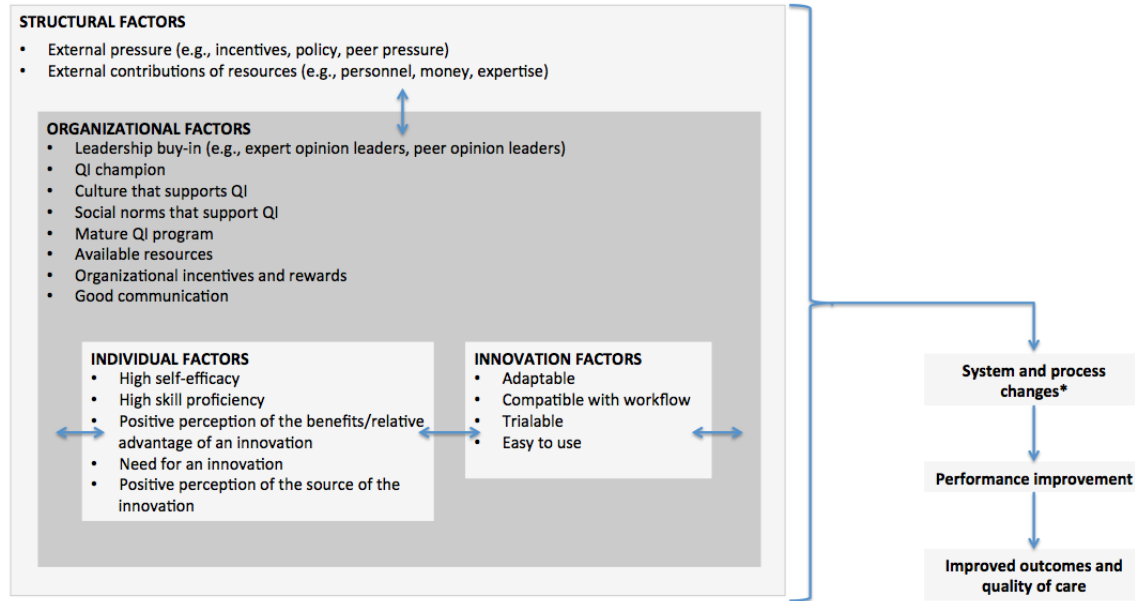


APPENDIX 2

Figure 1. Conceptual model of factors that influence the success of quality improvement initiatives



* System and process changes refer to changes made to the underlying system of care (e.g., people, infrastructure, technology) or changes made to the processes of care/service delivery