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# Hardwiring Excellence Purpose Worthwhile Work Making A Difference

**manage what you measure making the most of your hcahps ...** - studergroup 1 © 2008 studer group  
*manage what you measure...making the most of your hcahps results nina setia, director of service excellence, hackensack ...* **studer group® glossary of terms** - xstuder group® glossary of terms page 4 of 4 © studer group\_rev 4.4.12 pillars: a foundation and framework used to set organizational goals and the evaluation process.

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