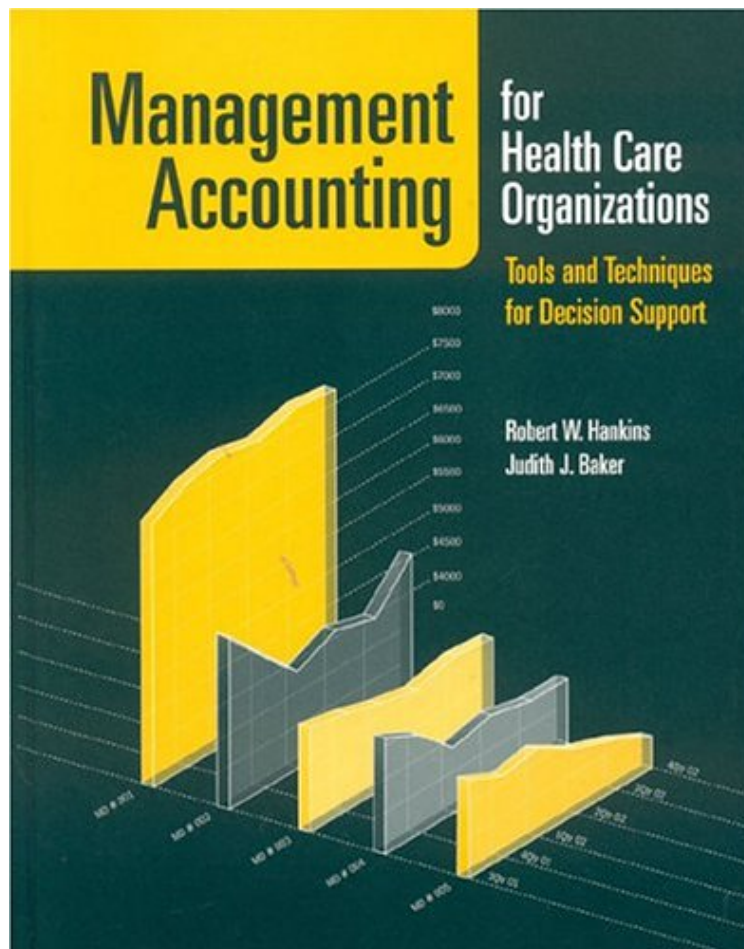


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About the Author Robert W. Hankins, PhD - Department of Health Services Administration, Xavier University of Cincinnati Professor Hankins received a BS degree in electrical engineering from Duke University, an MBA from The Ohio State University and a Ph.D. in business administrations from the Kenan-Flagler School of Business of the University of North Carolina at Chapel Hill. Over the past twenty years he has taught management accounting and financial management in the Department of Health Services Management at Tulane University's School of Public Health and Tropical Medicine and in the Department of Health Administration at Southwest Texas State University. He is currently an associate professor of Health Administration at Xavier University in Cincinnati. Prior to teaching he served as a United States Air Force officer holding both staff and command positions in technical support organizations. Professor Hankins has published in journals such as Medical Care, Socio-Economic Planning Sciences, and Healthcare Information Management, and the Texas Journal of Rural Health. He has been a principal investigator for a HCFA cooperative agreement project, a reviewer for the Academy of Management and the Southern Management Association, and a speaker for seminars held by organizations to include the American Public Health Association, Texas Public Health Association, Operations Research Society of America, American College Health Association, the Health Care Financial Management Association and private professional education groups. His teaching and research is centered on the identification, generation, and presentation of information for decision making.