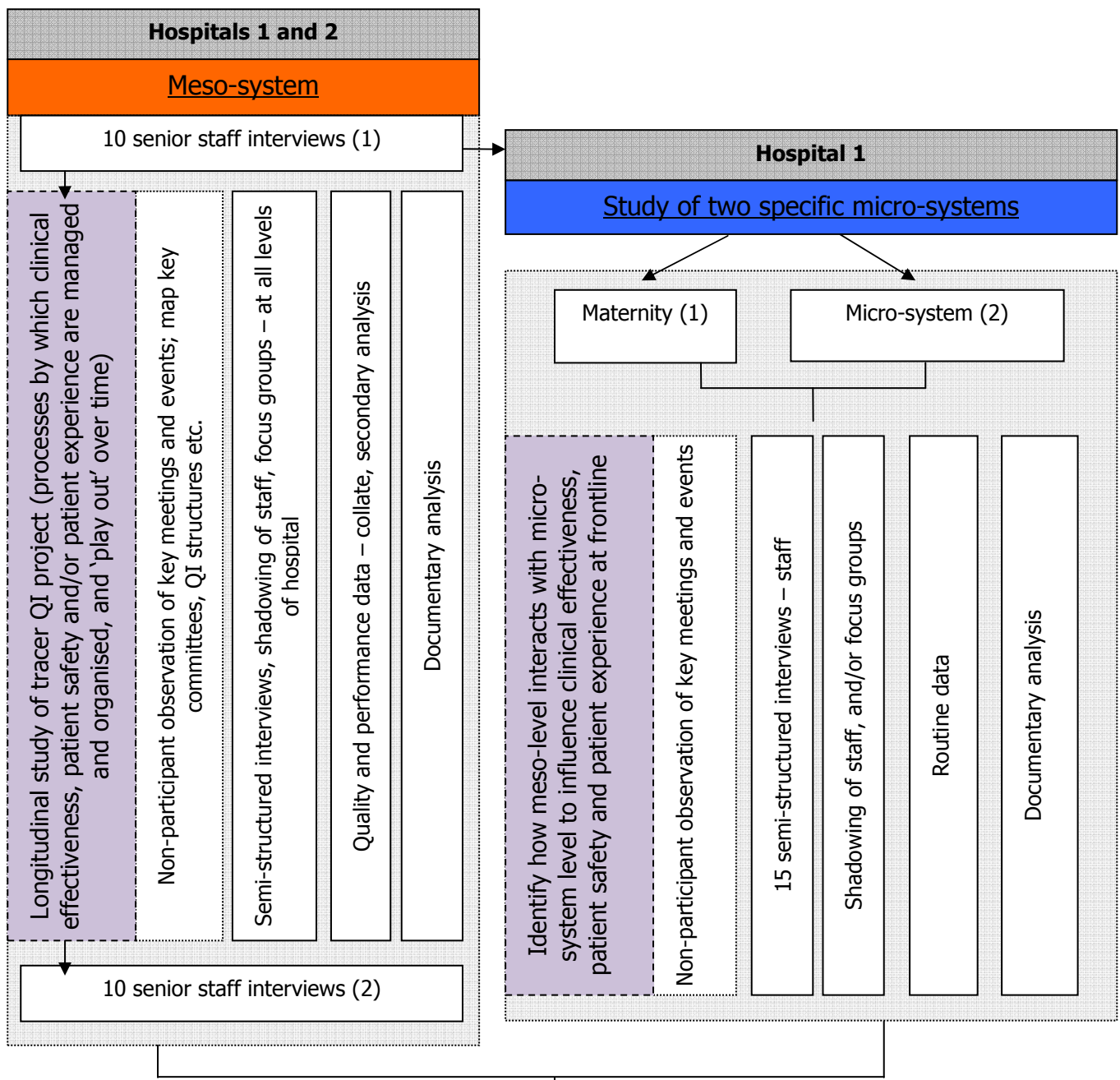


Macro-system level

Framework for describing macro-level context and how this influences the organisational management of quality in hospitals in each country:

- healthcare context
- funding and access
- regulatory framework
- accreditation and monitoring
- information availability
- resources available
- patient rights

Meso- and micro-system levels



Analysis

Written report on multi-level case studies using agreed template and framework; cross-case analysis