

3. Organizing Care for Patients with Chronic Illness

Wagner E.H., Austin B.T., Von Korff M.

Grp. Hlth. Coop. of Puget Sound, Seattle, WA, United States

Abstract: [No abstract available]

Year: 1996

Source title: Milbank Quarterly

Volume: 74

Issue: 4

Page : 511-543

Cited by: 769

Link: Scopus Link

Correspondence Address: Wagner, E.H.; Grp. Hlth. Coop. of Puget Sound, Seattle, WA, United States

Document Type: Article

Source: Scopus

Authors with affiliations:

1. Wagner, E.H., Grp. Hlth. Coop. of Puget Sound, Seattle, WA, United States
2. Austin, B.T., Grp. Hlth. Coop. of Puget Sound, Seattle, WA, United States
3. Von Korff, M., Grp. Hlth. Coop. of Puget Sound, Seattle, WA, United States

References:

1. Alderman, M.H., Schoenbaum, E.E., Detection and Treatment of Hypertension at the Work Site (1975) *New England Journal of Medicine*, 293, pp. 65-68
2. Austin, C.A., Low, J., Roberts, E.A., O'Connor, K., (1985) *Case Management: A Critical Review. A Report for the Administration on Aging*, , Seattle, Wash.: Pacific Northwest Long Term Care Gerontology Center
3. Ayanian, J.Z., Hauptman, P.J., Guadagnoli, E., Knowledge and Practices of Generalist and Specialist Physicians Regarding Drug Therapy for Acute Myocardial Infarction (1994) *New England Journal of Medicine*, 331, pp. 1136-1142
4. Barton, M.B., Schoenbaum, S.C., Improving Influenza Vaccination Performance in an HMO Setting: The Use of Computer-Generated Reminders and Peer Comparison Feedback (1990) *American Journal of Public Health*, 80, pp. 534-536
5. Becker, M.H., Drachman, R.H., Kirscht, J.P., Continuity of Pediatrician: New Support for an Old Shibboleth (1974) *Journal of Pediatrics*, 84, pp. 599-605
6. Bradshaw, C., Eccles, M.P., Work-Load and Outcomes of Diabetes Care in General Practice (1992) *Diabetic Medicine*, 9, pp. 275-278
7. Brown, H.R., Carozza, N.B., Lloyd, R., Thater, C.E., Work Site Blood Pressure Control: The Evolution of a Program (1989) *Journal of Occupational Medicine*, 31, pp. 354-357
8. Brown, J.J., Sullivan, G., Effect on ICU Mortality of a Full-Time Critical Care Specialist (1989) *Chest*, 96 (1), pp. 127-129
9. Brown, S.A., Studies of Educational Interventions and Outcomes in Diabetic Adults: A Meta-Analysis Revisited (1990) *Patient Education and Counseling*, 16, pp. 189-215

10. Cameron, K., Gregor, F., Chronic Illness and Compliance (1987) *Journal of Advanced Nursing*, 12, pp. 671-676
11. Carlson, A., Rosenqvist, U., Diabetes Control Program Implementation. On the Importance of Staff Involvement (1988) *Scandinavian Journal of Primary Health Care*, (1 SUPPL.), pp. 105-112
12. Diabetes Care Organization, Process, and Patient Outcomes: Effects of a Diabetes Control Program (1991) *Diabetes Education*, 17 (1), pp. 42-48
13. Cassell, E.J., (1991) *The Nature of Suffering and the Goals of Medicine*, New York: Oxford University Press
14. (1996) *Indexed Bibliography of Behavioral Interventions of Chronic Disease*, Washington, D.C
15. Chesover, D., Tudor-Miles, P., Hilton, S., Survey and Audit of Diabetes Care in General Practice in South London (1991) *British Journal of General Practice*, 1, pp. 282-285
16. Clark, N.M., Becker, M.H., Janz, N.K., Lorig, K., Rakowski, W., Anderson, L., Self-Management of Chronic Disease by Older Adults: A Review and Questions for Research (1991) *Journal of Aging Health*, 3, pp. 3-27
17. Cohen, M.Z., Tripp, R.T., Smith, C., Sorofman, B., Lively, S., Explanatory Models of Diabetes: Patient Practitioner Variation (1994) *Social Science and Medicine*, 38, pp. 59-66
18. Connelly, C.E., Self-Care and the Chronically Ill Patient (1987) *Nursing Clinics of North America*, 22, pp. 621-629
19. Davis, D.A., Thomson, M.A., Oxman, A.D., Evidence for the Effectiveness of CME: A Review of 50 Randomized Controlled Trials (1992) *Journal of the American Medical Association*, 268, pp. 1111-1117
20. DeBusk, R.F., Miller, N.H., Superko, H.R., A Case-Management System for Coronary Risk Factor Modification after Acute Myocardial Infarction (1994) *Annals of Internal Medicine*, 120, pp. 721-729
21. The Effect of Intensive Treatment of Diabetes on the Development and Progression of Long-Term Complication in Insulin-Dependent Diabetes Mellitus (1993) *New England Journal of Medicine*, 329, pp. 977-986
22. Results of the Feasibility Study (1987) *Diabetes Care*, 10, pp. 1-9
23. Dickey, L.L., Petitti, D., A Patient-Held Minirecord to Promote Adult Preventive Care (1992) *Journal of Family Practice*, 34, pp. 457-463
24. Eddy, D.M., *A Manual for Assessing Health Practices and Designing Practice Policies* (1992) *The Explicit Approach*, Philadelphia: American College of Physicians
25. Eisenberg, J.M., Commentary: Are Differences in Outcome due to Differences in Doctors or Their Patients? (1995) *Health Services Research*, 30, pp. 291-294
26. Engel, W., Freund, D.A., Stein, J.S., Fletcher, R.H., The Treatment of Patients with Asthma by Specialists and Generalists (1989) *Medical Care*, 27, pp. 306-314
27. Farmer, A., Coulter, A., Organization of Care for Diabetic Patients in General Practice: Influence on Hospital Admissions (1990) *British Journal of General Practice*, 40, pp. 56-58
28. Fielding, J.E., Knight, K., Mason, T., Klesges, R.C., Pelletier, K.R., Evaluation of the IMPACT Blood Pressure Program (1994) *Journal of Occupational Medicine*, 36, pp. 743-746
29. Finnerty Jr., F.A., Shaw, L.W., Hypertension in the Inner City. II: Detection and Follow-Up (1973) *Circulation*, 47, pp. 76-78
30. Franks, P., Clancy, C.M., Nutting, P.A., Gatekeeping Revisited-Protecting Patients from Overtreatment (1992) *New England Journal of Medicine*, 327, pp. 424-429
31. Freund, D.A., Stein, J., Hurley, R., Engel, W., Woomert, A., Lee, B., The Kansas City Asthma Care Project: Specialty Differences in the Cost of Treating Asthma (1988) *Annals of Allergy*, 60, pp. 3-7
32. Fry, J., *Record Keeping in Primary Care* (1973) *Methods of Health Care Evaluation*, 2nd Ed., eds. D.L. Sackett, and M.S. Baskin. Hamilton, Ontario: McMaster University

33. Gibbins, R.L., Saunders, J., How to Do It: Develop Diabetic Care in General Practice (1988) *British Medical Journal*, 297, pp. 187-189
34. Giloth, B.E., Promoting Patient Involvement: Educational, Organizational, and Environmental Strategies (1990) *Patient Education and Counseling*, 15, pp. 29-38
35. Glanz, K., Scholl, T.O., Intervention Strategies to Improve Adherence among Hypertensives: Review and Recommendations (1982) *Patient Counselling and Health Education*, 4, pp. 14-28
36. Glasgow, R.E., A Practical Model of Diabetes Management and Education (1995) *Diabetes Care*, 18, pp. 117-126
37. Glasgow, R.E., Toobert, D.J., Hampson, S.E., Noell, J.W., A Brief Office-Based Intervention to Facilitate Diabetes Dietary Self-Management (1995) *Health Education Research*, 10, pp. 467-478
38. Glasgow, R.E., Toobert, D.J., Hampson, S.E., Wilson, W., Behavioral Research on Diabetes at the Oregon Research Institute (1996) *Annals of Internal Medicine*, , In press
39. Gottlieb, L.K., Margolis, C.Z., Schoenbaum, S.C., Clinical Practice Guidelines at an HMO: Development and Implementation in a Quality Improvement Model (1990) *Quality Review Bulletin*, 16, pp. 80-86
40. Greenfield, S., Kaplan, S.H., Ware, J.E., Expanding Patient Involvement in Care. Effects on Patient Outcomes (1985) *Annals of Internal Medicine*, 102, pp. 520-528
41. Greenfield, S., Kaplan, S.H., Ware, J.E., Yano, E.M., Frank, H.J., Patients' Participation in Medical Care: Effects on Blood Sugar Control and Quality of Life in Diabetes (1988) *Journal of General Internal Medicine*, 3, pp. 448-457
42. Greenfield, S., Rogers, W., Mangotich, M., Carney, M.F., Tarlov, A.R., Outcomes of Patients with Hypertension and Non-insulin Dependent Diabetes Mellitus Treated by Different Systems and Specialties. Results from the Medical Outcomes Study (1995) *Journal of the American Medical Association*, 274, pp. 1436-1444
43. Grimshaw, J.M., Russell, I.T., Effect of Clinical Guidelines on Medical Practice: A Systematic Review of Rigorous Evaluations (1993) *Lancet*, 342, pp. 1317-1322
44. Guesser, M., Bott, U., Ellerman, P., Kronsbein, P., Joergens, V., Evaluation of a Structured Treatment and Teaching Program for Non-insulin-Treated Type II Diabetic Outpatients in Germany after the Nationwide Introduction of Reimbursement Policy for Physicians (1993) *Diabetes Care*, 16, pp. 1268-1275
45. Hayes, T.M., Harries, J., Randomised Controlled Trial of Routine Hospital Clinic Care versus Routine General Practice Care for Type II Diabetics (1984) *British Medical Journal*, 289, pp. 728-730
46. Haynes, J., GPs Subsidise Care of Chronic Diseases (1993) *Pulse*, (AUGUST 7), p. 19
47. Hedrick, L., Katcher, W., Neuhauser, D., McEachern, E., Continuous Quality Improvement and Knowledge for Improvement Applied to Asthma Care (1994) *Joint Commission Journal of Quality Improvement*, 20, pp. 562-568
48. Hirsch, C.H., Winograd, C.H., Clinic-Based Primary Care of Frail Older Patients in California (1992) *Western Journal of Medicine*, 156, pp. 385-391
49. Hjortdahl, P., Laerum, E., Continuity of Care in General Practice: Effect on Patient Satisfaction (1992) *British Medical Journal*, 304, pp. 1287-1290
50. Horner, R.D., Matchar, D.B., Divine, G.W., Feussner, J.R., Relationship between Physician Specialty and the Selection and Outcome of Ischemic Stroke Patients (1995) *Health Services Research*, 30, pp. 275-287
51. Horwitz, S.M., Stein, R.E.K., Health Maintenance Organizations vs Indemnity Insurance for Children with Chronic Illness: Trading Gaps in Coverage (1990) *American Journal of Diseases of Children*, 144, pp. 581-586
52. Hurwitz, B., Goodman, C., Yudkin, J., Prompting the Clinical Care of Non-insulin Dependent (Type II) Diabetic Patients in an Inner City Area: One Model of Community Care (1993) *British Medical Journal*, 306, p. 624
53. Five-Year Findings of the Hypertension Detection and Follow-up Program: I. Reduction in Mortality of Persons with High

- Blood Pressure, Including Mild Hypertension (1979) *Journal of the American Medical Association*, 242, pp. 2562-2571
54. Inui, T.S., Carter, W.B., Problems and Prospects for Health Services Research on Provider-Patient Communication (1985) *Medical Care*, 23, pp. 521-538
 55. Inui, T.S., Yourtee, E.L., Williamson, J.W., Improved Outcomes in Hypertension after Physician Tutorials: A Controlled Trial (1976) *Annals of Internal Medicine*, 84, pp. 646-651
 56. James, L.D., Thorn, B.E., Williams, D.A., Goal Specification in Cognitive-Behavioral Therapy for Chronic Headache Pain (1993) *Behavior Therapy*, 24, pp. 305-320
 57. Johnston, M.E., Langton, K.B., Haynes, R.B., Mathieu, A., Effects of Computer-Based Clinical Decision Support Systems on Clinician Performance and Patient Outcome: A Critical Appraisal of Research (1994) *Annals of Internal Medicine*, 120, pp. 135-142
 58. Katon, W., Von Korff, M., Lin, E., Collaborative Management to Achieve Treatment Guidelines (1995) *Journal of the American Medical Association*, 273, pp. 1026-1031
 59. Kenny, S.J., Smith, P.J., Goldschmid, M.G., Newman, J.M., Herman, W.H., Survey of Physician Proactive Behaviors Related to Diabetes Mellitus in the U.S.: Physician Adherence to Consensus Recommendations (1993) *Diabetes Care*, 16, pp. 1507-1510
 60. Kitahata, M.M., Koepsell, T.D., Deyo, R.A., Maxwell, C.L., Dodge, W.T., Wagner, E.H., Physicians' Experience with the Acquired Immunodeficiency Syndrome as a Factor in Patients' Survival (1996) *New England Journal of Medicine*, 334, pp. 701-706
 61. Kodner, D.L., (1983) *Case Management: Principles, Practice and Performance. Gerontology Topics #1*, , Brooklyn, N.Y.: Institute for Applied Gerontology
 62. Koperski, M., How Effective Is Systematic Care of Diabetic Patients? A Study in One General Practice (1992) *British Journal of General Practice*, 42, pp. 508-511
 63. Kottke, T.E., Brekke, M.L., Solberg, L.I., Making "Time" for Preventive Services (1993) *Mayo Clinic Proceedings*, 68, pp. 785-791
 64. Krishan, I., Davis, C.S., Nobrega, F.T., Smoldt, R.K., The Mayo Three-Community Hypertension Control Program IV. Five-Year Outcomes of Intervention in Entire Communities (1981) *Mayo Clinic Proceedings*, 56, pp. 3-10
 65. Kronsbein, P., Momlhauser, I., Venhauss, A., Jorgens, V., Scholz, V., Berger, M., Evaluation of a Structured Treatment and Teaching Programme on Non-Insulin-Dependent Diabetes (1988) *Lancet*, (DECEMBER), pp. 1407-1411
 66. Lawrence, D.M., A Provider's View of Prevention Approaches in a Prepaid Group Practice (1991) *Cancer*, 67, pp. 1767-1771
 67. Linden, W., Chambers, L., Clinical Effectiveness of Non-Drug Treatment for Hypertension: A Meta-Analysis (1994) *Annals of Behavioral Medicine*, 16, pp. 35-45
 68. Litzelman, D.K., Dittus, R.S., Miller, M.E., Tierney, W.M., Requiring Physicians to Respond to Computerized Reminders Improves Their Compliance with Preventive Care Protocols (1993) *Journal of General Internal Medicine*, 8, pp. 311-317
 69. Logan, A.G., Milne, B.J., Flanagan, P.T., Haynes, R.B., Clinical Effectiveness and Cost-Effectiveness of Monitoring Blood Pressure of Hypertensive Employees at Work (1983) *Hypertension*, 5, pp. 828-836
 70. Lorig, K., Holman, H., Arthritis Self-Management Studies: A Twelve-Year Review (1993) *Health Education Quarterly*, 20, pp. 17-28
 71. Lorig, K.R., Mazonson, P.D., Holman, H.R., Evidence Suggesting That Health Education for Self-Management in Patients with Chronic Arthritis Has Sustained Health Benefits while Reducing Health Care Costs (1993) *Arthritis and Rheumatism*, 36, pp. 439-446

72. Macharia, W.M., Leon, G., Rowe, B.H., Stephenson, B.J., Haynes, R.B., An Overview of Interventions to Improve Compliance with Appointment Keeping for Medical Services (1992) *Journal of the American Medical Association*, 267, pp. 1813-1817
73. MacKinnon, M., General Practice Diabetes Care: The Past, the Present and the Future (1990) *Diabetic Medicine*, 7, pp. 171-172
74. Mahr, T.A., Evans, R., Allergist Influence on Asthma Care (1993) *Annals of Allergy*, 71, pp. 115-120
75. Markson, L.E., Cosler, Turner, B.J., Implications of Generalists' Slow Adoption of Zidovudine in Clinical Practice (1994) *Archives of Internal Medicine*, 154, pp. 1497-1504
76. McCulloch, D., Glasgow, R.E., Hampson, S.E., Wagner, E., A Systematic Approach to Diabetes Management in the Post-DCCT Era (1994) *Diabetes Care*, 17, pp. 1-5
77. McDonald, C.J., Blevins, L., Tierney, W.M., Martin, D.K., The Regenstrief Medical Records (1988) *MD Computing*, 5, pp. 34-47
78. Mechanic, D., Schlesinger, M., The Impact of Managed Care on Patients' Trust in Medical Care and Their Physicians (1996) *Journal of the American Medical Association*, 275, pp. 1693-1697
79. Megford, M., Banfield, P., O'Hanlon, M., Effects of Feedback on Information on Clinical Practice: A Review (1991) *British Medical Journal*, 303, pp. 398-402
80. Miller, W.R., Roonick, S., (1991) *Motivational Interviewing: Preparing People to Change Addictive Behavior*, New York: Guilford Press
81. Montgomery, E.B.J., Lieberman, A., Singh, G., Fries, J.F., Patient Education and Health Promotion Can Be Effective in Parkinson's Disease: A Randomized Controlled Trial (1994) *American Journal of Medicine*, 97, pp. 429-435. , PROPATH Advisory Board
82. Muhlhauser, I., Sawicki, P.T., Didjurgeit, J.V., Trampisch, H.J., Berger, M., Evaluation of a Structured Treatment and Teaching Programme on Hypertension in General Practice (1993) *Clinical and Experimental Hypertension*, 15, pp. 125-142
83. Mullen, P.D., Laville, E.A., Biddle, A.K., Lorig, K., Efficacy of Psychoeducational Interventions on Pain, Depression, and Disability in People with Arthritis: A Meta-Analysis (1987) *Journal of Rheumatology*, 14 (15 SUPPL.), pp. 33-39
84. Orleans, C.T., George, L.K., Houpt, J.L., Brodie, K.H., Health Promotion in Primary Care: A Survey of U.S. Family Practitioners (1985) *Preventive Medicine*, 14, pp. 636-647
85. Payne, T.H., Galvin, M.S., Taplin, S.H., Austin, B., Savarino, J., Wagner, E.H., Practicing Population-Based Care in a Health Maintenance Organization: Evaluation after 18 Months (1995) *HMO Practice*, 9 (3), pp. 101-106
86. Peart, W.S., Miall, W.E., M.R.C. Mild Hypertension Trial (1980) *Lancet*, 1 (8159), pp. 104-105. , Letter
87. Perrin, J.M., Homer, C.J., Berwick, D.M., Variations in Rates of Hospitalization of Children in Three Urban Communities (1984) *New England Journal of Medicine*, 311, pp. 295-300
88. Peters, A.L., Davidson, M.B., Ossorio, R.C., Management of Patients with Diabetes by Nurses with Support of Subspecialists (1995) *HMO Practice*, 9, pp. 8-13
89. Pringle, M., Stewart-Evans, C., Influences on Control in Diabetes Mellitus: Patient, Doctor, Practice, or Delivery of Care? (1993) *British Medical Journal*, 306, p. 630
90. Retchin, S.M., Clement, D.G., Rossiter, L.F., Brown, B., Brown, R., Nelson, L., How the Elderly Fare in HMOs: Outcomes from the Medicare Competition Demonstrations (1992) *Health Services Research*, 27, pp. 651-669
91. Retchin, S.M., Brown, B., Elderly Patients with Congestive Heart Failure under Prepaid Care (1991) *American Journal of Medicine*, 90, pp. 236-242
92. Rich, M.W., Beckham, V., Wittenberg, C., Leven, C.L., Freedland, K.E., Carney, R.M., A Multidisciplinary Intervention to

- Prevent the Readmission of Elderly Patients with Congestive Heart Failure (1995) *New England Journal of Medicine*, 333, pp. 1130-1195
93. Rosenqvist, U., Carlson, A., Luft, R., Evaluation of Comprehensive Program for Diabetes Care at Primary Health-Care Level (1988) *Diabetes Care*, 11, pp. 269-274
 94. Rosenthal, M.M., Carlson, A., Beyond CME: Diabetes Education. Field-Interactive Strategies from Sweden (1988) *Diabetes Education*, 14, pp. 212-217
 95. Rubenstein, L.V., Calkins, D.R., Young, R.T., Improving Patient Function: A Randomized Trial of Functional Disability Screening (1989) *Annals of Internal Medicine*, 111, pp. 836-842
 96. Ruberman, W., Psychosocial Influences on Mortality of Patients with Coronary Heart Disease (1992) *Journal of the American Medical Association*, 267, pp. 559-560. , Editorial
 97. comment
 98. Runyan, J.W., Phillips, W.E., Herring, O., Campbell, L., A Program for the Care of Patients with Chronic Diseases (1970) *Journal of the American Medical Association*, 211, pp. 476-479
 99. Sawicki, P.T., Muhlhauser, I., Didjurgeit, U., Berger, M., Improvement of Hypertension Care by a Structured Treatment and Teaching Programme (1993) *Journal of Human Hypertension*, 7, pp. 571-573
 100. Scheff, T.J., *Decisions in Medicine (1984) Being Mentally Ill: A Sociological Theory*, 2nd Ed., pp. 77-89. , New York: Aldine
 101. Schoenbaum, S.C., Implementation of Preventive Services in an HMO Practice (1990) *Journal of General Internal Medicine*, 5, pp. S123-7
 102. Schwartz, L.L., Raymer, J.M., Nash, C.A., Hanson, I.A., Muentner, D.T., Hypertension: Role of the Nurse-Therapist (1990) *Mayo Clinic Proceedings*, 65, pp. 67-72
 103. Shea, S., Misra, D., Ehrlich, M.H., Field, L., Francis, C.K., Predisposing Factors for Severe, Uncontrolled Hypertension in an Inner-City Minority Population (1992) *New England Journal of Medicine*, 327, pp. 776-781
 104. Shulman, N., Cutter, G., Daugherty, R., Correlates of Attendance and Compliance in the Hypertension Detection and Follow-up Program (1982) *Controlled Clinical Trials*, 3, pp. 13-27
 105. Shultz, J.F., Sheps, S.G., Management of Patients with Hypertension: A Hypertension Clinic Model (1994) *Mayo Clinic Proceedings*, 69, pp. 997-999
 106. Smith, R.C., Hoppe, R.B., The Patient's Story: Integrating the Patient- and Physician-Centered Approaches to Interviewing (1991) *Annals of Internal Medicine*, 115, pp. 470-477
 107. Sobel, D.S., Rethinking Medicine: Improving Health Outcomes with Cost-Effective Psychosocial Interventions (1995) *Psychosomatic Medicine*, 57, pp. 234-244
 108. Soumerai, S.B., Avorn, J., Principles of Educational Outreach (Academic Detailing) to Improve Clinical Decision Making (1990) *Journal of the American Medical Association*, 263, pp. 549-555
 109. Spiegel, D., How Do You Feel about Cancer Now? - Survival and Psychosocial Support (1995) *Public Health Reports*, 110, pp. 298-300. , Comment
 110. Starfield, B., Longitudinality and Managed Care (1992) *Primary Care: Concept, Evaluation, and Policy*, pp. 41-45. , New York: Oxford University Press
 111. Stason, W.B., Shepard, D.S., Perry Jr., H.M., Effectiveness and Costs of Veterans Affairs Hypertension Clinic (1994) *Medical Care*, 32, pp. 1197-1215
 112. Stockwell, D.H., Madhavan, S., Cohen, H., Gibson, G., Alderman, M.H., The Determinants of Hypertension Awareness, Treatment, and Control in an Insured Population (1994) *American Journal of Public Health*, 84, pp. 1768-1774

113. Stone, V.E., Seage III, G.R., Hertz, T., Epstein, A.M., The Relation between Hospital Experience and Mortality for Patients with AIDS (1992) *Journal of the American Medical Association*, 268, pp. 2655-2661
114. Strauss, M., Conrad, D., LoGerfo, J., Hudson, L., Berner, M., Cost and Outcome of Care for Patients with Chronic Obstructive Lung Disease (1986) *Medical Care*, 24, pp. 915-924
115. Stuart, M.E., Handley, M.A., Chamberlain, M.A., Successful Implementation of a Guideline Program for the Rational Use of Lipid-Lowering Drugs (1991) *HMO Practice*, 5, pp. 198-204
116. Stuck, A.E., Aronow, H.U., Steiner, A., Alessi, C.A., Bula, C.J., Gold, M.N., A Trial of Annual In-Home Comprehensive Geriatric Assessments for Elderly People Living in the Community (1995) *New England Journal of Medicine*, 333, pp. 1184-1189
117. Thorn, P.A., Russell, R.G., Diabetic Clinics Today and Tomorrow: Mini-Clinics in General Practice (1973) *British Medical Journal*, 2, pp. 534-536
118. Thorn, P.A., Watkins, P., Organization of Diabetic Care (1982) *British Medical Journal*, 285, p. 787
119. Turner, R.C., Waivers, L.E., O'Brien, K., The Effect of Patient-Carried Reminder Cards on the Performance of Health Maintenance Measures (1990) *Archives of Internal Medicine*, 150, pp. 645-647
120. Udvarhelyi, S., Jennison, K., Phillips, R.S., Epstein, A.M., Comparison of the Quality of Ambulatory Care for Fee-for-Service and Prepaid Patients (1991) *Annals of Internal Medicine*, 115, pp. 394-400
121. (1989) *Guide to Clinical Preventive Services: An Assessment of the Effectiveness of 169 Interventions*, , Baltimore: Williams & Wilkins
122. Verlato, G., Muggeo, M., Bonora, E., Corbellini, M., Bressan, F., De Marco, R., Attending the Diabetes Center is Associated with Increased 5-Year Survival Probability of Diabetic Patients (1996) *Diabetes Care*, 19 (3), pp. 211-213
123. Vinicor, F., Cohen, S.J., Mazzuca, S.A., DIABEDS: A Randomized Trial of the Effects of Physician and/or Patient Education on Diabetes Patient Outcomes (1987) *Journal of Chronic Diseases*, 40, pp. 345-356
124. Voelker, R., Population-Based Medicine Merges Clinical Care, Epidemiologic Techniques. *Medical News and Perspectives* (1994) *Journal of the American Medical Association*, 271, pp. 1301-1302
125. Wagner, E.H., *Managing Medical Practice: The Potential of HMOs* (1992) *The Changing Health Care Economy: Impact on Physicians, Patients, and Innovators*, pp. 51-61. , ed. A.C. Gelijs, IOM Workshop Proceedings. Washington, D.C.: National Academy Press
126. *Population-Based Management of Diabetes Care* (1995) *Patient Education and Counseling*, 26, pp. 225-230
127. Wagner, E.H., Thompson, R.S., *Cancer Prevention and HMOs* (1988) *Cancer Investigation*, 6, pp. 453-459
128. Wasson, J., Gaudette, C., Whaley, F., Sauvigne, A., Baribeau, P., Welch, H.G., Telephone Care as a Substitute for Routine Clinic Follow-Up (1992) *Journal of the American Medical Association*, 267, pp. 1828-1829
129. Wasson, J., Keller, A., Rubenstein, L., Benefits and Obstacles of Health Status Assessment in Ambulatory Settings: The Clinician's Point of View (1992) *Medical Care*, 30 (5 SUPPL.), pp. 42-49
130. Wasson, J.H., Sauvigne, A.E., Mogielnicki, R.P., Continuity of Outpatient Medical Care in Elder Men. A Randomized Trial (1984) *Journal of the American Medical Association*, 252, pp. 2413-2417
131. Weinberger, M., Oddone, E.Z., Henderson, W.G., Does Increased Access to Primary Care Reduce Hospital Readmissions? (1996) *New England Journal of Medicine*, 334, pp. 1441-1447
132. Yudkin, J.S., Boucher, B.J., The Quality of Diabetic Care in a London Health District (1980) *Journal of Epidemiology and Community Health*, 34, pp. 277-280
133. Zeiger, R.S., Heller, S., Mellon, M.H., Wald, J., Falkoff, R., Schatz, M., Facilitated Referral to Asthma Specialist Reduces Relapses in Asthma Emergency Room Visits (1991) *Journal of Allergy and Clinical Immunology*, 87, pp. 1160-1168

