

References to the individual studies included in “Health care professionals’ motivation, their behaviors and the quality of hospital care: a mixed methods systematic review”.

- Agnew, C., & Flin, R. (2014). Senior charge nurses’ leadership behaviours in relation to hospital ward safety: A mixed method study. *International Journal of Nursing Studies*, 51(5), 768-780.
- Attree, M. (2007). Factors influencing nurses’ decisions to raise concerns about care quality. *Journal of Nursing Management*, 15(4), 392-402.
- Battistelli, A., Galletta, M., Portoghese, I., Pohl, S., & Odoardi, C. (2013a). Promoting organizational citizenship behaviors: The mediating role of intrinsic work motivation. *Le Travail Humain*, 76(3), 205-226.
- Battistelli, A., Galletta, M., Portoghese, I., & Vandenberghe, C. (2013b). Mindsets of commitment and motivation: Interrelationships and contribution to work outcomes. *The Journal of Psychology*, 147(1), 17-48.
- Bellou, V., & Thanopoulos, J. (2006). Enhancing service quality in a hospital setting. *Review of Business*, 27(1), 26-32.
- Bolon, D. S. (1997). Organizational citizenship behavior among hospital employees: A multi-dimensional analysis involving job satisfaction and organizational commitment. *Hospital & Health Services Administration*, 42(2), 221-241.
- Boselie, P. (2010). High performance work practices in the health care sector: A Dutch case study. *International Journal of Manpower*, 31(1), 42-58.
- Brubacher, J. R., Hunte, G. S., Hamilton, L., & Taylor, A. (2011). Barriers to and incentives for safety event reporting in emergency departments. *Healthcare Quarterly* 14(3), 57-65.
- Campbell, J. (2008). The effect of nurse champions on compliance with keystone intensive care unit sepsis-screening protocol. *Critical Care Nursing Quarterly*, 31(3), 251-269.
- Carson, K. D., & Carson, P. P. (1998). Career commitment, competencies, and citizenship. *Journal of Career Assessment*, 6(2), 195-208.
- Ceballos, K., Waterman, K., Hulett, T., & Makic, M. B. (2013). Nurse-driven quality improvement interventions to reduce hospital-acquired infection in the NICU. *Advances in Neonatal Care*, 13(3), 154-163.
- Chênevert, D., Vandenberghe, C., & Tremblay, M. (2015). Multiple sources of support, affective commitment, and citizenship behaviors: The moderating role of passive leadership. *Personnel Review*, 44(1), 69-90.
- Chu, C. I., & Hsu, Y. F. (2011). Hospital nurse job attitudes and performance: The impact of employment status. *The Journal of Nursing Research*, 19(1), 53-60.
- Chu, C. I., Lee, M. S., Hsu, H. M., & Chen, I. C. (2005). Clarification of the antecedents of hospital nurse organizational citizenship behavior -- an example from a Taiwan regional hospital. *The Journal of Nursing Research*, 13(4), 313-324.
- Cohen, A. (1999). The relation between commitment forms and work outcomes in Jewish and Arab culture. *Journal of Vocational Behavior*, 54(3), 371-391.
- D'Amato, A., & Zijlstra, F. R. (2008). Psychological climate and individual factors as antecedents of work outcomes. *European Journal of Work and Organizational Psychology*, 17(1), 33-54.
- De Groot, H. A., Burke, L. J., & George, V. M. (1998). Implementing the differentiated pay structure model: Process and outcomes. *Journal of Nursing Administration*, 28(5), 28-38.
- Dearmon, V., Roussel, L., Buckner, E. B., Mulekar, M., Pomrenke, B., Salas, S., . . . Brown, A. (2013). Transforming care at the bedside (TCAB): Enhancing direct care and value added care. *Journal of Nursing Management*, 21(4), 668-678.
- Flynn-O'Brien, K. T., Mandell, S. P., Van Eaton, E., Schleyer, A. M., & McIntyre, L. K. (2015). Surgery and medicine residents’ perspectives of morbidity and mortality confer-

- ence: An interdisciplinary approach to improve ACGME core competency compliance. *Journal of Surgical Education*, 72(6), e258-e266.
- Freeney, Y., & Fellenz, M. R. (2013). Work engagement as a key driver of quality of care: A study with midwives. *Journal of Health Organization and Management*, 27(3), 330-349.
- Freund, A., & Drach-Zahavy, A. (2007). Organizational (role structuring) and personal (organizational commitment and job involvement) factors: Do they predict interprofessional team effectiveness? *Journal of Interprofessional Care*, 21(3), 319-334.
- Galletta, M., & Portoghese, I. (2012). Organizational citizenship behavior in healthcare: The roles of autonomous motivation, affective commitment and learning orientation. *Revue Internationale De Psychologie Sociale*, 25(3), 121-145.
- Gordon, H. J., Demerouti, E., Bipp, T., & Le Blanc, P. M. (2015). The job demands and resources decision making (JD-R-DM) model. *European Journal of Work and Organizational Psychology*, 24(1), 44-58.
- Gregersen, H. B. (1993). Multiple commitments at work and extrarole behavior during three stages of organizational tenure. *Journal of Business Research*, 26(1), 31-47.
- Harvey, G., & Kitson, A. (1996). Achieving improvement through quality: An evaluation of key factors in the implementation process. *Journal of Advanced Nursing*, 24(1), 185-195.
- Harwood, L., Ridley, J., Lawrence-Murphy, J. A., White, S., Spence-Laschinger, H. K., Bevan, J., & O'Brien, K. (2007). Nurses' perceptions of the impact of a renal nursing professional practice model on nursing outcomes, characteristics of practice environments and empowerment - part II. *CANNT Journal*, 17(2), 35-43.
- Hsu, C., Chang, C., Huang, H., & Chiang, C. (2011). The relationships among social capital, organisational commitment and customer oriented prosocial behaviour of hospital nurses. *Journal of Clinical Nursing*, 20(9-10), 1383-1392.
- Huang, C., You, C., & Tsai, M. (2012). A multidimensional analysis of ethical climate, job satisfaction, organizational commitment, and organizational citizenship behaviors. *Nursing Ethics*, 19(4), 513-529.
- Hudelson, P., Cleopas, A., Kolly, V., Chopard, P., & Perneger, T. (2008). What is quality and how is it achieved? practitioners' views versus quality models. *Quality & Safety in Health Care*, 17(1), 31-36.
- Irvine, D., Leatt, P., Evans, M., & Baker, G. (2000). The behavioural outcomes of quality improvement teams: The role of team success and team identification. *Health Services Management Research*, 13(2), 78-89.
- Johnson, A., Hong, H., Groth, M., & Parker, S. K. (2011). Learning and development: Promoting nurses' performance and work attitudes. *Journal of Advanced Nursing*, 67(3), 609-620.
- Kang, D., Stewart, J., Kim, H., & Lim, J. (2012). Unravelling the impact of psychological empowerment on customer service behaviours as a consequence of 'Leader-member exchange'. *The Service Industries Journal*, 32(11), 1791-1809.
- Khatri, N., Halbesleben, J. R., Petroski, G. F., & Meyer, W. (2007). Relationship between management philosophy and clinical outcomes. *Health Care Management Review*, 32(2), 128-139.
- Kosmala-Anderson, J. P., Wallace, L. M., & Turner, A. (2010). Confidence matters: A self-determination theory study of factors determining engagement in self-management support practices of UK clinicians. *Psychology, Health & Medicine*, 15(4), 478-491.
- Kuokkanen, L., & Leino-Kilpi, H. (2001). The qualities of an empowered nurse and the factors involved. *Journal of Nursing Management*, 9(5), 273-280.
- Lee, H. (2001). Willingness and capacity: The determinants of prosocial organizational behaviour among nurses in the UK. *International Journal of Human Resource Management*, 12(6), 1029-1048.

- Leggat, S. G., Bartram, T., Casimir, G., & Stanton, P. (2010). Nurse perceptions of the quality of patient care: Confirming the importance of empowerment and job satisfaction. *Health Care Management Review*, 35(4), 355-364.
- Leung, A., Luu, S., Regehr, G., Murnaghan, M. L., Gallinger, S., & Moulton, C. (2012). "First, do no harm": Balancing competing priorities in surgical practice. *Academic Medicine*, 87(10), 1368-1374.
- Lin, C., & Chang, C. (2015). Job satisfaction of nurses and its moderating effects on the relationship between organizational commitment and organizational citizenship behaviors. *Research and Theory for Nursing Practice*, 29(3), 226-244.
- Lindgren, Å, Bååthe, F., & Dellve, L. (2013). Why risk professional fulfilment: A grounded theory of physician engagement in healthcare development. *The International Journal of Health Planning and Management*, 28(2), e138-e157.
- Lowe, G. (2012). How employee engagement matters for hospital performance. *Healthcare Quarterly*, 15(2), 29-39.
- Lyles, R. D., Moore, N. M., Weiner, S. B., Sikka, M., Lin, M. Y., Weinstein, R. A., . . . CDC Prevention Epicenters Program. (2014). Understanding staff perceptions about klebsiella pneumoniae Carbapenemase-Producing enterobacteriaceae control efforts in chicago long-term acute care hospitals. *Infection Control & Hospital Epidemiology*, 35(4), 367-374.
- Mason, S., O'Keefe, C., Carter, A., O'Hara, R., & Stride, C. (2013). *An evaluation of foundation doctor training: A mixed-methods study of the impact on workforce well-being and patient care [the evaluating the impact of doctors in training (EDiT) study]*. Southampton, UK: NIHR Journals Library.
- Maue, S. K., Segal, R., Kimberlin, C. L., & Lipowski, E. E. (2004). Predicting physician guideline compliance: An assessment of motivators and perceived barriers. *The American Journal of Managed Care*, 10(6), 383-391.
- McNeese-Smith, D. K. (1999). The relationship between managerial motivation, leadership, nurse outcomes and patient satisfaction. *Journal of Organizational Behavior*, 20(2), 243-259.
- Montani, F., Courcy, F., Giorgi, G., & Boilard, A. (2015). Enhancing nurses' empowerment: The role of supervisors' empowering management practices. *Journal of Advanced Nursing*, 71(9), 2129-2141.
- Natan, M. B., Beyil, V., & Neta, O. (2009). Nurses' perception of the quality of care they provide to hospitalized drug addicts: Testing the theory of reasoned action. *International Journal of Nursing Practice*, 15(6), 566-573.
- Neo, F., Edward, K., & Mills, C. (2013). Understanding compliance with protective eyewear amongst peri-operative nurses: A phenomenological inquiry. *Australian Journal of Advanced Nursing*, 31(1), 20.
- O'Boyle, C. A., Henly, S. J., & Larson, E. (2001). Understanding adherence to hand hygiene recommendations: The theory of planned behavior. *American Journal of Infection Control*, 29(6), 352-360.
- Ogrinc, G., Ercolano, E., Cohen, E. S., Harwood, B., Baum, K., Van Aalst, R., . . . Davies, L. (2014). Educational system factors that engage resident physicians in an integrated quality improvement curriculum at a VA hospital: A realist evaluation. *Academic Medicine*, 89(10), 1380-1385.
- Papastavrou, E., Acaroglu, R., Sendir, M., Berg, A., Efstathiou, G., Idvall, E., . . . Lemonidou, C. (2015). The relationship between individualized care and the practice environment: An international study. *International Journal of Nursing Studies*, 52(1), 121-133.
- Plost, G., & Nelson, D. P. (2007). Empowering critical care nurses to improve compliance with protocols in the intensive care unit. *American Journal of Critical Care*, 16(2), 153-6.

- Pohl, S., Dal Santo, L., & Battistelli, A. (2012). Perceived organizational support, job characteristics and intrinsic motivation as antecedents of organizational citizenship behaviours of nurses. *Revue Internationale De Psychologie Sociale*, 25(3), 39-52.
- Prins, J., Van Der Heijden, F., Hoekstra-Weebers, J., Bakker, A., Van de Wiel, H., Jacobs, B., & Gazendam-Donofrio, S. M. (2009). Burnout, engagement and resident physicians' self-reported errors. *Psychology, Health & Medicine*, 14(6), 654-666.
- Purdy, N., Spence Laschinger, H. K., Finegan, J., Kerr, M., & Olivera, F. (2010). Effects of work environments on nurse and patient outcomes. *Journal of Nursing Management*, 18(8), 901-913.
- Rathert, C., Ishqaidef, G., & May, D. R. (2009). Improving work environments in health care: Test of a theoretical framework. *Health Care Management Review*, 34(4), 334-343.
- Redfern, S., & Norman, I. (1999). Quality of nursing care perceived by patients and their nurses: An application of the critical incident technique. part 2. *Journal of Clinical Nursing*, 8(4), 414-421.
- Rodwell, J., McWilliams, J., & Gulyas, A. (2017). The impact of characteristics of nurses' relationships with their supervisor, engagement and trust, on performance behaviours and intent to quit. *Journal of Advanced Nursing*, 73(1), 190-200.
- Salanova, M., Lorente, L., Chambel, M. J., & Martínez, I. M. (2011). Linking transformational leadership to nurses' extra role performance: The mediating role of self efficacy and work engagement. *Journal of Advanced Nursing*, 67(10), 2256-2266.
- Schoenfeld, E. M., Goff, S. L., Elia, T. R., Khordipour, E. R., Poronsky, K. E., Nault, K. A., . . . Mazor, K. M. (2016). The physician as stakeholder: An exploratory qualitative analysis of physicians' motivations for using shared decision making in the emergency department. *Academic Emergency Medicine*, 23(12), 1417-1427.
- Schwappach, D. L., & Gehring, K. (2014). Trade-offs between voice and silence: A qualitative exploration of oncology staff's decisions to speak up about safety concerns. *BMC Health Services Research*, 14(1), 303.
- Shantz, A., Alfes, K., & Arevshatian, L. (2016). HRM in healthcare: The role of work engagement. *Personnel Review*, 45(2), 274-295.
- Simons, P. A., Houben, R., Benders, J., Pijls-Johannesma, M., Vandijck, D., Marneffe, W., . . . Groothuis, S. (2014). Does compliance to patient safety tasks improve and sustain when radiotherapy treatment processes are standardized? *European Journal of Oncology Nursing*, 18(5), 459-465.
- Smith, B., Dalziel, K., McElroy, H., Ruffin, R., Frith, P., McCaul, K., & Cheok, F. (2005). Barriers to success for an evidence-based guideline for chronic obstructive pulmonary disease. *Chronic Respiratory Disease*, 2(3), 121-131.
- Snell, A. J., Briscoe, D., & Dickson, G. (2011). From the inside out: The engagement of physicians as leaders in health care settings. *Qualitative Health Research*, 21(7), 952-967.
- Somers, M., & Birnbaum, D. (2000). Exploring the relationship between commitment profiles and work attitudes, employee withdrawal, and job performance. *Public Personnel Management*, 29(3), 353-366.
- Spence Laschinger, H. K., Nosko, A., Wilk, P., & Finegan, J. (2014). Effects of unit empowerment and perceived support for professional nursing practice on unit effectiveness and individual nurse well-being: A time-lagged study. *International Journal of Nursing Studies*, 51(12), 1615-1623.
- Spence Laschinger, H. K., Wilk, P., Cho, J., & Greco, P. (2009). Empowerment, engagement and perceived effectiveness in nursing work environments: Does experience matter? *Journal of Nursing Management*, 17(5), 636-646.

- Suhonen, R., Stolt, M., Gustafsson, M., Katajisto, J., & Charalambous, A. (2014). The associations among the ethical climate, the professional practice environment and individualized care in care settings for older people. *Journal of Advanced Nursing*, 70(6), 1356-1368.
- Sur, M. D., Schindler, N., Singh, P., Angelos, P., & Langerman, A. (2016). Young surgeons on speaking up: When and how surgical trainees voice concerns about supervisors' clinical decisions. *The American Journal of Surgery*, 211(2), 437-444.
- Tapper, E. B., & Lai, M. (2014). Factors affecting adherence to a quality improvement checklist on an inpatient hepatology service. *Baylor University Medical Center Proceedings*, 27(2) 100-102.
- Teng, C., Dai, Y., Shyu, Y. L., Wong, M., Chu, T., & Tsai, Y. (2009). Professional commitment, patient safety, and patient perceived care quality. *Journal of Nursing Scholarship*, 41(3), 301-309.
- Toode, K., Routasalo, P., Helminen, M., & Suominen, T. (2015). Hospital nurses' working conditions in relation to motivation and patient safety. *Nursing Management*, 21(10), 31-41.
- Tsai, Y., & Wu, S. (2011). Using internal marketing to improve organizational commitment and service quality. *Journal of Advanced Nursing*, 67(12), 2593-2604.
- Van Bogaert, P., van Heusden, D., Timmermans, O., & Franck, E. (2014). Nurse work engagement impacts job outcome and nurse-assessed quality of care: Model testing with nurse practice environment and nurse work characteristics as predictors. *Frontiers in Psychology*, 5, 1-11.
- Van De Steeg, L., Langelaan, M., & Wagner, C. (2014). Can preventable adverse events be predicted among hospitalized older patients? the development and validation of a predictive model. *International Journal for Quality in Health Care*, 26(5), 547-552.
- Van de Wiel, M., & Van den Bossche, P. (2013). Deliberate practice in medicine: The motivation to engage in work-related learning and its contribution to expertise. *Vocations and Learning*, 6(1), 135-158.
- Vandenbergh, C., Bentein, K., & Stinglhamber, F. (2004). Affective commitment to the organization, supervisor, and work group: Antecedents and outcomes. *Journal of Vocational Behavior*, 64(1), 47-71.
- Vogus, T. J., & Iacobucci, D. (2016). Creating highly reliable health care: How reliability-enhancing work practices affect patient safety in hospitals. *ILR Review*, 69(4), 911-938.
- Warshawsky, N. E., Havens, D. S., & Knafl, G. (2012). The influence of interpersonal relationships on nurse managers' work engagement and proactive work behavior. *The Journal of Nursing Administration*, 42(9), 418-425.
- Williams, E. S., Rondeau, K., & Francescutti, L. (2007). Impact of culture on commitment, satisfaction, and extra-role behaviors among Canadian ER physicians. *Leadership in Health Services*, 20(3), 147-158.
- Wong, C. A., Spence Laschinger, H. K., & Cummings, G. G. (2010). Authentic leadership and nurses' voice behaviour and perceptions of care quality. *Journal of Nursing Management*, 18(8), 889-900.
- Xerri, M. J., & Brunetto, Y. (2013). Fostering innovative behaviour: The importance of employee commitment and organisational citizenship behaviour. *The International Journal of Human Resource Management*, 24(16), 3163-3177.
- Zimmerman, B., Reason, P., Rykert, L., Gitterman, L., Christian, J., & Gardam, M. (2013). Front-line ownership: Generating a cure mindset for patient safety. *Healthc Pap*, 13(1), 6-22.