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

Hospitals 1 and 2

Meso-system

- 10 senior staff interviews (1)

Semi-structured interviews, shadowing of staff, focus groups – at all levels of hospital
Quality and performance data – collate, secondary analysis
Non-participant observation of key meetings and events

Documentary analysis

Hospital 1

Study of two specific micro-systems

Maternity (1)
Micro-system (2)

10 senior staff interviews (2)
Non-participant observation of key meetings and events

Documentary analysis

Routine data

Analysis

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