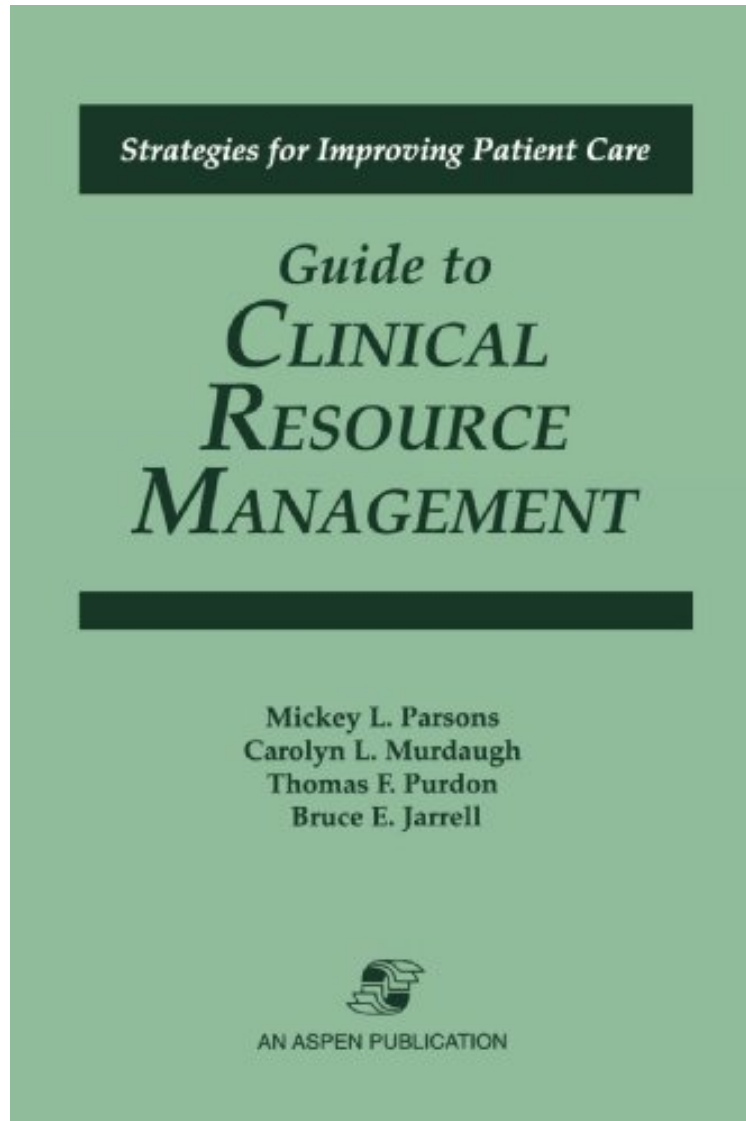


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Mickey Parsons

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Guide to Clinical Resource Management is the first in a series of three handbooks. Clinical Resource Management (CRM) is the next stage in the evolution of restructuring/reengineering. It involves advanced practice clinical case management, restructuring the quality and utilization departments, and creating multidisciplinary clinical service teams that cross the traditional boundaries of hospital departments, clinics, and physicians. The handbook details the design, implementation, and evaluation of a CRM program in an institution well advanced in restructuring the delivery of acute care and offers a strategy for surviving and succeeding in a managed care environment.