Program Logic Model of the HSO Practices

Components	Family Physicians	Mental Health Counsellors	Psychiatrists	Registered Dietitians
Activities	♦ Assess & treat patients ♦ Monitor patient progress ♦ Provide aftercare for patients who have seen a MHC, PSY, or RD ♦ Attend educational meetings ♦ Collaborate & discuss cases with MHCs, PSYs, & RDs ♦ Refer patients to MHCs, PSYs, and/or RDs & complete referral forms ♦ Refer patients to community clinics as required ♦ Complete requirements of CMT	♦ Triage referrals ♦ Assess & treat patients ♦ Run mental health counselling groups ♦ Provide telephone advice for patients ♦ Attend educational / administrative meetings ♦ Participate in research projects ♦ Participate in program presentations ♦ Advise FPs regarding mental health management techniques ♦ Collaborate with FPs & PSYs regarding management plan & follow-up care ♦ Refer patients to community clinics ♦ Refer patients to PSYs ♦ Complete CMT evaluation forms ♦ Complete insurance, medical, & legal forms ♦ Supervise students ♦ Provide information about community resources ♦ Maintain professional accreditation ♦ Participate in evaluation meetings	♦ Conduct patient consultations ♦ Assess & treat patients ♦ Provide telephone advice ♦ Attend educational / administrative meetings ♦ Participate in research projects ♦ Participate in program presentations ♦ Conduct educational sessions for MHCs & FPs ♦ Provide advice about mental health management techniques ♦ Collaborate with FPs & MHCs regarding management plan & patient monitoring care ♦ Refer patients to MHCs ♦ Refer patients to community clinics ♦ Complete CMT evaluation forms ♦ Complete medical, legal, & insurance forms ♦ Supervise students	♦ Triage referrals ♦ Assess & treat ♦ Run nutrition counselling groups ♦ Conduct educational sessions for FPs ♦ Provide advice to FPs about nutrition management techniques ♦ Attend educational / administrative meetings ♦ Participate in research projects ♦ Participate in program presentations ♦ Collaborate with FPs regarding management plan & follow-up care ♦ Complete CMT evaluation forms ♦ Supervise students ♦ Provide information about community resources ♦ Maintain professional accreditation ♦ Participate & represent the program in external nutrition committees ♦ Collaborate with other nutrition departments / clinics ♦ Participate in program planning / direction
Target Population	♦ Patients ♦ CMT ♦ Allied professionals ♦ Other FPs	♦ Patients ♦ FPs ♦ CMT ♦ PSYs ♦ Mental health community agencies	♦ Patients ♦ FPs ♦ MHCs ♦ CMT ♦ Mental health community agencies	♦ Patients ♦ FPs ♦ CMT ♦ Outpatient departments & community nutrition agencies

Short-term Objectives

Primary Care
- Assess & treat patients
- Provide follow-up care for patients who have seen a MHC, PSY, or RD

Access
- Refer patients to MHCs, PSYs, or RDs
- Refer patients to community clinics

Education
- Attend educational meetings / sessions

Collaboration
- Maintain collaborative relationships with MHCs, PSYs, & RDs

Records
- Provide accurate & consistent patient data

Other
- Maintain accountability to CMT

Mental Health Care
- Maintain triage protocol
- Assess & treat patients
- Run mental health counselling groups
- Provide required telephone advice

Access
- Refer patients to community clinics
- Refer patients to PSYs

Education
- Attend educational / administrative activities
- Assist in program research & presentations
- Increase comfort, knowledge, & skills of FPs in managing mental health issues
- Increase comfort, knowledge, & skills in handling mental health issues in primary care
- Increase peer support among MHCs

Collaboration
- Maintain collaborative relationships with FPs & PSYs

Records
- Provide accurate & consistent patient data
- Complete insurance, medical, & legal forms

Other
- Supervise students
- Collect & discover community resources
- Maintain professional accreditation
- Participate in evaluation meetings

Psychiatric Health Care
- Assess & treat patients
- Provide required telephone advice

Access
- Refer patients to MHCs
- Refer patients to community clinics

Education
- Attend educational / administrative activities
- Assist in program research & presentations
- Increase comfort, knowledge, & skills of FPs & MHCs in managing mental health issues
- Increase comfort, knowledge, & skills in handling mental health issues in primary care
- Increase peer support among PSYs

Collaboration
- Maintain collaborative relationships with FPs & MHCs

Records
- Provide accurate & consistent patient data
- Complete insurance, medical, & legal forms

Other
- Supervise students

Nutrition Care
- Maintain triage protocol
- Assess & treat patients
- Run nutrition counselling groups

Education
- Increase comfort, knowledge, & skills of FPs in managing nutrition issues
- Attend educational / administrative activities
- Assist in program research & presentations
- Increase comfort, knowledge, & skill in handling nutrition issues in primary care
- Increase peer support among RDs

Collaboration
- Maintain collaborative relationships with FPs

Records
- Provide accurate & consistent patient data

Other
- Supervise students
- Collect & discover community resources
- Maintain professional accreditation
- Attend external committee meetings
- Collaborate with other nutrition programs
- Participate in program planning

Short-term Indicators

Primary Care
- Number of patients assessed & treated (□)
- Number of patient follow-up visits (□)

Access
- Number of referrals to MHCs, PSYs, & RDs (□Δ)
- Number of referrals to community clinics (□Δ)

Education
- Attendance & comments regarding educational component (□○Δ)

Collaboration
- Comments regarding level of collaboration (○Δ)

Records
- Number of referral forms completed (□)

Other
- Protocol for maintaining accountability to CMT (□)

Mental Health Care
- Triage protocol (□)
- Number of patients assessed / treated & patient satisfaction comments (□○)
- Number of counselling groups (□)
- Number of telephone hours (□)

Access
- Number of referrals to community clinics (□Δ)
- Number of referrals to PSYs (□Δ)

Education
- Attendance at educational / administrative meetings (□○Δ)
- Participation in publications & presentations (□)
- Comments pertaining to knowledge, skills, & comfort of FPs after the introduction of MHC in practice (○Δ)
- Comments regarding mental health services in primary care (○Δ)
- Comments regarding peer support (○Δ)

Collaboration
- Comments regarding the level of collaboration (○Δ)

Records
- Number of referral, treatment & outcome forms completed (□)
- Protocol for completing insurance, medical, & legal forms (□)

Other
- Number of hours supervising students (□Δ)
- Number of community resources discovered & collected (□)
- Describe protocol for maintaining professional accreditation (□)
- Attendance at evaluation meetings (□)

Psychiatric Health Care
- Number of patients seen (□)
- Number of telephone hours (□)

Access
- Number of referrals to MHCs (□Δ)
- Number of referrals to community clinics (□Δ)

Education
- Attendance at educational / administrative meetings (□○Δ)
- Participation in publications & presentations (□)
- Comments pertaining to knowledge, skills, & comfort of FPs & MHCs after the introduction of PSYs in practice (○Δ)
- Comments regarding mental health services in primary care (○Δ)
- Comments regarding peer support (○Δ)

Collaboration
- Comments regarding the level of collaboration (○Δ)

Records
- Number of consultation, follow-up, & activity forms completed (□)
- Protocol for completing medical, legal, & insurance forms (□)

Other
- Number of hours supervising students (□Δ)

Nutrition Care
- Triage protocol (□)
- Number of patients assessed / treated & patient satisfaction comments (□○)
- Number of nutrition groups run (□)

Education
- Comments pertaining to knowledge, skills, & comfort of FPs after the introduction of RDs in practice (○Δ)
- Attendance at educational / administrative meetings (□○Δ)
- Participation in publications & presentations (□)
- Comments regarding nutrition services in primary care (○Δ)
- Comments regarding peer support (○Δ)

Collaboration
- Comments regarding the level of collaboration (○Δ)

Records
- Number of treatment & outcome forms completed (□)

Other
- Number of hours supervising students (□)
- Number of community resources discovered & collected (□)
- Protocol for maintaining professional accreditation (□)
- Participation in external committees (□)
- Collaboration with other programs (□)
- Participation in program planning (□Δ)

□ = administrative data (central office files/records & patient database); ○ = internal qualitative data (client/visit/provider satisfaction questionnaire); Δ = focus group data; HSO = health service organisation; CMT = central management team; FP = family physician; MHC = mental health counsellor; PSY = psychiatrist; RD = registered dietitian