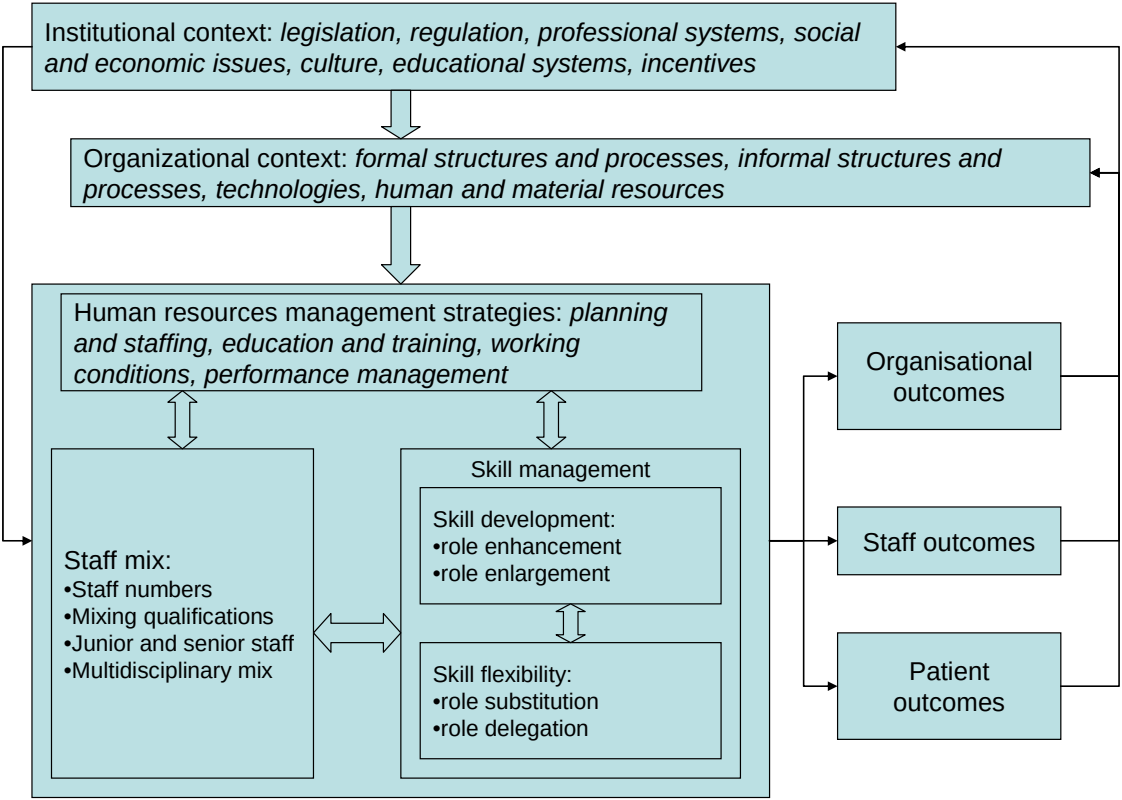
Institutional context: *legislation, regulation, professional systems, social and economic issues, culture, educational systems, incentives*
Organizational context: *formal structures and processes, informal structures and processes, technologies, human and material resources*
Human resources management strategies: *planning and staffing, education and training, working conditions, performance management*
Staff mix:
•Staff numbers
•Mixing qualifications
•Junior and senior staff
•Multidisciplinary mix
Skill management
Skill development:
•role enhancement
•role enlargement
Skill flexibility:
•role substitution
•role delegation
Organisational outcomes
Staff outcomes
Patient outcomes