

Table 1 Overview of levels of evaluation, questions and data source

Level of evaluation	Question	Data source
Level 1		
Assessment of need for the program	Is the program what the patients want?	Patients asked before the intervention
	Is the program what the organisation wants?	Health professionals asked after implementation
<hr/>		
Level 2		
Assessment of design and theory	Does it work in practice?	Hospital database
	Can the patients be reached by phone?	Patients asked after implementation
	Do the patients use the acute advice line?	Health professionals asked after implementation
		Longitudinal data sampled every month
<hr/>		
Level 3		
Assessment of program process and implementation	Are the eligible patients included?	Longitudinal data sampled every month
	Are the nurses competent?	Health professionals asked after implementation
	Are supervision implemented?	Audit from an unselected sample of patients
	Are the aims for implementation reached?	Patients asked after implementation
	Are the patients satisfied?	
<hr/>		
Level 4		
Assessment of program outcome	Numbers of patients included?	Longitudinal data sampled every month
	Characteristics of included patients?	Hospital database
	'Side effects' of the program?	Health professionals asked after implementation
<hr/>		
Level 5		
Assessment of program cost and efficiency	Direct cost (budget impact analysis)?	Estimates of costs
	Indirect cost (cost effectiveness analysis)?	Statistics Denmark
		The national tariffs for transport reimbursement
		Rates for compensation from the National Health Service