

## About the author

Steffie Marijke van Schoten was born on the 3rd of May 1984 in Oegstgeest, the Netherlands. She grew up in Hilversum where she finished secondary education at Adriaan Roland Holst College. She studied Sociology and Social Psychology at the University of Tilburg and graduated in 2006 (MSc Sociology) and 2008 (MSc Social Psychology). During her studies she worked as an intern at an employee assessment company. After finishing Social Psychology in 2008 she worked as a product developer at an international publisher for clinical testing instruments. In February 2010 she started working at NIVEL as a PhD student on the research described in this thesis. During this period she was also involved in the European Union network for patient safety and quality of care (PaSQ) and she was secretary for the internal quality committee of NIVEL for almost two years. Currently she is employed at NIVEL as a post-doc researcher, where she will continue to work on research related to quality of care.