Evaluating complex interventions:
Logic analysis of a case management program for frequent users of healthcare services

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BACKGROUND

- Case management (CM) programs for frequent users of healthcare services may improve patient care and reduce cost.[1]
- These complex interventions present practical and methodological challenges to implementation and evaluation.[2]

OBJECTIVE

- To analyze and inform the improvement of a CM program for frequent users of healthcare services by using logic analysis.

METHODS

- Logic analysis in three steps[2]
- Data collection (n=129) : semi-structured interviews (n=58), focus groups (n=13), participant observations (n=39), document analysis, and meetings with team members.

DISCUSSION

- Stakeholder participation in reflective activities may have resulted in greater validity of the results and a common understanding of the CM program
- Logic analysis sheds lights on the complementary roles of logic modelling and realistic synthesis
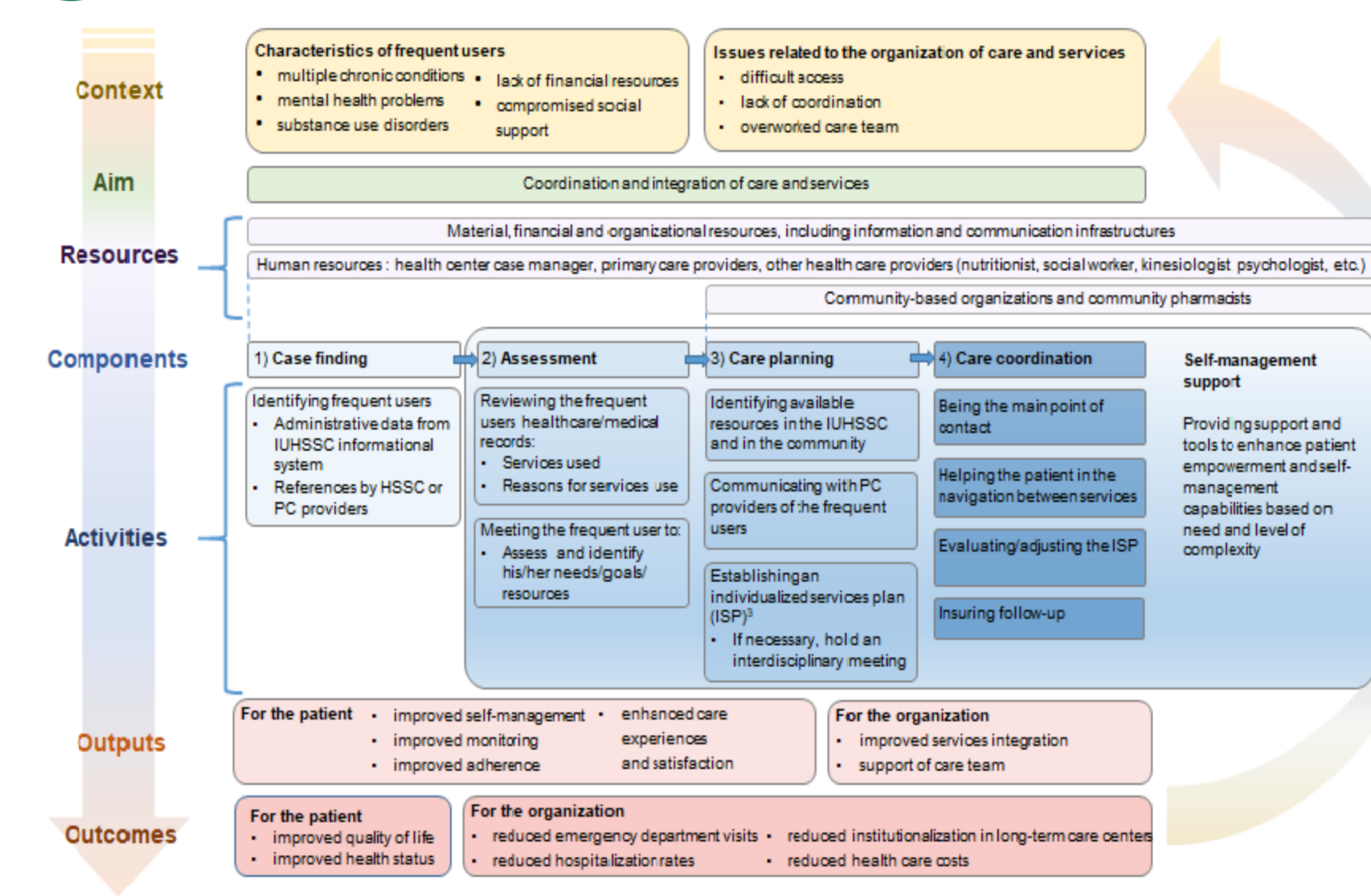
CONCLUSION

- The logic analysis helped to identify key intangible and structural factors for the intervention to be effective.
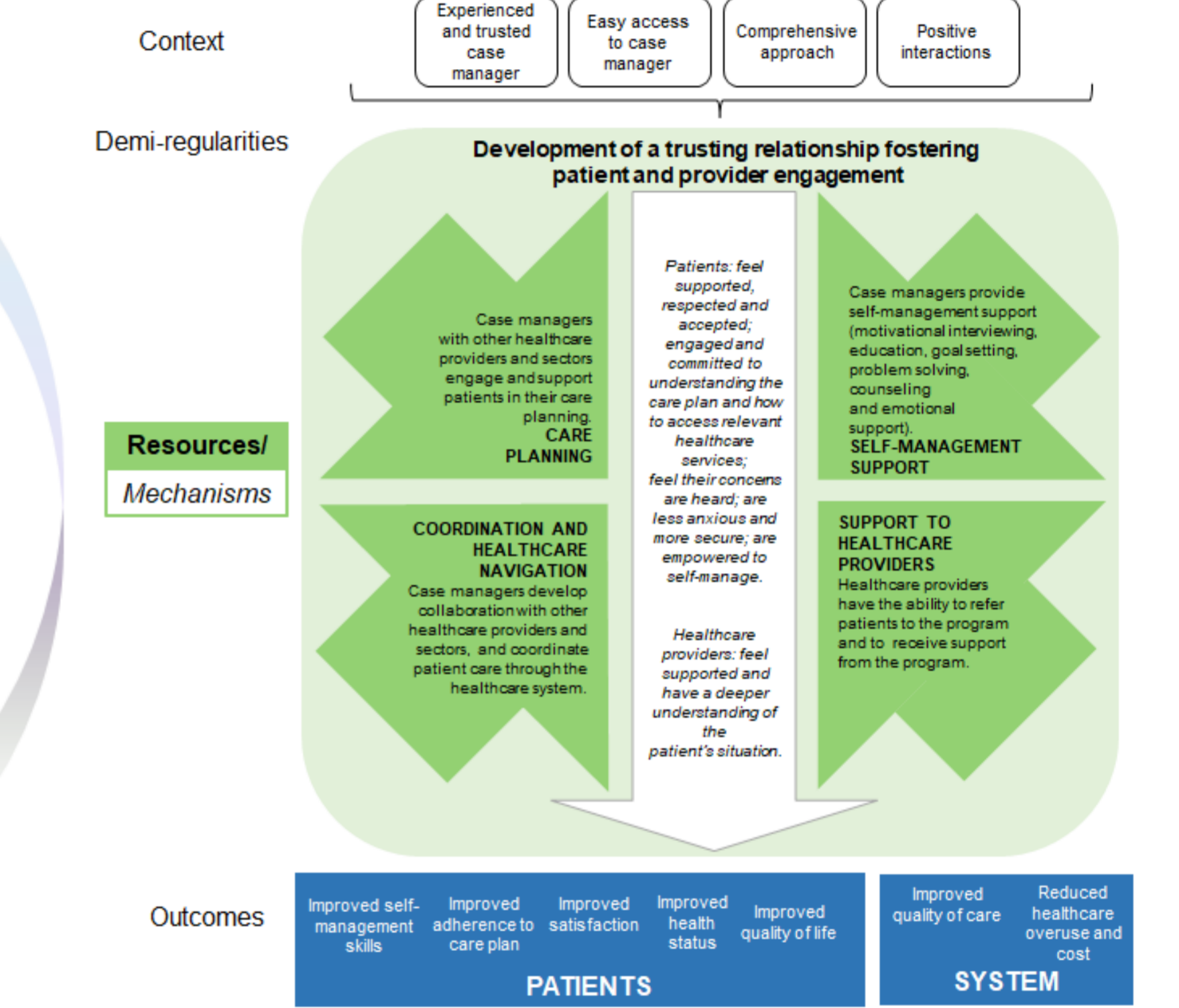
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RESULTS

1 — Development of a **logic model** of the CM program describing the relationships between resources, activities and outcomes

2 — Use of a realist synthesis as an **integrative framework**[3]

3 — Comparison of the logic model against the integrative framework to highlight **strengths and limitations** of the CM program

Strengths
(determinants for the production of the expected results)

- Identifying users' characteristics and program's issues
- Identification of allocated resources
- Description of CM program activities

Strengths: Structural factors
Limitations: Intangible factors

Limitations
(factors that should be added, clarified or explained)

- Should pay attention to specific situation of patients with a substance use disorder
- Promote positive interaction between patients and health providers
- Access to an experienced and trustworthy case manager
- Importance of a comprehensive approach
- Patient and provider support
- Outcomes for providers

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