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