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For the last 20 years Cordula has been involved in a substantial number of projects focussing on a) the implementation of quality systems among healthcare institutions and professionals, b) the evaluation of national quality programs and more specific quality improvement activities such as guidelines, team-training and break through projects, c) the relation between quality systems, care process and clinical outcomes, and d) human factors, risk management and patient safety. The research takes place in various health care fields, e.g. hospitals, nursing homes, primary care and mental health care organisations. She has also participated in a number of European projects focussing on quality and patient safety.'