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Sommario/riassunto	This volume explores a relational pattern that occurs during one type of speech event - classroom "participant examples." A participant example describes, as an example of something, an event that includes at least one person also participating in the conversation. Participants with a role in the example have two relevant identities - as a student or teacher in the classroom, and as a character in whatever event is described as the example. This study reports that in some cases speakers not only discuss, but also act out the roles assigned to them in participant examples. That is, speak

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governance performance assessment

Figure 2.3 Estonia mandatory health insurance governance performance assessment; Figure 2.4 The Netherlands mandatory health insurance governance performance assessment; Figure 2.5 Chile mandatory health insurance governance performance assessment; 3 Costly success: An integrated health insurer in Costa Rica; Figure 3.1 Evolution of health insurance coverage in Costa Rica; Table 3.1 Influence of different parties on CCSS decisions; Box 3.1 Resolutions of the constitutional court; Figure 3.2 Population covered by the primary health care program, 1990-2003; Figure 3.3 Average length of stay in the hospital, 1990-2004; Figure 3.4 External consultations per hour, 1990-2004; 4 Governing a single-payer mandatory health insurance system: The case of Estonia; Figure 4.1 Organizational structure of the Estonian Health Insurance Fund, 2006; Box 4.1 Sources of main regulations; Figure 4.2 Overview of the Estonian health financing system; Table 4.1 Influence on decisions made by the Estonian health financing system; Figure 4.3 Population satisfaction with access to care, 2001-05; Figure 4.4 Outpatient contacts and acute care admissions, 1985-2003; Figure 4.5 Out-of-pocket payment for health care, 1998-2004; Figure 4.6 Share of households with high health payments, 1995, 2001, and 2002; Figure 4.7 Estonian Health Insurance Fund revenues and expenditures, 1992-2006; 5 Governing multiple health insurers in a corporatist setting: The case of the Netherlands; Figure 5.1 Three-compartment structure of health insurance before 2006; Table 5.1 Composition of health care financing by source; Box 5.1 Overview of the 2006 reforms; 6 Governing a hybrid mandatory health insurance system: The case of Chile; Figure 6.1 Governance forces in mandatory health insurance: The general case

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## Sommario/riassunto

Although mandatory health insurance programs are being proposed or expanded in many developing countries, relatively little attention has been given to how these programs are governed. The available literature focuses almost exclusively on operational features that are important but will necessarily change over time—such as eligibility, benefit packages, and premiums. *Governing Mandatory Health Insurance* instead looks at the institutional and political forces that affect the behavior of such programs within their social and historical contexts and how five dimensions of governance—coherent dec

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