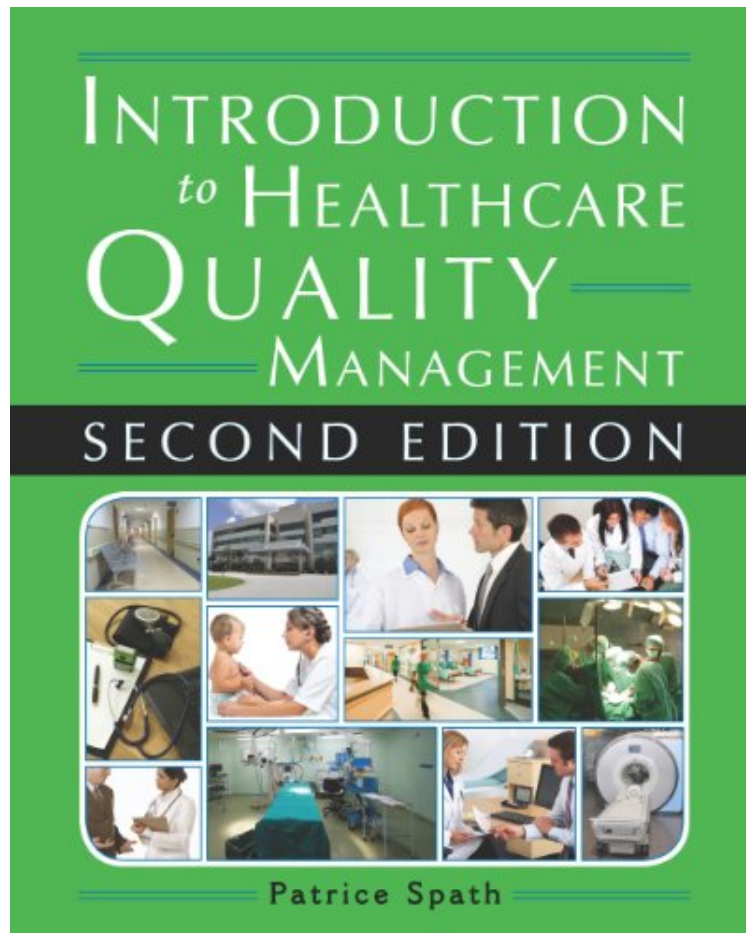


Introduction to Healthcare Quality Management, Second Edition

Patrice L. Spath

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Introduction to Healthcare Quality Management explains the basic principles and techniques of quality management in healthcare. This revised edition features a new chapter devoted to the use of high-reliability concepts that help organizations achieve safety, quality, and efficiency goals. This reader-friendly book, complete with helpful charts and

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About the Author Patrice L. Spath, RHIT, is a health information management professional with broad experience in healthcare quality and safety improvement. She is president of Brown-Spath Associates, a healthcare publishing and training company. During the past 25 years, Spath has presented more than 350 educational programs on healthcare quality management topics. Spath is an adjunct assistant professor in the Department of Health Services Administration at the University of Alabama, Birmingham.