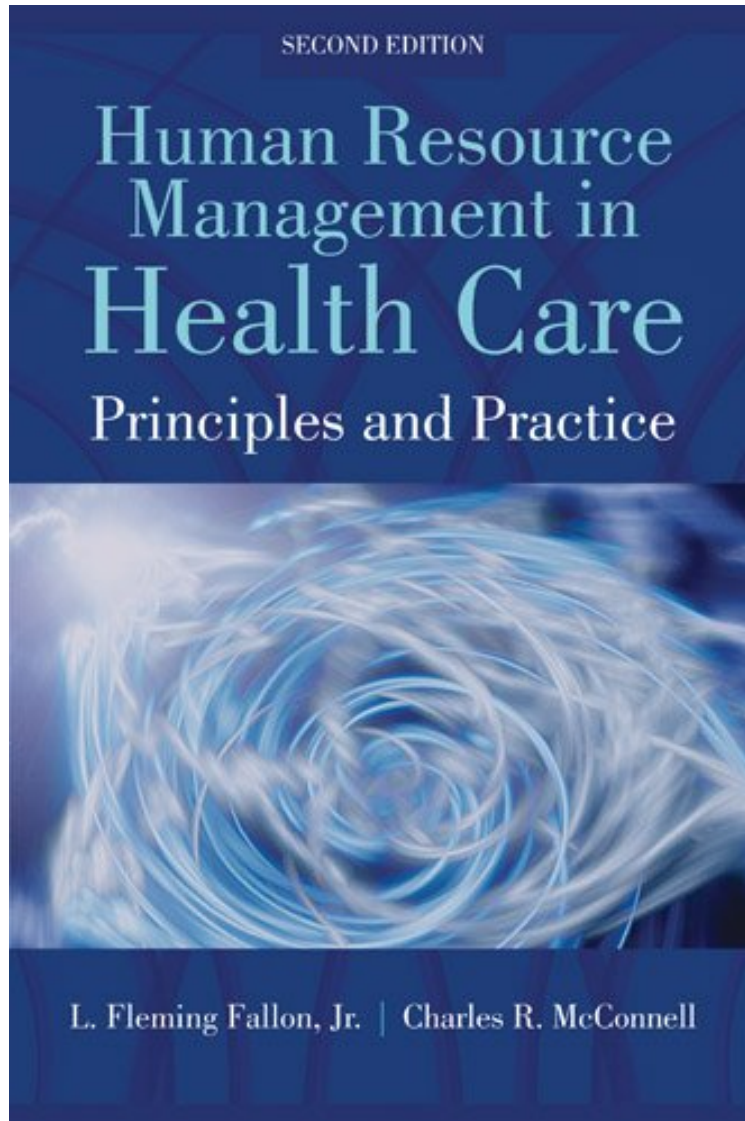


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# Human Resource Management In Health Care: Principles and Practices

*Jr., L. Fleming Fallon, Charles R. McConnell*  
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- All data updated throughout
- New section on health care legislation
- New section in each chapter, "Customer Service Box", that emphasizes the importance of customer service in the context of the material presented in the chapter.
- Completely revised instructor ancillary material.