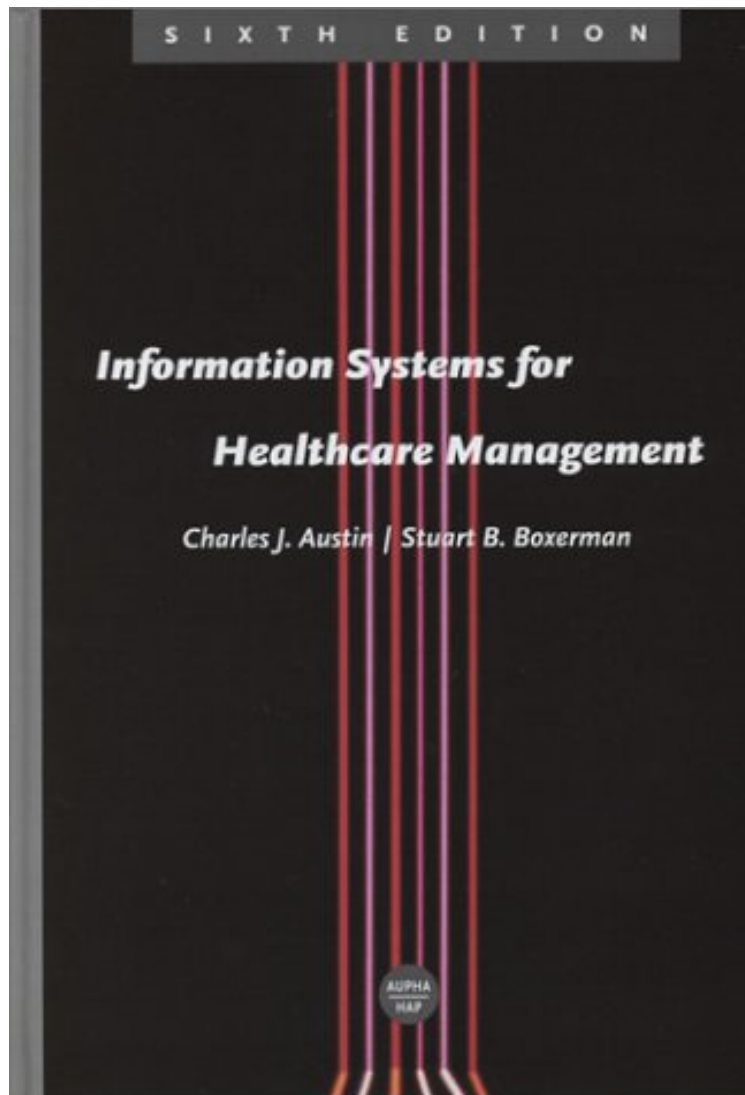


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Charles J. Austin, Stuart B. Boxerman
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About the AuthorCharles J. Austin, Ph.D. is a retired university professor and administrator. He has served in numerous academic leadership positions including President of East Texas State University (now Texas AM University, Commerce), Vice President for Academic Affairs at Georgia Southern University, and Dean of Graduate Studies at Trinity University in San Antonio, Texas. Stuart B. Boxerman, D.Sc. is associate professor and Director of the Health Administration Program at Washington University School of Medicine, St. Louis, Missouri. He teaches courses in quantitative methods and health information systems. Current research activities include improvement of patient care delivery processes, benefits of decision support systems, applications of simulation modelling, and the quantification of the value of information.