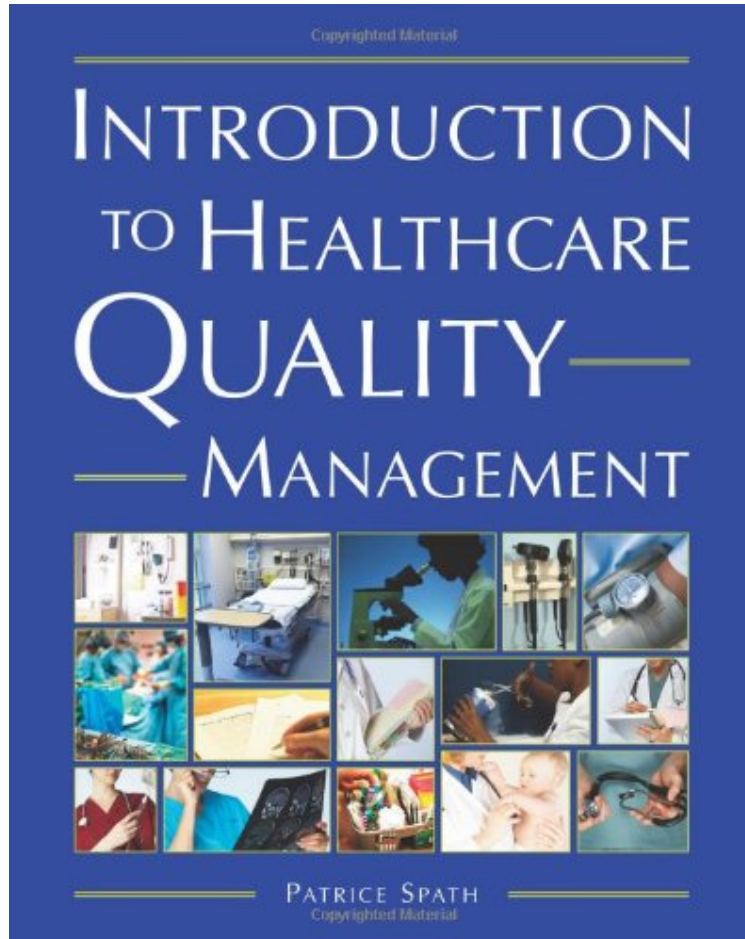


Introduction to Healthcare Quality Management

Patrice Spath

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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.