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Process Improvement with Electronic Health Records

A Stepwise Approach to Workflow and Process Management

CRC Press Although physicians and hospitals are receiving incentives to use electronic health records (EHRs), there is little emphasis on workflow and process improvement by providers or vendors. As a result, many healthcare organizations end up with incomplete product specifications and poor adoption rates. Process Improvement with Electronic Health Records:

Competitive Advantage

Creating and Sustaining Superior Performance

Simon and Schuster Now beyond its eleventh printing and translated into twelve languages, Michael Porter's *The Competitive Advantage of Nations* has changed completely our conception of how prosperity is created and sustained in the modern global economy. Porter's groundbreaking study of international competitiveness has shaped national policy in countries around the world. It has also transformed thinking and action in states, cities, companies, and even entire regions such as Central America. Based on research in ten leading trading nations, *The Competitive Advantage of Nations* offers the first theory of competitiveness based on the causes of the productivity with which companies compete. Porter shows how traditional comparative advantages such as natural resources and pools of labor have been superseded as sources of prosperity, and how broad macroeconomic accounts of competitiveness are insufficient. The book introduces Porter's "diamond," a whole new way to understand the competitive position of a nation (or other locations) in global competition that is now an integral part of international business thinking. Porter's concept of "clusters," or groups of interconnected firms, suppliers, related industries, and institutions that arise in particular locations, has become a new way for companies and governments to think about economies, assess the competitive advantage of locations, and set public policy. Even before publication of the book, Porter's theory had guided national reassessments in New Zealand and elsewhere. His ideas and personal involvement have shaped strategy in countries as diverse as the Netherlands, Portugal, Taiwan, Costa Rica, and India, and regions such as Massachusetts, California, and the Basque country. Hundreds of cluster initiatives have flourished throughout the world. In an era of intensifying global competition, this pathbreaking book on the new wealth of nations has become the standard by which all future work must be measured.

California Management Review

United States of America Before the Securities and Exchange Commission in the Matter of McKesson & Robbins, Inc

Pursuant to Section 21 (a) of the Securities Exchange Act of 1934. Report on Investigation

ASTD Handbook for Workplace Learning Professionals

American Society for Training and Development Here's the "must have" reference book for anyone involved in training, human resources development, and workplace learning. Published by the most trusted name in the industry, "The ASTD Handbook for Workplace Learning Professionals" is a required tool for all learning professionals. This practical "go to" resource is a new contribution to the field, comprising 50+ chapters, each authored by renowned industry practitioners. The handbook offers the most up-to-date methodologies and practices covering the entire range of the training and development profession and also includes valuable worksheets and tools on a companion CD-ROM.

Perspectives on Essential Health Benefits

Workshop Report

National Academies Press The Patient Protection and Affordable Care Act (herein known as the Affordable Care Act [ACA]) was signed into law on March 23, 2010. Several provisions of the law went into effect in 2010 (including requirements to cover children up to age 26 and to prohibit insurance companies from denying coverage based on preexisting conditions for children). Other provisions will go into effect during 2014, including the requirement for all individuals to purchase health insurance. In 2014, insurance purchasers will be allowed, but not obliged, to buy their coverage through newly established health insurance exchanges (HIEs)--marketplaces designed to make it easier for customers to comparison shop among plans and for low and moderate income individuals to obtain public subsidies to purchase private health insurance. The exchanges will offer a choice of private health plans, and all plans must include a standard core set of covered benefits, called essential health benefits (EHBs). The Department of Health and Human Services requested that the Institute of Medicine (IOM) recommend criteria and methods for determining and updating the EHBs. In response, the IOM convened two workshops in 2011 where experts from federal and state government, as well as employers, insurers, providers, consumers, and health care researchers were asked to identify current methods for determining medical necessity, and share decision-making approaches to determining which benefits would be covered and other benefit design practices. Essential Health Benefits summarizes the presentations in this workshop. The committee's recommendations will be released in a subsequent report.

The Green to Gold Business Playbook

How to Implement Sustainability Practices for Bottom-Line Results in Every Business Function

John Wiley & Sons "Implement the green strategies outlined in Dan Esty's and Andrew Winston's bestseller *Green to Gold*" Hard-nosed business advice for gaining competitive advantage through sustainability action in buildings and operations, information technology, product design, sourcing, manufacturing, logistics and transportation, marketing, accounting, and other key business functions Whether you are a climate change skeptic or an environmentalist, sustainability issues cannot be ignored in today's corporate world. With rising energy and natural resource costs, intensified regulations, investor pressures, and a growing demand for environmentally friendly products, sustainability is no longer an option—it's a business imperative. Unlike many green business books, the Playbook skips the environmental ideology and deals exclusively with tools and strategies that have been shown to cut costs, reduce risks, drive revenues, and build brand identity. Builds on Dan Esty and Andrew Winston's prizewinning *Green to Gold*, which has become a business classic and a staple of management training across the world. Shows in detail how each business function or department can achieve an eco-advantage over the competition Offers frameworks, checklists, and action plans applicable to any business—big or small, in manufacturing or services The Green to Gold Business Playbook gives you the tools to make green work-and work profitably-for your business.

ANSI/AAMI St58:2013: Chemical Sterilization and High-Level Disinfection in Health Care Facilities

Association for the Advancement of Medical Instrumentation (AAMI) This recommended practice provides guidelines for the selection and use of liquid chemical sterilants (LCSs)/high-level disinfectants (HLDs) and gaseous chemical sterilizers that have been cleared for marketing by the U.S. Food and Drug Administration for use in hospitals and other health care facilities. Included within the scope of this recommended practice are functional and physical design criteria for chemical sterilization and high-level disinfection processing areas; staff qualifications, education, and other personnel considerations; criteria for selecting LCSs/HLDs and gaseous chemical sterilizers; safety and efficacy considerations in the use of LCSs/HLDs and gaseous chemical sterilizers; preparation of devices for processing by chemical sterilization or high-level disinfection; quality control methods; and quality process improvement. Definitions of terms and informative annexes are also provided.

Clinical Practice Guidelines We Can Trust

National Academies Press Advances in medical, biomedical and health services research have reduced the level of uncertainty in clinical practice. Clinical practice guidelines (CPGs) complement this progress by establishing standards of care backed by strong scientific evidence. CPGs are statements that include recommendations intended to optimize patient care. These statements are informed by a systematic review of evidence and an assessment of the benefits and costs of alternative care options. *Clinical Practice Guidelines We Can Trust* examines the current state of clinical practice guidelines and how they can be improved to enhance healthcare quality and patient outcomes. Clinical practice guidelines now are ubiquitous in our healthcare system. The Guidelines International Network (GIN) database currently lists more than 3,700 guidelines from 39 countries. Developing guidelines presents a number of challenges including lack of transparent methodological practices, difficulty reconciling conflicting guidelines, and conflicts of interest. *Clinical Practice Guidelines We Can Trust* explores questions surrounding the quality of CPG development processes and the establishment of standards. It proposes eight standards for developing trustworthy clinical practice guidelines emphasizing transparency; management of conflict of interest ; systematic review--guideline development intersection; establishing evidence foundations for and rating strength of guideline recommendations; articulation of recommendations; external review; and updating. *Clinical Practice Guidelines We Can Trust* shows how clinical practice guidelines can enhance clinician and patient decision-making by translating complex scientific research findings into recommendations for clinical practice that are relevant to the individual patient encounter, instead of implementing a one size fits all approach to patient care. This book contains information directly related to the work of the Agency for Healthcare Research and Quality (AHRQ), as well as various Congressional staff and policymakers. It is a vital resource for medical specialty societies, disease advocacy groups, health professionals, private and international organizations that develop or use clinical practice guidelines, consumers, clinicians, and payers.

Law & Business Directory of Environmental Attorneys

Evidence-Based Medicine and the Changing Nature of Health Care

2007 IOM Annual Meeting Summary

National Academies Press Drawing on the work of the Roundtable on Evidence-Based Medicine, the 2007 IOM Annual Meeting assessed some of the rapidly occurring changes in health care related to new diagnostic and treatment tools, emerging genetic insights, the developments in information technology, and healthcare costs, and discussed the need for a stronger focus on evidence to ensure that the promise of scientific discovery and technological innovation is efficiently captured to provide the right care for the right patient at the right time. As new discoveries continue to expand the universe of medical interventions, treatments, and methods of care, the need for a more systematic approach to evidence development and application becomes increasingly critical. Without better information about the effectiveness of different treatment options, the resulting uncertainty can lead to the delivery of services that may be unnecessary, unproven, or even harmful. Improving the evidence-base for medicine holds great potential to increase the quality and efficiency of medical care. The Annual Meeting, held on October 8, 2007, brought together many of the nation's leading authorities on various aspects of the issues - both challenges and opportunities - to present their perspectives and engage in discussion with the IOM membership.

Clinical Informatics Study Guide

Text and Review

Springer This book provides content that arms clinicians with the core knowledge and competencies necessary to be effective informatics leaders in health care organizations. The content is drawn from the areas recognized by the American Council on Graduate Medical Education (ACGME) as necessary to prepare physicians to become Board Certified in Clinical Informatics. Clinical informaticians transform health care by analyzing, designing, selecting, implementing, managing, and evaluating information and communication technologies (ICT) that enhance individual and population health outcomes, improve patient care processes, and strengthen the clinician-patient relationship. As the specialty grows, the content in this book covers areas useful to nurses, pharmacists, and information science graduate students in clinical/health informatics programs. These core competencies for clinical informatics are needed by all those who lead and manage ICT in health organizations, and there are likely to be future professional certifications that require the content in this text.

How information gives you competitive advantage

the information revolution is transforming the nature of competition

The Effortless Experience

Conquering the New Battleground for Customer Loyalty

Penguin UK A new breakthrough idea about how to win customer loyalty from Matthew Dixon, the bestselling author of *The Challenger Sale*. Everyone knows that the best way to create customer loyalty is with service so good, so over the top, that it surprises and delights. But what if everyone is wrong? In their acclaimed bestseller *The Challenger Sale*, Matthew Dixon and his colleagues at CEB busted longstanding myths about sales. Now they've turned to a new vital business subject - customer loyalty - with a book that turns conventional wisdom on its head. Companies devote untold time and resources trying to dazzle customers. Yet CEB's careful research proves that is wildly overrated: loyalty has a lot more to do with how well companies deliver on their basic promises than on how dazzling the service experience might be. Forget bells and whistles and just solve your customer's problems. *The Effortless Experience* lays out the four pillars of a low-effort customer experience, with robust data, insights and profiles. Here are tools and templates you can start applying right away to improve service, reduce costs, and ultimately generate the elusive loyalty that the 'dazzle factor' fails to deliver. The rewards are there for the taking, and the pathway to achieving them is now clearly marked. 'A business detective story, in which cherished truths are systematically investigated and frequently debunked' -Dan Heath, coauthor of *Decisive*, *Switch*, and *Made to Stick*. Matt Dixon is Executive Director of the Sales & Service Practice at CEB. He is a frequent contributor to the *Harvard Business Review*, and his previous book, *The Challenger Sale*, was a *Wall Street Journal* bestseller. Nick Toman is Senior Director of Research for CEB's Sales & Services Practice and is a frequent contributor to the *Harvard Business Review*. Rick DeLisi is Senior Director of Advisory Services for CEB's Sales & Service Practice and a noted public speaker and facilitator.

ABA/BNA Lawyers' Manual on Professional Conduct

Accelerating Performance

How Organizations Can Mobilize, Execute, and Transform with Agility

John Wiley & Sons "Accelerating Performance is not just another "warm and fuzzy" change management book--it's a practical, comprehensive, data-driven action plan for picking up the pace and achieving more"--

Find Your Why

A Practical Guide for Discovering Purpose for You and Your Team

Penguin UK Simon Sinek's recent video on 'The Millennial Question' went viral with over 180 million views. *Find Your Why* is the follow up to *Start with Why*, the global bestseller and the subject of the third most watched TED Talk of all time. With *Start With Why*, Simon Sinek inspired a movement to build a world in which the vast majority of us can feel safe while we are at work and fulfilled when we go home at night. Now, along with two of his colleagues, Peter Docker and David Mead, Sinek has created a guide to the most important step any business can take: finding your why. This easy-to-follow guide starts with the search for your personal why, and then expands to helping your colleagues find your organization's why. With detailed instructions on every stage in the process, the book also answers common concerns, such as: What if my why sounds like my competitor's? Can you have more than one why? And, if my work doesn't match my why, what do I do? Whether you're entry level or a CEO, whether your team is run by the founder or a recent hire, these simple steps will lead you on a path to a more fulfilling life and long-term success for you and your colleagues.

Prepositioning Antibiotics for Anthrax

National Academies Press If terrorists released *Bacillus anthracis* over a large city, hundreds of thousands of people could be at risk of the deadly disease anthrax-caused by the *B. anthracis* spores-unless they had rapid access to antibiotic medical countermeasures (MCM). Although plans for rapidly delivering MCM to a large number of people following an anthrax attack have been greatly enhanced during the last decade, many public health authorities and policy experts fear that the nation's current systems and plans are insufficient to respond to the most challenging scenarios, such as a very large-scale anthrax attack. The U.S. Department of Health and Human Services' Office of the Assistant Secretary for Preparedness and Response commissioned the Institute of Medicine to examine the potential uses, benefits, and disadvantages of strategies for repositioning antibiotics. This involves storing antibiotics close to or in the possession of the people who would need rapid access to them should an attack occur. *Prepositioning Antibiotics for Anthrax* reviews the scientific evidence on the time window in which antibiotics successfully prevent anthrax and the implications for decision making about prepositioning, describes potential prepositioning strategies, and develops a framework to assist state, local, and tribal public health authorities in determining whether prepositioning strategies would be beneficial for their communities. However, based on an analysis of the likely health benefits, health risks, and relative costs of the different prepositioning strategies, the book also develops findings and recommendations to provide jurisdictions with some practical insights as to the circumstances in which different prepositioning strategies may be beneficial. Finally, the book identifies federal- and national-level actions that would facilitate the evaluation and development of prepositioning strategies. Recognizing that communities across the nation have differing needs and capabilities, the findings presented in this report are intended to assist public health officials in considering the benefits, costs, and trade-offs involved in developing alternative prepositioning strategies appropriate to their particular communities.

Effects of Health Care Payment Models on Physician Practice in the United States

Follow-Up Study

This report, sponsored by the American Medical Association (AMA), describes how alternative payment models (APMs) affect physicians, physicians' practices, and hospital systems in the United States. Payment models discussed include fee for service, capitation, episode-based and bundled, shared savings, pay for performance, retainer-based, and combined payment models such as medical homes and accountable care organizations.

Clinical Practice Guidelines

Directions for a New Program

National Academies Press The Alberta clinical practice guidelines program is supporting appropriate, effective and quality medical care in Alberta through promotion, development and implementation of evidence-based clinical practice guidelines.

Global Business Regulation

Cambridge University Press Across an amazing sweep of the critical areas of business regulation - from contract, intellectual property and corporations law, to trade, telecommunications, labour standards, drugs, food, transport and environment - this book confronts the question of how the regulation of business has shifted from national to global institutions. Based on interviews with 500 international leaders in business and government, this book examines the role played by global institutions such as the WTO, the OECD, IMF, Moody's and the World Bank, as well as various NGOs and significant individuals. The authors argue that effective and decent global regulation depends on the determination of individuals to engage with powerful agendas and decision-making bodies that would otherwise be dominated by concentrated economic interests. This book will become a standard reference for readers in business, law, politics and international relations.

Chambers USA

America's Leading Business Lawyers

Stop Physician Burnout

What to Do When Working Harder Isn't Working

Physician Burnout to Your Ideal Practice is possible using this first comprehensive stress-reduction resource for practicing physicians. You can be a modern physician and have an extraordinary life when you learn and practice the tools in this book. Use this book to STOP the downward spiral of physician burnout with field-tested, doctor-approved techniques discovered through thousands of hours of one-on-one coaching with physicians facing career threatening burnout. Dr. Dike Drummond MD, CEO and founder of TheHappyMD.com will show you burnout's symptoms, effects, and complications; burnout's pathophysiology and four main causes; how to bypass the invisible doctor "Mind Trash" that gets in the way of your recovery; 14 proven burnout prevention techniques and FREE access to an additional 15 techniques on our Power Tools web page - a private resource library; and a step-by-step method to build a more Ideal Practice and a more balanced life whether or not you are suffering from burnout at the moment.

Chambers USA

America's Leading Business Lawyers 2003-2004

The New Manufacturing

Harvard Business Review Press After a long period as a functional backwater, manufacturing has gained new prominence as a problem and as a powerful resource. The experts represented in this paperback collection of Harvard Business Review articles argue that the manufacturing function should be the core of strategic thinking in industrial companies. Special sections examine related topics such as collaborative design.

Linkage Inc's Best Practices in Leadership Development Handbook

Case Studies, Instruments, Training

John Wiley & Sons Leadership development is a planned effort that enhances the learner's capacity to lead people. Building on the success of the first edition, Linkage conducted a study of over 300 top organizations and their needs in organizational change and leadership development that identifies approaches to leadership development that have proven to be successful. The work offers practical "how-to" instructions developing leaders and engaging in leadership development. It provides current in-depth models, assessments, tools, and other instruments that can be used for immediate application within a variety of organizations.

Framework for Equitable Allocation of COVID-19 Vaccine

National Academies Press In response to the coronavirus disease 2019 (COVID-19) pandemic and the societal disruption it has brought, national governments and the international community have invested billions of dollars and immense amounts of human resources to develop a safe and effective vaccine in an unprecedented time frame. Vaccination against this novel coronavirus, severe acute respiratory syndrome coronavirus 2 (SARS-CoV-2), offers the possibility of significantly reducing severe morbidity and mortality and transmission when deployed alongside other public health strategies and improved therapies. Health equity is intertwined with the impact of COVID-19 and there are certain populations that are at increased risk of severe illness or death from COVID-19. In the United States and worldwide, the pandemic is having a disproportionate impact on people who are already disadvantaged by virtue of their race and ethnicity, age, health status, residence, occupation, socioeconomic condition, or other contributing factors. Framework for Equitable Allocation of COVID-19 Vaccine offers an overarching framework for vaccine allocation to assist policy makers in the domestic and global health communities. Built on widely accepted foundational principles and recognizing the distinctive characteristics of COVID-19, this report's recommendations address the commitments needed to implement equitable allocation policies for COVID-19 vaccine.

Vault Guide to Finance Interviews

Vault Reports Incorporated From the Vault Career Library covering the basics of financial statements, fit portion of interviews and equity and debt valuation techniques in a step-by-step process.

California Lawyers

Healthcare Reference Book

United States of America Before the Securities and Exchange Commission in the Matter of McKesson & Robbins, Inc

Report on Investigation

Taylor & Francis

Corporate Practice Series

Nursing Informatics

Where Caring and Technology Meet

Springer Science & Business Media Since publication of the first edition in 1988, this book has established itself as the premier reference text for nurses, nursing administrators, nursing students, and other health care professionals who seek a state-of-the-art review of the role of IT in the nursing profession. The third edition of this seminal work keeps readers at the forefront of the rapidly evolving field of nursing informatics, examining new trends and thoroughly updating and revising all content. New chapters include: Selecting a Nursing Informatics Consultant; Project Management; Consumer Informatics; Data Mining; Education (CME, Patient); Electronic Medical Imaging; Nursing Informatics Competencies; Telehealth and Implications; Business Process Reengineering; Nursing's Role in Telehealth.

The Health Care Data Guide

Learning from Data for Improvement

John Wiley & Sons The Health Care Data Guide is designed to help students and professionals build a skill set specific to using data for improvement of health care processes and systems. Even experienced data users will find valuable resources among the tools and cases that enrich The Health Care Data Guide. Practical and step-by-step, this book spotlights statistical process control (SPC) and develops a philosophy, a strategy, and a set of methods for ongoing improvement to yield better outcomes. Provost and Murray reveal how to put SPC into practice for a wide range of applications including evaluating current process performance, searching for ideas for and determining evidence of improvement, and tracking and documenting sustainability of improvement. A comprehensive overview of graphical methods in SPC includes Shewhart charts, run charts, frequency plots, Pareto analysis, and scatter diagrams. Other topics include stratification and rational sub-grouping of data and methods to help predict performance of processes. Illustrative examples and case studies encourage users to evaluate their knowledge and skills interactively and provide opportunity to develop additional skills and confidence in displaying and interpreting data. Companion Web site: www.josseybass.com/go/provost

Tele-oncology

Springer This book explains how telemedicine can offer solutions capable of improving the care and survival rates of cancer patients and can also help patients to live a normal life in spite of their condition. Different fields of application – community, hospital and home based – are examined, and detailed attention is paid to the use of tele-oncology in rural/extreme rural settings and in developing countries. The impact of new technologies and the opportunities afforded by the social web are both discussed. The concluding chapters consider eLearning in relation to cancer care and assess the scope for education to improve prevention. No medical condition can shatter people's lives as cancer does today and the need to develop strategies to reduce the disease burden and improve quality of life is paramount. Readers will find this new volume in Springer's TELe Health series to be a rich source of information on the important contribution that can be made by telemedicine in achieving these goals.

The Culture Map

Breaking Through the Invisible Boundaries of Global Business

PublicAffairs An international business expert helps you understand and navigate cultural differences in this insightful and practical guide, perfect for both your work and personal life. Americans precede anything negative with three nice comments; French, Dutch, Israelis, and Germans get straight to the point; Latin Americans and Asians are steeped in hierarchy; Scandinavians think the best boss is just one of the crowd. It's no surprise that when they try and talk to each other, chaos breaks out. In The Culture Map, INSEAD professor Erin Meyer is your guide through this subtle, sometimes treacherous terrain in which people from starkly different backgrounds are expected to work harmoniously together. She provides a field-tested model for decoding how cultural differences impact international business, and combines a smart analytical framework with practical, actionable advice.

The Visible Hand

The Managerial Revolution in American Business

Harvard University Press Examines the processes of production and distribution in the U.S. and the ways in which their management has become increasingly systematized

Knowing What Works in Health Care

A Roadmap for the Nation

National Academies Press There is currently heightened interest in optimizing health care through the generation of new knowledge on the effectiveness of health care services. The United States must substantially strengthen its capacity for assessing evidence on what is known and not known about "what works" in health care. Even the most sophisticated clinicians and consumers struggle to learn which care is appropriate and under what circumstances. *Knowing What Works in Health Care* looks at the three fundamental health care issues in the United States--setting priorities for evidence assessment, assessing evidence (systematic review), and developing evidence-based clinical practice guidelines--and how each of these contributes to the end goal of effective, practical health care systems. This book provides an overall vision and roadmap for improving how the nation uses scientific evidence to identify the most effective clinical services. *Knowing What Works in Health Care* gives private and public sector firms, consumers, health care professionals, benefit administrators, and others the authoritative, independent information required for making essential informed health care decisions.

Gloom to Boom

How Leaders Transform Risk into Resilience and Value

Routledge Leaders – whether in business, government or the nonprofit sector – take risks but often without fully understanding risk at a strategic level. Expanding upon the well-known "ESG" risks, this book explains the key nonfinancial (environmental, social, governance and technological or ESGT) risks. For many leaders (including board members), taking risk without knowledge or preparation can lead to organizational crisis, scandal and value destruction. For those who are prepared, resilience follows and so does the ability to transform ESGT risk into opportunity and value for stakeholders. In this book, global governance, risk, ethics and cyber strategist, author and board member, Andrea Bonime-Blanc, shows practitioners at all levels how to effectively identify and manage their top ESGT risks to avoid crises and transform risk into sustainable long-term resilience and value. *Gloom to Boom* is a book for everyone – from the highest levels of leadership in an organization (the board, CEO and C-suite), to other senior leaders (the chief risk officer, CFO, general counsel, head of CSR and sustainability, CISO, CHRO), and midlevel leaders, students and folks simply interested in current affairs and the role and impact of strategic risk and opportunity on their lives.

Aligning Human Resources and Business Strategy

Routledge What difference can the aspiring HR strategist really make to business value? In the new edition of her ground-breaking book, Linda Holbeche answers this question and provides the tools and insights to help HR managers and directors add value to the organization by implementing effective HR initiatives that are aligned to core business strategies. Featuring updated profiles and case studies from top HR strategists who have used their skills to deliver a variety of key business objectives, *Aligning Human Resources and Business Strategy*, 2nd edition provides inspiration and guidance on how to apply the theory to challenges in your organization. Learn how you can strengthen and prove the relationship between people strategy and business success through your approach to performance and development and impress at the highest levels with this new edition of an HR classic. Linda Holbeche is Director of Research and Policy at the Chartered Institute of Personnel and Development (CIPD). Linda chairs and speaks at meetings and conferences worldwide and appeared at number six in *Human Resources* magazine's HR most influential 2008 roll call of top industry thinkers.