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Nota di contenuto	Part I. Quality Improvement: Aims, Approaches and Context -- 1. Evolving Dimensions of Quality Care: Comparing Physician and Managerial Perspectives; Rebecca Amati, Robert H. Brook, Amer A. Kaissi and Annegret F. Hannawa -- 2. Multi-Level Pluralism: A Pragmatic Approach to Choosing Change and Improvement Methods; Liz Wiggins and Brian Marshall -- 3. Amendments to Reporting of QI Interventions: Insights from the Concept of

Affordances; Emilie Berard, Jean-Louis Denis, Olivier Saulpic and Philippe Zarlowski -- 4. Emerging Hybridity: A Comparative Analysis of Regulatory Arrangements in the Four Countries of the United Kingdom; Joy Furnival, Ruth Boaden and Kieran Walshe -- 5. Contextual Factors Affecting Implementation of Team-based Primary Care: A Scoping Review; Dori A. Cross -- Part II. Embedding and Spreading Quality -- 7. Unlearning and Patient Safety; John G. Richmond -- 8. Checklist as Hub: How Medical Checklists Connect Professional Routines; Marlot Kuiper -- 9. Sustaining Healthcare Service Improvements without Collective Dialogue and Participation: A Route to Partial Failure?; Anne McBride and Miguel Martinez-Lucio -- 10. Disseminating from the Centre to the Frontline: The Diffusion and Local Ownership of a National Health Policy through the Use of Icons; David Greenfield, Margaret Banks, Anne Hogden, and Jeffrey Braithwaite -- 11. Processes and Responsibilities for Knowledge Transfer and Mobilization in Health Services Organizations in Wales; Emma Barnes, Alison Bullock and Wendy Warren -- 12. Accelerating Research Translation in Healthcare: The Australian Approach; Helen Dickinson and Jean Ledger -- Part III. Agents, Co-Producers and Recipients of Quality Care -- 13. Framing a Movement for Improvement: Hospital Managers' Use of Social Movement Ideas in the Implementation of a Patient Safety Framework; Amanda Crompton and Justin Waring -- 14. Institutional Work and Innovation in the NHS: The Role of Creating and Disrupting; Kath Checkland, Stephen Parkin, Simon Bailey and Damian Hodgson -- 15. Attaining Improvement without Sustaining It? The Evolution of Facilitation in a Healthcare Knowledge Mobilization Initiative; Roman Kislov, John Humphreys and Gill Harvey -- 16. Stakeholders' Involvement and Service Users' Acceptance in the Implementation of a New Practice Guideline; Comfort Adeosun, Lorna McKee and Hilary Homans -- 17. How Does an Accreditation Program in Residential Aged Care Inform the Way Residents Manage their Healthcare and Lifestyle?; Anne Hogden, David Greenfield, Mark Brandon, Deborah Debono, Virginia Mumford, Johanna Westbrook, and Jeffrey Braithwaite.

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## Sommario/riassunto

Reflecting the challenges and opportunities of achieving improvement in healthcare systems, the contributions of this innovative new text lend depth and nuance to an increasing area of academic debate. Encompassing context, processes and agency, *Managing Improvements in Healthcare* addresses the task of attaining, embedding and sustaining improvement in the industry. The book begins by offering insight into the different valued aspects of quality, providing specific examples of national and organizational interventions in pursuit of improvement. The second part focuses on strategies for embedding good practice and ensuring the spread of high quality through knowledge mobilization, and the final part draws attention to the different groups of change agents involved in delivering, co-creating and benefitting from quality improvement. This inventive text will be insightful to those researchers interested in healthcare and organization, looking to transform theory into policy and practice.

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