

	System Functions	Human Perspectives	The Health Care System
Structure What has been put in place?	Technology What does the intervention look like?	Work Organization What new work practices emerge?	Role of Medicines What is the role of the intervention in the wider healthcare system?
Process What is done that is different?	Processing What processes emerge and change?	Social Interactions How do communication patterns and workflow change?	Management of Care Delivery What organizational changes emerge?
Outcome What has been achieved?	Validity of Processing Is the service safe and reliable?	Quality of The Service Is the experience of the service satisfactory?	Potential for Change How might the intervention be used in the future?