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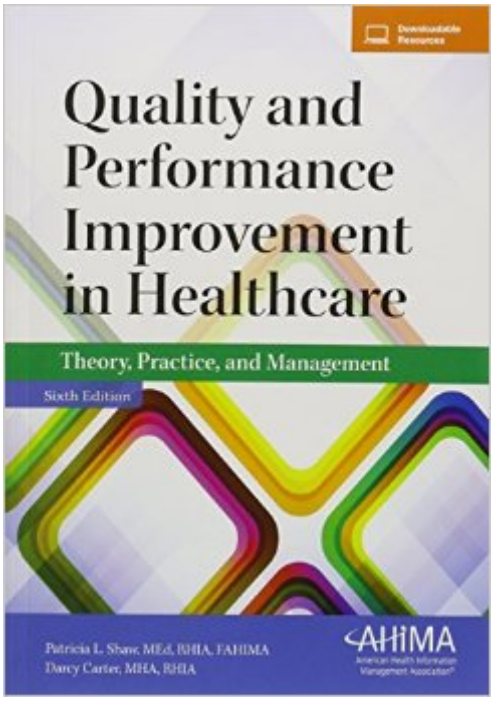

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Paperback

Publisher: AMER HEALTH INFO MANGEMENT ASN; 6 edition (November 15, 2015)

Language: English

ISBN-10: 1584264756

ISBN-13: 978-1584264750

Product Dimensions: 8.4 x 5.8 x 0.7 inches

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I got this book for a college class taught by the author Patricia Shaw. It was a very good class and this book helped me learn the concepts associated with quality and performance improvement in health care. I bought this and will keep it because it will be a good resource in the future.

Everything was as described.

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