, Meisinger C, Rathmann W, Leidl R, Holle R. Medical care of type 2 diabetes in German disease management programmes: a population-based evaluation. Diabetes Metab Res Rev. 2011 May;27(4):383-91	Germany	health care organisation	Patient mediated interventions; Audit and feedback; Professional Reminders Other financial interventions; Other provider and patient orientated interventions; Changes to the setting/site of service delivery; Changes in scope and nature of benefits and services; Self management	Patient physiological measure of diseases; risk behavior, Patient health status; professional adherence to guideline; patient adherence to treatment;	Diabetes Mellitus	Managed Care Organization	Effective

Reference	Country	Element of Chronic Care Model (dominant)	Interventions	Outcomes	Disease	Place	Effectiveness
Foliaki S, Fakakovikaetau T, D'Souza W, Latu S, Tutone V, Cheng S, Pearce N. Reduction in asthma morbidity following a community-based asthma self-management programme in Tonga. Int J Tuberc Lung Dis. 2009 Jan;13(1):142-7.	Kingdom of Tonga	self management support	Distribution of educational materials for professionals; Educational outreach visits for professionals; Patient mediated interventions; Audit and feedback; Professionals reminders; Other patient Interventions; Clinical multidisciplinary teams; Skill mix changes; Continuity of care; Presence and functioning of adequate mechanisms for dealing with patients' suggestions and complaints; Changes to the setting/site of service delivery; Changes in medical records systems; Changes in scope and nature of benefits and services; Staff organization; Changes in medical liability; Management of patient complaints; Distribution of educational materials for patients; Patient education sessions, Motivational counselling for patients; Brief intervention for patients; Community programs; Self management; Call back reminder notice for patients.	Patient service use; patient adherence to treatment; patient health status	Asthma	Managed Care Organization	Effective
Tinkelman D, Wilson S. Regression to the mean: a limited issue in disease management programs for chronic obstructive pulmonary disease. Dis Manag. 2008 Apr;11(2):103-10.	United States of America	decision support	Distribution of educational materials for professionals; Audit and feedback; Self management.	Patient service use; Costs;	Pulmonary disease, chronic obstructive	Hospital	No effective results

Reference	Country	Element of Chronic Care Model (dominant)	Interventions	Outcomes	Disease	Place	Effectiveness
Roubideaux Y, Noonan C, Goldberg JH, Valdez SL, Brown TL, Manson SM, Acton K. Relation between the level of American Indian and Alaska Native diabetes education program services and quality-of-care indicators. Am J Public Health. 2008 Nov;98(11):2079-84. doi: 10.2105/AJPH.2007.110478.	United States of America	self management support	Distribution of educational materials for professionals; Audit and feedback; Clinical multidisciplinary teams; Continuity of care; Distribution of educational materials for patients; Patient education sessions; Brief intervention for patients; Self management.	risk behavior, physiological measure of disease	Diabetes Mellitus	Managed Care Organization	Effective
Millett C, Saxena S, Ng A, Mainous A 3rd, Majeed A. Socio-economic status, ethnicity and diabetes management: an analysis of time trends using the health survey for England. J Public Health (Oxf). 2007 Dec;29(4):413-9.	United Kingdom	health care organisation	Audit and feedback; Provider incentives; Continuity of care; Brief intervention for patients.	Patient physiological measure of disease	Diabetes Mellitus	Primary Health Care	Effective
Taylor JK, Schoenbaum M, Katon WJ, Pincus HA, Hogan DM, Unutzer J. Strategies for identifying and channeling patients for depression care management. Am J Manag Care. 2008 Aug;14(8):497-504.	United States of America	self management support	Clinical multidisciplinary teams; Changes in scope and nature of benefits and services; Distribution of educational materials for patients; Patient education sessions; Self management.	patients health status;	Diabetes Mellitus	Managed Care Organization	Effective
Distiller LA, Brown MA, Joffe BI, Kramer BD. Striving for the impossible dream: a community-based multi-practice collaborative model of diabetes management. Diabet Med. 2010 Feb;27(2):197-202.	South Africa	health care organisation	Distribution of educational materials for professionals; Educational meetings for professionals; Educational outreach visits for professionals; Audit and feedback; Capitation; Clinical multidisciplinary teams; Continuity of care.	patient physiological measure of disease, service use	Diabetes Mellitus	Managed Care Organization	Effective

Reference	Country	Element of Chronic Care Model (dominant)	Interventions	Outcomes	Disease	Place	Effectiveness
Kahn LS, Fox CH, Carrington J, Desai U, Bartlett DP, Lyle H, Kowalski M. Telephonic nurse case management for patients with diabetes and mental illnesses: a qualitative perspective. <i>Chronic Illn.</i> 2009 Dec;5(4):257-67.	United States of America	delivery system design	Motivational counselling for patients; Self management Call back reminder notice for patients.	service use and patient education	Diabetes Mellitus	Primary Health Care	Effective
Chiou SJ, Campbell C, Horswell R, Myers L, Culbertson R. Use of the emergency department for less-urgent care among type 2 diabetics under a disease management program. <i>BMC Health Serv Res.</i> 2009 Dec 7;9:223.	Taiwan/Formosa	decision support	Distribution of educational materials for professionals; Distribution of educational materials for patients; Self management.	patient service use, physiological measure of disease	Diabetes Mellitus	Managed Care Organization	Effective
Foster G, Taylor SJ, Eldridge SE, Ramsay J, Griffiths CJ. Self-management education programmes by lay leaders for people with chronic conditions. <i>Cochrane Database Syst Rev.</i> 2007 Oct 17;(4): CD005108.	United Kingdom	self management support	Distribution of educational materials for patients; Patient education sessions; Self management.	health status, service use, physiological measure of disease, risk behaviour	Multiple diseases	Primary Health Care + Hospital	No significant results
Affi AA, Morisky DE, Kominski GF, Kotlerman JB. Impact of disease management on health care utilization: evidence from the "Florida: A Healthy State (FAHS)" Medicaid Program. <i>Prev Med.</i> 2007 Jun;44(6):547-53.	United States of America	self management support	Educational meetings for professionals; Local opinion leaders; Changes in physical structure, facilities and equipment; Presence and functioning of adequate mechanisms for dealing with patients' suggestions and complaints.	Health status, service use,	Multiple diseases	Hospital	Effective

Reference	Country	Element of Chronic Care Model (dominant)	Interventions	Outcomes	Disease	Place	Effectiveness
Steuten L, Vrijhoef B, Van Merode F, Wesseling GJ, Spreeuwenberg C. Evaluation of a regional disease management programme for patients with asthma or chronic obstructive pulmonary disease. <i>Int J Qual Health Care</i> . 2006 Dec;18(6):429-36. Epub 2006 Oct 10.	Netherlands	decision support	Distribution of educational materials for professionals; Continuity of care; Clinical multidisciplinary teams.	Health status; service use, adherence to treatment; costs, physiological measure of disease, risk behavior, satisfaction	Multiple diseases	Primary Health Care + Hospital	Effective
Meulepas MA, Jacobs JE, Smeenk FW, Smeele I, Lucas AE, Bottema BJ, Grol RP. Effect of an integrated primary care model on the management of middle-aged and old patients with obstructive lung diseases. <i>Scand J Prim Health Care</i> . 2007 Sep;25(3):186-92.	Netherlands	delivery system design	Educational meetings for patients; Professionals reminders; Clinical multidisciplinary teams; Skill mix changes; Changes to the setting/site of service delivery; Changes in scope and nature of benefits and services; Patient education sessions; Motivational counselling for patients; Revision of professional roles.	health status, physiological measure of disease, risk behavior	Multiple diseases	Primary Health Care	Effective
Berra K, Ma J, Klieman L, Hyde S, Monti V, Guardado A, Rivera S, Stafford RS. Implementing cardiac risk-factor case management: lessons learned in a county health system. <i>Crit Pathw Cardiol</i> . 2007 Dec;6(4):173-9.	United States of America	delivery system design	Distribution of educational materials for professionals; Educational meetings for professional; Audit and feedback; Clinical multidisciplinary teams; Continuity of care; Changes in physical structure, facilities and equipment; Changes in scope and nature of benefits and services; Staff organization; Changes in medical liability; Management of patient complaints; Distribution of educational materials for patients; Patient education sessions; Motivational counselling for patients; Brief intervention for patients; Self management; Call back reminder notice for patients.	Patient physiological measure of disease; patient health status	Coronary disease	Hospital	Effective

Reference	Country	Element of Chronic Care Model (dominant)	Interventions	Outcomes	Disease	Place	Effectiveness
Chew DP, Carter R, Rankin B, Boyden A, Egan H. Cost effectiveness of a general practice chronic disease management plan for coronary heart disease in Australia. Aust Health Rev. 2010 May;34(2):162-9.	Australia	health care organisation	Provider incentives; Institution incentives; Presence and organisation of quality monitoring mechanisms.	costs, health status	Coronary disease	Primary Health Care	No results
Berthiaume JT, Davis J, Taira DA, Thein KK. A managed care organization's use of integrated health management to improve secondary prevention of coronary artery disease. Am J Manag Care. 2007 Mar;13(3):142-7.	United States of America	health care organisation	Distribution of educational materials Educational outreach visits for professionals; Provider incentives; Institution grant/allowance; Continuity of care; Presence and organisation of quality monitoring mechanisms; Other professional and patient orientated interventions.	quality	Coronary disease	Managed Care Organization	Effective
Millett C, Gray J, Wall M, Majeed A. Ethnic Disparities in Coronary Heart Disease Management and Pay for Performance in the UK. J Gen Intern Med. 2009 January; 24(1): 8–13.	United Kingdom	health care organisation	Other financial interventions.	physiological measure of disease, risk behavior	Multiple diseases	Primary Health Care	Effective
Gilmer TP, Roze S, Valentine WJ, Emy-Albrecht K, Ray JA, Cobden D, Nicklasson L, Philis-Tsimikas A, Palmer AJ. Cost-effectiveness of diabetes case management for low-income populations. Health Serv Res. 2007 Oct;42(5):1943-59.	United States of America	self management support	Education sessions for patients; Community programs; Self management; Call back reminder notice for patients.	costs; quality of life; physiological measure of disease	Diabetes Mellitus	Managed Care Organization	Effective

Reference	Country	Element of Chronic Care Model (dominant)	Interventions	Outcomes	Disease	Place	Effectiveness
Seto E, Istepanian RS, Cafazzo JA, Logan A, Sungoor A. UK and Canadian perspectives of the effectiveness of mobile diabetes management systems. Conf Proc IEEE Eng Med Biol Soc. 2009;2009:6584-7	Canada	self management support	Changes in physical structure, facilities and equipment; Changes in medical records systems; Changes in scope and nature of benefits and services; Self management; Call back reminder notice for patients.	physiological measure of disease	Diabetes Mellitus	Hospital	Effective
Scott A, Schurer S, Jensen PH, Sivey P. The effects of an incentive program on quality of care in diabetes management. Health Econ. 2009 Sep;18(9):1091-108.	Australia	health care organisation	Other financial interventions; Ownership; accreditation; and affiliation status of hospitals and other facilities.	physiological measure of disease	Diabetes Mellitus	Primary Health Care	Effective
Maggini M. IGEA—a chronic disease management project for people with diabetes. Ann Ist Super Sanita. 2009;45(4):349-52.	Italy	delivery system design	Distribution of educational materials for professionals; Educational meetings for professionals; Continuity of care; Changes in medical records systems self management.	no results	Diabetes Mellitus	Primary Health Care	No results
Derose SF, Nakahiro RK, Ziel FH. Automated messaging to improve compliance with diabetes test monitoring. Am J Manag Care. 2009 Jul;15(7):425-31.	United States of America	delivery system design	Call back reminder notice for patients; Changes in physical structure, facilities and equipment.	adherence to treatment/ patient education	Diabetes Mellitus	Managed Care Organization	Effective
McRae IS, Butler JR, Sibthorpe BM, Ruscoe W, Snow J, Rubiano D, Gardner KL. A cost effectiveness study of integrated care in health services delivery: a diabetes program in Australia. BMC Health Serv Res. 2008 Oct 6;8:205.	Australia	clinical information system	Patient mediated interventions; Audit and feedback; Continuity of care.	costs, quality of life; physiological measure of disease	Diabetes Mellitus	Primary Health Care	Effective

Reference	Country	Element of Chronic Care Model (dominant)	Interventions	Outcomes	Disease	Place	Effectiveness
Rothe U, Müller G, Schwarz PE, Seifert M, Kunath H, Koch R, Bergmann S, Julius U, Bornstein SR, Hanefeld M, Schulze J. Evaluation of a diabetes management system based on practice guidelines, integrated care, and continuous quality management in a Federal State of Germany: a population-based approach to health care research. <i>Diabetes Care</i> . 2008 May;31(5):863-8. doi: 10.2337/dc07-0858. Epub 2008 Mar 10.	Germany	health care organisation	Distribution of educational materials for professionals; Educational meetings for professionals; Local consensus processes; Provider incentives; Patient education sessions.	health status; physiological measure of disease	Diabetes Mellitus	Primary Health Care	Effective
Lu KY, Lin PL, Tzeng LC, Huang KY, Chang LC. Effectiveness of case management for community elderly with hypertension, diabetes mellitus, and hypercholesterolemia in Taiwan: a record review. <i>Int J Nurs Stud</i> . 2006 Nov;43(8):1001-10. Epub 2005 Dec 27.	Taiwan/Formosa	delivery system design	Educational meetings for professionals; Revision of professional roles; Clinical multidisciplinary teams; Changes to the setting/site of service delivery; Patient education sessions; Motivational counselling for patients; Call back reminder notice for patients;	physiological measure of disease; patient functional status	Multiple diseases	Primary Health Care	Effective
Thiebaud P, Demand M, Wolf SA, Alipuria LL, Ye Q, Gutierrez PR. Impact of disease management on utilization and adherence with drugs and tests: the case of diabetes treatment in the Florida: a Healthy State (FAHS) program. <i>Int J Nurs Stud</i> . 2006 Nov;43(8):1001-10.	United States of America	self management support	Distribution of educational materials for professionals; Educational outreach visits for professionals; Audit and feedback; Brief intervention for patients; Call back reminder notice for patients;	service use, physiological measure of disease	Multiple diseases	Managed Care Organization	Effective

Reference	Country	Element of Chronic Care Model (dominant)	Interventions	Outcomes	Disease	Place	Effectiveness
Dejesus RS, Chaudhry R, Leutink DJ, Hinton MA, Cha SS, Stroebe RJ. Effects of efforts to intensify management on blood pressure control among patients with type 2 diabetes mellitus and hypertension: a pilot study. <i>Vasc Health Risk Manag.</i> 2009;5:705-11.	United States of America	self management support	Educational meetings for professionals; Educational outreach visits for professionals; Clinical multidisciplinary teams; Formal integration of services; Changes to the setting/site of service delivery; Distribution of educational materials for patients; Patient education sessions; Self management.	physiological measure of disease	Multiple diseases	Primary Health Care	No effective results
Katz BP, Holmes AM, Stump TE, Downs SM, Zillich AJ, Ackermann RT, Inui TS. The Indiana Chronic Disease Management Program's impact on medicaid claims: a longitudinal, statewide evaluation. <i>Med Care.</i> 2009 Feb;47(2):154-60.	United States of America	delivery system design	Patient mediated interventions; Audit and feedback; Clinical multidisciplinary teams; Continuity of care; Changes to the setting/site of service delivery; Changes in scope and nature of benefits and services; Staff organization; Distribution of educational materials for patients; Patient education sessions; Motivational counselling for patients; Self management Call back reminder notice for patients.	Costs	Multiple diseases	Managed Care Organization	Effective
Schouten LM, Niessen LW, van de Pas JW, Grol RP, Hulscher ME. Cost-effectiveness of a quality improvement collaborative focusing on patients with diabetes. <i>Med Care.</i> 2010 Oct;48(10):884-91.	Netherlands	health care organisation	Distribution of educational materials for professionals; Educational meetings for professionals; Educational outreach visits for professionals; Patient mediated interventions; Audit and feedback; Clinical multidisciplinary teams; Presence and organisation of quality monitoring mechanisms.	costs, physiological measure of disease, quality of life	Multiple diseases	Primary Health Care	Effective

Reference	Country	Element of Chronic Care Model (dominant)	Interventions	Outcomes	Disease	Place	Effectiveness
Bourbeau J, Collet JP, Schwartzman K, Ducruet T, Nault D, Bradley C. Economic benefits of self-management education in COPD. Chest 2006;130;1704-1711	Canada	self management support	Distribution of educational materials for professionals; Educational meetings for professionals; Professional reminders; Provider salaried service; Clinical multidisciplinary teams; Changes in scope and nature of benefits and services; Distribution of educational materials for patients; Patient education sessions; Brief intervention for patients; Self management	costs, health status, service use	Pulmonary disease, chronic obstructive	Hospital	Effective
García García M, Valenzuela Mújica MP, Martínez Ocaña JC, Otero López Mdel S, Ponz Clemente E, López Alba T, Gálvez Hernández E. Results of a coordination and shared clinical information programme between primary care and nephrology. Nefrologia. 2011;31(1):84-90.	Spain	clinical information system	Educational meetings for professionals; Local consensus processes; Communication and case discussion between distant health professionals; Changes in medical records systems.	-physiological measure of disease, service use	Multiple diseases	Primary Health Care	Effective
Smeulders ES, van Haastregt JC, Ambergen T, Stoffers HE, Janssen-Boyne JJ, Uszko-Lencer NH, Gorgels AP, Lodewijks-van der Bolt CL, van Eijk JT, Kempen GI. Heart failure patients with a lower educational level and better cognitive status benefit most from a self-management group programme. Patient Educ Couns. 2010 Nov;81(2):214-21.	Netherlands	self management support	Educational meetings for professionals; Distribution of educational materials for patients; Patient education sessions; Self management.	risk behaviour, quality of life and service use	Heart failure	Hospital	Effective

Reference	Country	Element of Chronic Care Model (dominant)	Interventions	Outcomes	Disease	Place	Effectiveness
Landon BE, Hicks LS, O'Malley AJ, Lieu TA, Keegan T, McNeil BJ, Guadagnoli E. Improving the management of chronic disease at community health centers. <i>N Engl J Med</i> . 2007 Mar 1;356(9):921-34.	United States of America	decision support	Educational meetings for professionals; Educational outreach visits for professionals; Local opinion leaders; Communication and case discussion between distant health professionals; Presence and organisation of quality monitoring mechanisms.	health status, physiological measure of disease, risk behavior	Multiple diseases	Primary Health Care	Effective
Rice KL, Dewan N, Bloomfield HE, Grill J, Schult TM, Nelson DB, Kumari S, Thomas M, Geist LJ, Beaner C, Caldwell M, Niewoehner DE. Disease management program for chronic obstructive pulmonary disease: a randomized controlled trial. <i>Am J Respir Crit Care Med</i> . 2010 Oct 1;182(7):890-6.	United States of America	self management support	Changes in physical structure, facilities and equipment; Distribution of educational materials for patients; Patient education sessions; Call back reminder notice for patients.	service use, quality of life	Pulmonary disease, chronic obstructive	Managed Care Organization	Effective
Luzinski CH, Stockbridge E, Craighead J, Bayliss D, Schmidt M, Seideman J. The community case management program: for 12 years, caring at its best. <i>Geriatr Nurs</i> . 2008 May-Jun;29(3):207-15.	United States of America	delivery system design	Distribution of educational materials for professionals; Revision of professional roles; Clinical multidisciplinary teams; Continuity of care; Patient education sessions; Motivational counselling for patients; Self management.	costs, service use	Multiple diseases	Hospital	No effective results
Bird S, Noronha M, Sinnott H. An integrated care facilitation model improves quality of life and reduces use of hospital resources by patients with chronic obstructive pulmonary disease and chronic heart failure. <i>Aust J Prim Health</i> . 2010;16(4):326-33.	Australia	self management support	Educational meetings for professionals; Educational outreach visits for professionals; Patient mediated interventions; Clinical multidisciplinary teams; Continuity of care; Distribution of educational materials for patients; Self management	patients service use;	Multiple diseases	Hospital	Effective