

On Great Service A Framework For Action

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Strategies to Promote Inclusive Practice Aug 30 2020 This sequel to Promoting Inclusive Practice, assists professional in the process of identifying and implementing policies that benefit pupils with special educational needs. **A Framework for Action** Apr 06 2021

[Policy Programme Options for Urban Poverty Reduction](#) Apr 25 2020 This paper reviews the specific actions which municipalities and city governments may take in contributing to urban poverty reduction. It highlights examples of issues, options, and constraints which urban government have to address in grappling with poverty and focuses on municipalities and other city-level government entities as a critical institutional level on intervention, particularly in addressing issues relating to service delivery. (Adapté du résumé des auteurs).

[Non-Traditional Security in Asia](#) May 19 2022 Non-Traditional Security in Asia examines the critical security challenges faced by states and societies in Asia including health, food, water, natural disasters, internal conflict, forced migration, energy, transnational crime, and cyber security. Through the development of a comprehensive analytical framework that establishes the key ingredients to policy evaluation, the editors draw on a wide variety of experts to collaborate in investigating these crucial issues. This inclusive framework ...

[Communication for Development](#) Mar 05 2021 How can we understand the contribution of Communication for Development programmes to change? How can we ensure we learn and adapt communication in the process? Underpinned by an appreciative enquiry approach, the book explores the research, monitoring and evaluation of C4D - the field's leading evaluation framework.

Western Pacific Regional Framework for Action on Health and Environment on a Changing Planet Sep 23 2022 Environmental determinants of health are responsible for more than a quarter of the burden of disease in the Western Pacific Region. Communicable and noncommunicable disease disability and death result from a lack of safe water and sanitation indoor and outdoor air pollution hazardous chemicals occupational hazards and climate-related disasters. The Western Pacific Regional Framework for Action on Health and Environment on a Changing Planet intends to relaunch the World Health Organization (WHO) s Health and the Environment programme and fulfil its mandate in the area of environmental health. It proposes to leverage the health sector focus on the Sustainable Development Goals (SDGs) process providing guidance for prioritizing the work of WHO in support of Member States improving health outcomes through action on environmental determinants. It articulates entry points for health and environment priority actions in WHO country cooperation strategies the United Nations Framework Convention on Climate Change and other mechanisms for international collaboration and notably with the United Nations Environment Programme and ministries of environment. The framework also sets a course for the health sector to advocate adaptive measures policies and action to protect health and well-being as a co-benefit of interventions in energy agriculture transport housing and other spheres.

Developing Innovation in Online Learning Dec 22 2019 Action research has become a valued research and educational development technique -an innovative approach through which a group of participants engage in self-reflection to improve practice. Developing Innovation in Online Learning introduces action research as a method of developing e-learning modules and courses. The book covers both the theory and practice of applying action research principles to develop online learning. The material is grounded in the experiences of practitioners and features practical advice, case studies, models for implementation, a design framework and e-tutoring strategies. The four 'building blocks' of e-learning covered are: * The organisational context * The pedagogic model * The educational setting * The evaluation process This book will be an essential resource for education managers, course developers, and educational researchers.

[A Framework for Action in Sub-Saharan Africa](#) Oct 20 2019

Official Journal of the European Communities Nov 20 2019

Shortell and Kaluzny's Healthcare Management: Organization Design and Behavior Mar 17 2022 Completely updated to address the challenges faced by modern health care organizations, the sixth edition of SHORTELL AND KALUZNY'S HEALTH CARE MANAGEMENT: ORGANIZATION DESIGN AND BEHAVIOR offers a more global perspective on how the United States and other countries address issues of health and health care. Written by internationally recognized and respected experts in the field, the new edition continues to bring a systemic understanding of organizational principles, practices, and insight to the management of health services organizations. Based on state-of-the-art organizational theory and research, the text emphasizes application and challenges you to provide a solution or a philosophical position. Coverage includes topics ranging from pay for performance and information technology to ethics and medical tourism and expands upon a major theme of the fifth edition: health care leaders must effectively design and manage health care organizations while simultaneously influencing and adapting to changes

in environmental context. Important Notice: Media content referenced within the product description or the product text may not be available in the ebook version.

[Handbook of Disaster Risk Reduction & Management](#) Jul 29 2020 Climate change is increasingly of great concern to the world community. The earth has witnessed the buildup of greenhouse gases (GHG) in the atmosphere, changes in biodiversity, and more occurrences of natural disasters. Recently, scientists have begun to shift their emphasis away from curbing carbon dioxide emission to adapting to carbon dioxide emission. The increase in natural disasters around the world is unprecedented in earth's history and these disasters are often associated to climate changes. Many nations along the coastal lines are threatened by massive floods and tsunamis. Earthquakes are increasing in intensity and erosion and droughts are problems in many parts of the developing countries. This book is therefore to investigate ways to prepare and effectively manage these disasters and possibly reduce their impacts. The focus is on mitigation strategies and policies that will help to reduce the impacts of natural disasters. The book takes an in-depth look at climate change and its association to socio-economic development and cultures especially in vulnerable communities; and investigates how communities can develop resilience to disasters. A balanced and a multiple perspective approach to manage the risks associated with natural disasters is offered by engaging authors from the entire globe to proffer solutions.

Continuing professional development: framework for action: a statement. National system Oct 12 2021

[Entity Framework 4 in Action](#) Apr 18 2022 Summary Entity Framework 4 in Action is an example-rich tutorial for .NET developers with full coverage of EF 4 features. The book begins with a review of the core ideas behind the ORM model and shows through detailed examples and larger case studies how Entity Framework offers a smooth transition from a traditional ADO.NET approach. About the Technology Entity Framework builds on the ADO.NET persistence model and the language features of LINQ to create a powerful persistence mechanism that bridges the gap between relational databases and object-oriented languages. About the Book Entity Framework 4 in Action is an example-rich tutorial that helps .NET developers learn and master the subject. It begins by explaining object/relational mapping and then shows how you can easily transition to EF from ADO.NET. Through numerous focused examples and two larger case studies, the book unfolds the EF story in a clear, easy-to-follow style. Infrastructure and inner workings of EF are discussed when you need them to understand a particular feature. This book is written for .NET developers. Knowledge of ADO.NET is helpful but not required. Purchase of the print book comes with an offer of a free PDF, ePub, and Kindle eBook from Manning. Also available is all code from the book. What's Inside Full coverage of EF 4 features Layer separation, Data Layer, and Domain Model Best practices Table of Contents PART 1 REDEFINING YOUR DATA-ACCESS STRATEGY Data access reloaded: Entity Framework Getting started with Entity Framework PART 2 GETTING STARTED WITH ENTITY FRAMEWORK Querying the object model: the basics Querying with LINQ to Entities Domain model mapping Understanding the entity lifecycle Persisting objects into the database Handling concurrency and transactions PART 3 MASTERING ENTITY FRAMEWORK An alternative way of querying: Entity SQL Working with stored procedures Working with functions and views Exploring EDM metadata Customizing code and the designer

Promoting Clinical Effectiveness Feb 04 2021

Entity Framework Core in Action Jan 15 2022 Summary Entity Framework Core in Action teaches you how to access and update relational data from .NET applications. Following the crystal-clear explanations, real-world examples, and around 100 diagrams, you'll discover time-saving patterns and best practices for security, performance tuning, and unit testing. Purchase of the print book includes a free eBook in PDF, Kindle, and ePub formats from Manning Publications. About the Technology There's a mismatch in the way OO programs and relational databases represent data. Entity Framework is an object-relational mapper (ORM) that bridges this gap, making it radically easier to query and write to databases from a .NET application. EF creates a data model that matches the structure of your OO code so you can query and write to your database using standard LINQ commands. It will even automatically generate the model from your database schema. About the Book Using crystal-clear explanations, real-world examples, and around 100 diagrams, Entity Framework Core in Action teaches you how to access and update relational data from .NET applications. You'll start with a clear breakdown of Entity Framework, long with the mental model behind ORM. Then you'll discover time-saving patterns and best practices for security, performance tuning, and even unit testing. As you go, you'll address common data access challenges and learn how to handle them with Entity Framework. What's Inside Querying a relational database with LINQ Using EF Core in business logic Integrating EF with existing C# applications Applying domain-driven design to EF Core Getting the best performance out of EF Core Covers EF Core 2.0 and 2.1 About the Reader For .NET developers with some awareness of how relational databases work. About the Author Jon P Smith is a full-stack developer with special focus on .NET Core and Azure. Table of Contents Part 1 - Getting started Introduction to Entity FrameworkCore Querying the database Changing the database content Using EF Core in business logic Using EF Core in ASP.NET Core web applications Part 2 - Entity Framework in depth Configuring nonrelational properties Configuring relationships Configuring advanced features and handling concurrency conflicts Going deeper into the DbContext Part 3 - Using Entity Framework Core in real-world applications Useful software patterns for EF Core applications Handling database migrations EF Core performance tuning A worked example of performance tuning Different database types and EF Core services Unit testing EF Core applications Appendix A - A brief introduction to LINQ Appendix B - Early information on EF Core version 2.1

[Technology for a Sustainable Future](#) Nov 13 2021

UNESCO Brazil Jul 21 2022

[Sustainable Development and Health](#) Jun 27 2020

[Western Pacific Regional Framework for Action for Disaster Risk Management for Health](#) Mar 25 2020 The regional framework positions the health sector as a key actor in the broader disaster risk management agenda. This is of special significance considering the March 2015 United Nations World Conference on Disaster Risk Reduction, and upcoming meetings on the Sustainable Development Goals and the United Nations Framework Convention on Climate Change. The Regional Framework for Action for Disaster Risk Management for Health recommends health sector actions for each of the four phases of the disaster risk management cycle - prevention, preparedness, response and recovery. Governments should select priorities on which to focus according to their own national disaster risk management plans, as well as the local context and potential hazards.

[Regional Framework for Action on Food Safety in the Western Pacific](#) Oct 24 2022 The Western Pacific Regional Food Safety Strategy 2011-2015 has contributed to good progress in food safety across the Western Pacific Region. However more than 125 million people fall ill and more than 50 000 die annually from unsafe food in the Region. Food safety is a highly complex health issue involving multiple domestic and international stakeholders. Over recent years new developments including the introduction of new technologies increasing internationalization of the food chain and demographic changes have affected food safety in the Region. The changing context of food safety affects food safety risk management as well as trust in the safety of the food supply. Food safety trust is a multifaceted issue and an outcome of effective food safety systems. At the same time it serves as an enabler for strengthening food safety systems to manage food safety risks and respond to food safety incidents and emergencies. The Regional Framework for Action on Food Safety in the Western Pacific builds on the achievement and lessons learnt from the 2011-2015 Strategy. It acknowledges the changing context of food safety and revisits the approach for strengthening national food safety systems. This includes a stronger focus on building trust and confidence in food safety systems and implementing strategic actions that create leadership partnerships competency and resources that are the necessary enablers for advancing food safety systems. The Framework provides guidance on strategic action and a stepwise approach to strengthen food safety systems to better manage food safety risks and respond to food safety incidents and emergencies. It is intended to guide national food safety authorities in implementation of strategic action to strengthen national food safety systems as well as to obtain and advocate for high-level political support to enhance food safety. It is also intended to facilitate regional cooperation among food safety authorities.

On Great Service May 07 2021 Improving service quality has finally become a top priority of management today, yet according to service quality expert Leonard Berry only a handful of companies have managed to determine exactly what to improve and how to improve it. For the past two years, Berry studied dozens of companies of all sizes renowned for their capacity to deliver what they promise and more. From his on-site observation of the strategies and practices of such companies as Mary Kay Cosmetics, Tattered Cover Book Store, Longo Toyota & Lexus, Lakeland Regional Medical Center, and Hard Rock Cafe, Berry has constructed a dynamic new framework for improving

service. This framework provides a roadmap for implementation found nowhere else in the service quality literature. In every chapter Berry draws on his twelve years of research in service quality to explain each part of the framework in detail. He provides rich insights and inspiring examples of great service -- including numerous examples unique to this book as well as the classic success stories of USAA, Taco Bell, and many more. Berry shows that a company must (1) develop service leadership skills and values -- a concept substantially different from developing general leadership; (2) build a service quality information system; and (3) create a comprehensive service strategy based on the four principles of great service: reliability, surprise, recovery, and fairness. He demonstrates how these four principles, when adopted by the leadership and infused into the systems of a service company, are the building blocks of the framework and form the anchor for implementation. Berry shows how the "artistry" of great service can be systematically created from this foundation through a company's organizational structure, technology, and often underutilized human resources assets. He challenges service managers to set their service quality aspirations higher, and his innovative, practical ideas will help them achieve those higher standards. Linking service excellence to value creation, Berry provides solid financial reasons for the necessity of great service. Here, at last, is the book for which managers in every service industry have waited: Leonard Berry's "operating manual" for turning plans for great service into action.

Action Leadership Aug 18 2019 Action leadership is a creative, innovative, collaborative and self-developed way to lead. It eschews the hierarchical structure usually associated with leadership and is based instead on the democratic values of freedom, equality, inclusion and self-realization. It takes responsibility for, not control over, people through networking and orchestrating human energy towards a holistic outcome that benefits the common interest. Action leaders are passionate people who abide by the motto that "Learning does not mean to fill a barrel but rather to ignite a flame" in others. And in this time of rapid economic, political, technological, social and ecological changes, action leadership and action leaders are precisely what's needed to improve how people and organizations engage constructively to address the myriad complex issues challenging society at all levels. Action Leadership: Towards a Participatory Paradigm explains and illustrates how action leadership can be developed through participatory action learning and action research (PALAR). It addresses real-life issues by people who choose to work collaboratively towards shared goals while developing their learning, insights, knowledge, people skills and personal relationships through involvement in a PALAR project. The book provides a conceptual framework for action leadership and for the integrative, practical theory of PALAR; and examples of applications in higher education, management education for organization development, and community development. Readers are encouraged to adopt, adapt and further develop the evolving concepts of action leadership and PALAR in a participatory paradigm of learning, research and development.

Climate Action Sep 18 2019 Project supported by many international agencies.

Advancing Health Literacy Feb 22 2020 Advancing Health Literacy addresses the crisis in health literacy in the United States and around the world. This book thoroughly examines the critical role of literacy in public health and outlines a practical, effective model that bridges the gap between health education, health promotion, and health communication. Step by step, the authors outline the theory and practice of health literacy from a public health perspective. This comprehensive resource includes the history of health literacy, theoretical foundations of health and language literacy, the role of the media, a series of case studies on important topics including prenatal care, anthrax, HIV/AIDS, genomics, and diabetes. The book concludes with a series of practical guidelines for the development and assessment of health communications materials. Also included are essential techniques needed to help people make informed decisions, advocate for themselves and their community, mitigate risk, and live healthier lives.

The Just Practice Framework in Action Nov 25 2022 "The Just Practice Framework in Action: Contemporary Case Studies presents a collection of essays illustrating the application of the Just Practice framework in diverse contexts of social work practice. It is designed to serve as a companion reader to Just Practice: A Social Justice Approach to Social Work (Finn, 2020) and as a stand-alone text. The Just Practice framework provides a model for the integration of social justice into social work from the most intimate spaces of individual, clinical practice to macro-level policy analysis, advocacy, and community building. The contributors to this volume show how they have brought the Just Practice framework to bear to inform and transform their practice as clinicians, researchers, advocates, organizers, educators, and program directors. Their stories bring the framework to life, illustrating its potential for transformative social work practice. Their accounts offer grounded insights into challenges and possibilities of social justice-oriented social work that both strengthen and inform the Just Practice framework"--

Social Work Advocacy Aug 10 2021 This text is designed to promote advocacy into social work curricula in response to the new NASW Code of Ethics and its emphasis on advocacy, as well as the Curriculum Policy Statement of CSWE that promotes social and economic justice. In an effort to clarify what advocacy actually is and does, the authors created a new practice framework so that social workers can approach advocacy in a systematic way. Along with a practice framework, this text gives an overview of the history of advocacy and hands-on skill building to enhance the reader's effectiveness as an advocate.

Advancing Health Literacy Sep 30 2020 Advancing Health Literacy addresses the crisis in health literacy in the United States and around the world. This book thoroughly examines the critical role of literacy in public health and outlines a practical, effective model that bridges the gap between health education, health promotion, and health communication. Step by step, the authors outline the theory and practice of health literacy from a public health perspective. This comprehensive resource includes the history of health literacy, theoretical foundations of health and language literacy, the role of the media, a series of case studies on important topics including prenatal care, anthrax, HIV/AIDS, genomics, and diabetes. The book concludes with a series of practical guidelines for the development and assessment of health communications materials. Also included are essential techniques needed to help people make informed decisions, advocate for themselves and their community, mitigate risk, and live healthier lives.

Technology for a Sustainable Future Jul 09 2021

Evaluation and Action Research Jan 23 2020 "In this chapter, we introduce the idea of a new framework for research. Within our writing, we define our framework as a model for practice that can be used by people within the organization: these could be leaders, colleagues, researcher-practitioners, and evaluators to improve practice and solve problems in context. The book is about providing support for the thousands of people in organizations who are tasked with finding and solving problems, whether they are formal internal evaluators or not. Our book will enhance organizational capacity to understand and develop these frameworks. Our goal is to introduce this integrated framework in a way that you, our readers can see its connection to your settings, and apply the underlying shared positions and principles to your own work. Finally, the described model serves as the foundation upon which all other chapters' contents have been developed"--

Professional Development in Higher Education Aug 22 2022 First Published in 1994. Routledge is an imprint of Taylor & Francis, an informa company.

Zend Framework in Action Dec 26 2022 From rather humble beginnings as the Personal Home Page scripting language, PHP has found its way into almost every server, corporation, and dev shop in the world. On an average day, somewhere between 500,000 and 2 million coders do something in PHP. Even when you use a well-understood language like PHP, building a modern web application requires tools that decrease development time and cost while improving code quality. Frameworks such as Ruby-on-Rails and Django have been getting a lot of attention as a result. For PHP coders, the Zend Framework offers that same promise without the need to move away from PHP. This powerful collection of components can be used in part or as a whole to speed up the development process. Zend Framework has the backing of Zend Technologies; the driving force behind the PHP programming language in which it is written. The first production release of the Zend Framework became available in July of 2007. Zend Framework in Action is a comprehensive tutorial that shows how to use the Zend Framework to create web-based applications and web services. This book takes you on an over-the-shoulder tour of the components of the Zend Framework as you build a high quality, real-world web application. This book is organized around the techniques you'll use every day as a web developer "data handling, forms, authentication, and so forth. As you follow the running example, you'll learn to build interactive Ajax-driven features into your application without sacrificing nuts-and-bolts considerations like security and performance. This book is aimed at the competent PHP developer who wants to master framework-driven web development. Zend Framework in Action goes beyond the docs but still provides quick access to the most common topics encountered in the development of web applications. Purchase of the print book comes with an offer of a free PDF, ePub, and Kindle eBook from Manning. Also available is all code from the book.

A Framework for Action on Water and Sanitation Dec 14 2021

Framework for Action on Cutaneous Leishmaniasis in the Eastern Mediterranean Region 2014 - 2018 Nov 01 2020 Cutaneous leishmaniasis is one of the main tropical diseases in the WHO Eastern Mediterranean Region. The disease continues to pose a real challenge because it is difficult to control and it requires the intervention of other stakeholders in addition to the health sector. WHO has prepared the Framework for Action on Cutaneous Leishmaniasis in the Eastern Mediterranean Region 2014-2018 with the aim of supporting the efforts that countries devote to decreasing the impact of the disease. This framework sets five regional targets on surveillance, case management, prevention, capacity-building and research, aimed at reducing the disease burden. It addresses how to respond to the need for cutaneous leishmaniasis control and formulates an action plan to make operational the principles and major areas of intervention. A set of indicators and forms offers a standardized tool to assist in reporting and data analysis, thus facilitating comparison between countries of the results obtained in different endemic areas and learning from each other. The framework was developed in consultation with Member States of the Region and experts in the field. It was reviewed by national program managers.

Challenging Corruption in Asia Sep 11 2021 "Challenging Corruption in Asia provides an analytical framework to explore and attempt to answer these questions. Drawing on their experience as public policy advisors and implementers of anticorruption programs, the authors outline a six-step approach to developing effective anticorruption strategies tailored specifically to a country's pattern of corruption and conditions of governance. Case studies are written by researchers and policy advisors from Indonesia, the Philippines, Thailand, and South Korea. Together, they illustrate the impact of country-specific patterns of corruption and governance on anticorruption effectiveness. Emphasis is placed on choosing anticorruption instruments suited to the governance environment, on the key roles played by anticorruption champions, especially civil society organizations and the media, and on the need to make information on the extent and perceptions of corruption widely available." --Résumé de l'éditeur.

Pathways to School Success Feb 16 2022 Pathways to School Success proposes a new framework for action, which should inspire Member States when developing their strategies towards school success. The framework outlines some overarching conditions/key enablers for effective action and proposes a set of policy measures, to be implemented at system level and at school level to promote a whole-institution approach. It enumerates specific actions for supporting school leaders, teachers and trainers and other educational staff and conditions for learners' success.

Lift in Action Jun 20 2022 Summary Lift in Action is a step-by-step exploration of the Lift framework. It moves through the subject quickly using carefully crafted, well-explained examples that make you comfortable from the start. This book is written for developers who are new to both Scala and Lift. About the Technology Lift is a Scala-based web framework designed for extremely interactive and engaging web applications. It's highly scalable, production-ready, and will run in any servlet container. And Lift's convention-over-configuration approach lets you avoid needless work. About this Book Lift in Action is a step-by-step exploration of the Lift framework. It moves through the subject quickly using carefully crafted, well-explained examples that make you comfortable from the start. You'll follow an entertaining Travel Auction application that covers the core concepts and shows up architectural and development strategies. Handy appendixes offer a Scala crash course and guidance for setting up a good coding environment. This book is written for developers who are new to both Scala and Lift and covers just enough Scala to get you started. Purchase of the print book comes with an offer of a free PDF, ePub, and Kindle eBook from Manning. Also available is all code from the book. What's Inside Complete coverage of the Lift framework Security, maintainability, and performance Integration and scaling Covers Lift 2.x Table of Contents PART 1 GETTING STARTED Introducing Lift Hello Lift PART 2 APPLICATION TUTORIAL The auction application Customers, auctions, and bidding Shopping basket and checkout PART 3 LIFT IN DETAIL Common tasks with Lift WebKit SiteMap and access control HTTP in Lift AJAX, wiring, and Comet Persistence with Mapper Persistence with Record *Struts in Action* Dec 02 2020 Struts solves the most common problems of web development. By basing your application on the Struts web application framework, you can reuse proven solutions and focus on what's unique to your own case. Struts is an open-source product distributed by the Apache Software Foundation.

Geophysical Hazards Jan 03 2021 The International Year of Planet Earth (IYPE) was established as a means of raising worldwide public and political awareness of the vast, though frequently under-used, potential the Earth Sciences possess for improving the quality of life of the peoples of the world and safeguarding Earth's rich and diverse environments. The International Year project was jointly initiated in 2000 by the International Union of Geological Sciences (IUGS) and the Earth Science Division of the United Nations Educational, Scientific and Cultural Organisation (UNESCO). IUGS, which is a Non-Governmental Organisation, and UNESCO, an Inter-Governmental Organisation, already shared a long record of productive cooperation in the natural sciences and their application to societal problems, including the International Geoscience Programme (IGCP) now in its fourth decade. With its main goals of raising public awareness of, and enhancing research in the Earth sciences on a global scale in both the developed and less-developed countries of the world, two operational programmes were demanded. In 2002 and 2003, the Series Editors together with Dr. Ted Nield and Dr. Henk Schalke (all four being core members of the Management Team at that time) drew up outlines of a Science and an Outreach Programme. In 2005, following the UN proclamation of 2008 as the United Nations International Year of Planet Earth, the "Year" grew into a triennium (2007-2009).

Leading by Design May 27 2020 By focusing on what students learn rather than what they are taught, schools can redefine their mission and begin the transition to a professional learning community. After interviewing and observing principals, administrators, and teachers, the authors identify seven leadership practices that effective PLC leaders share, along with the techniques that have led them to sustainable success.

The Implementation of Hyogo Framework for Action in South Africa Jun 08 2021 This thesis assesses the implementation of the Hyogo Framework for Action at local level of Kabokweni location, South Africa. The Hyogo Framework for Action is a framework, adopted by the United Nations, focuses on promoting proactive disaster management rather than reactive. This report is based on a case study using a questionnaire called the Views from the Frontline LITE. The questionnaire is developed by the Global Network of Civil Society Organisations for Disaster Reduction as an alternative data collection method to the Views from the Frontline project. This thesis assesses, both in a qualitative and a quantitative way, how well the Hyogo Framework for Action and disaster risk reduction has been implemented in Kabokweni location. The findings of this thesis can be compared and used in other assessments using the Views from the Frontline approach since the Views from the Frontline LITE questionnaire has been used.