

A how-to approach to planning, implementing, and evaluating redesign efforts . . . this book has much to offer. It is a clear discussion of this commonly used but relatively new strategy. The tools, models, and examples provide much help and insight. It is the kind of book that pays for itself with its practical impact.--Journal of Nursing Care Quality Packed with helpful advice from providers who have undergone successful work and role redesign efforts, including methods for preparing for change, managing the change process, and overcoming barriers.

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