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Sommario/riassunto	This remarkable compilation of stories and experiences described by 145 VA nurses, physicians, and associated healthcare staff; and community partners in both academia and business, provides an extraordinary view into the nation's largest healthcare system. There are many moving narratives that focus on specific innovations designed to improve the quality and safety of Veteran care from the ""headquarters"" perspective. In addition, individual VA staff shared their unique experiences from the ""field"" perspective.