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Sommario/riassunto	Over the past decades healthcare organisations have grown in size and complexity and healthcare costs have outpaced economic growth. In countries where healthcare is publicly-funded, increasing costs have traditionally meant a rise in the healthcare budgets in real terms; however, the ongoing global financial and economic crisis (2007- present) has had spending implications on governmental budgets for public resources in several countries. This apparent contradiction -

"provide better service at a lesser cost" - which may last for years to come therefore necessitates the careful use of the allo
