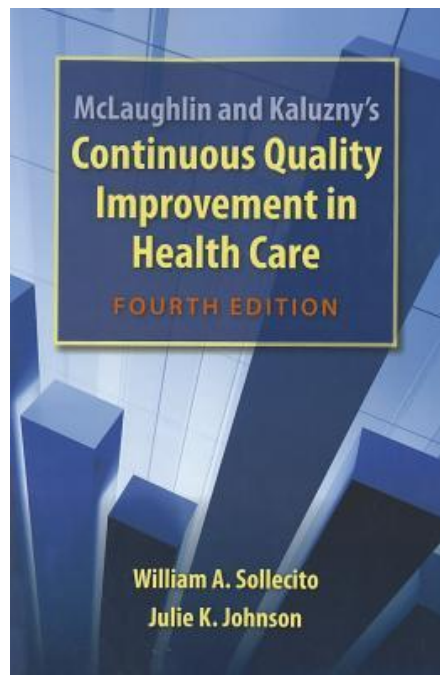




McLaughlin and Kaluzny's Continuous Quality Improvement in Health Care

William A. Sollecito , Julie K. Johnson

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