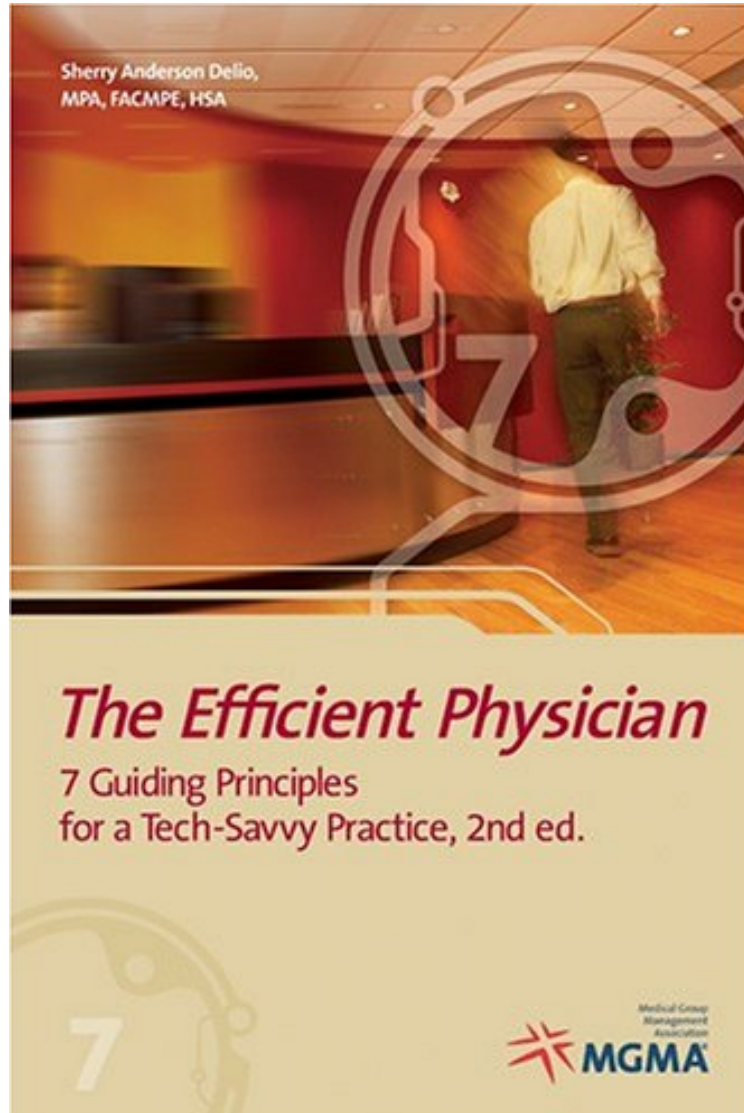


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About the Author Anderson Delio, MPA, HSA, FACMPE, President of Delio Consulting, is a Registered Nurse who has been working as a group management administrator and a practice management consultant since 1984. She holds a master's degree in public administration with an emphasis in health services administration from the University of San Francisco. She also became a Fellow of the American College of Medical Practice Executives in 2004. Sherry has worked on three Institute of Health care Initiatives (IHI) related to access and wait time initiatives - one as a participant and two as faculty. She also speaks nationally on practice improvement issues. Sherry is the co-author of the first edition of *The Making of an Efficient Physician*, and author of *The Perfect Practice for an Efficient Physician*.