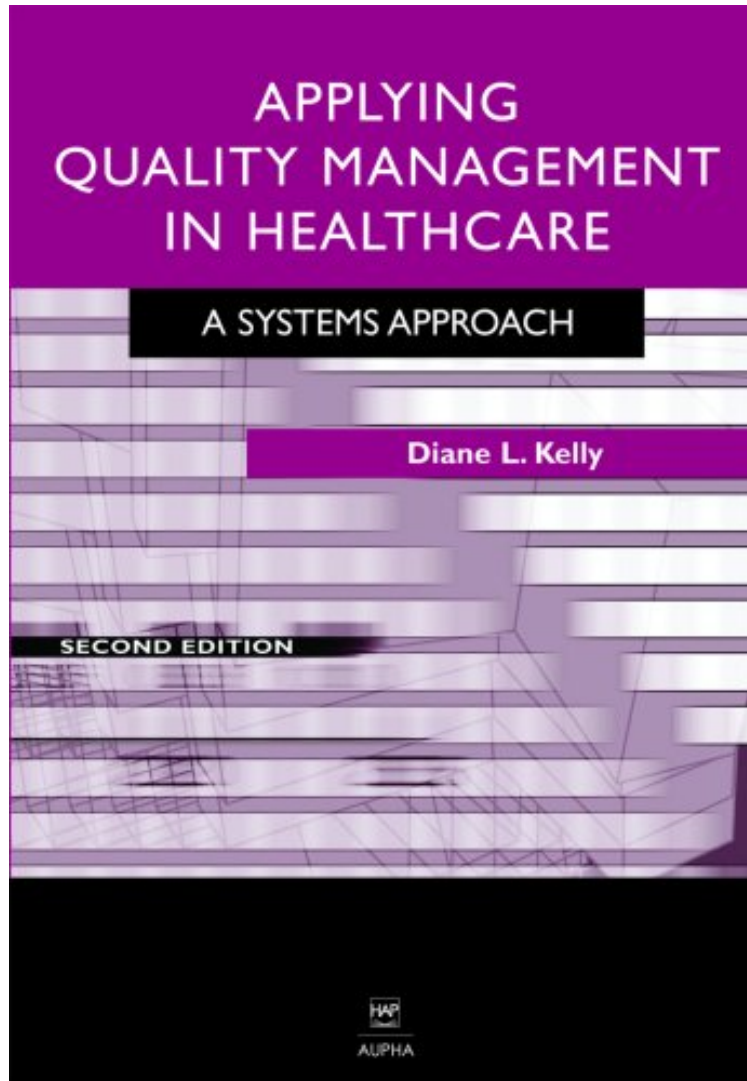


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About the Author Diane L. Kelly, Dr.P.H., M.B.A, R.N., is assistant professor at the University of Utah College of Nursing and is adjunct professor at the the University of North Carolina at Chapel Hill Public Health Leadership Program. Dr. Kelly served as a member of the board of examiners for the Malcolm Baldrige National Quality Program from 1999 through 2001. She serves as an active member of the Editorial Advisory Board for the Joint Commission Journal on Quality and Patient Safety.