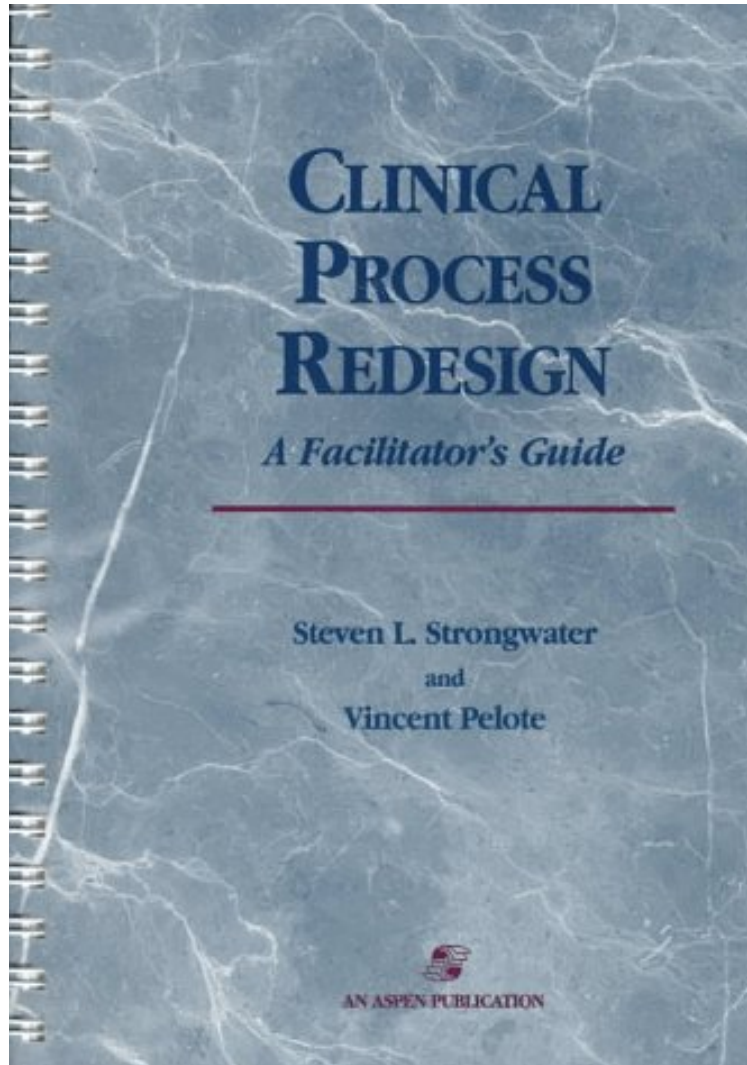


# Clinical Process Redesign: A Facilitator's Guide

*Steven L. Strongwater, Vincent Pelote*

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Clinical Process Redesign is a methodology developed at the University of Massachusetts Medical Center that successfully incorporates reengineering and continuous quality improvement principles into patient care with measurable patient outcomes. Clinical Process Redesign: A Facilitator's Guide includes a detailed, practical redesign

model and a comprehensive clinical case study as well as forms and aids for successful on-the-job implementation.