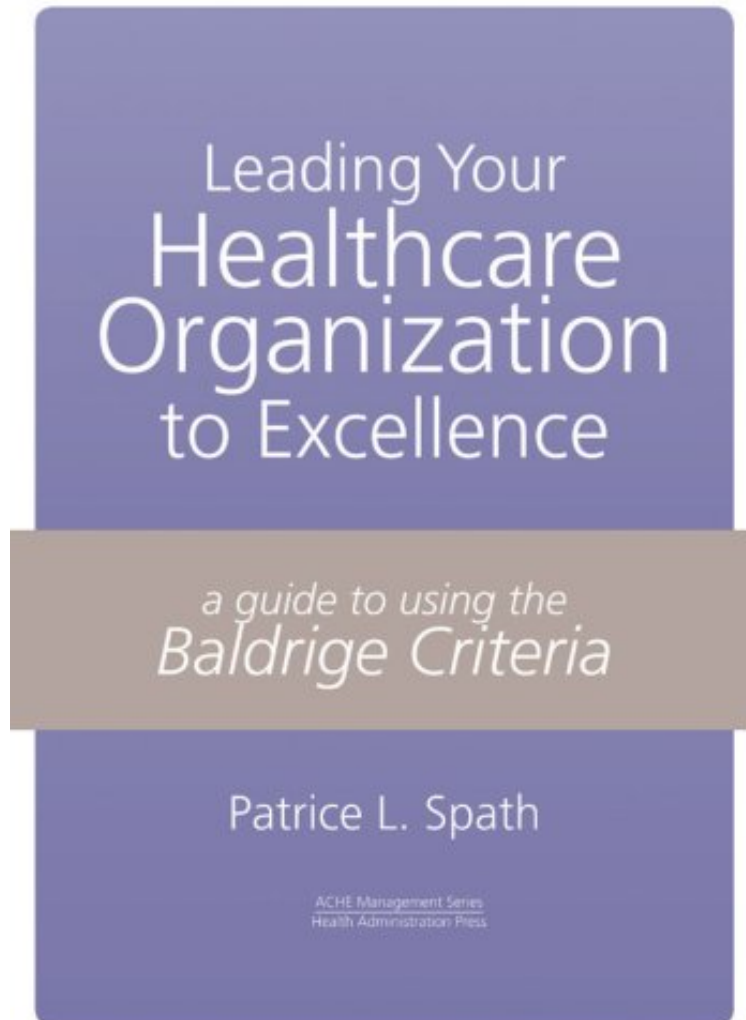


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Leading your Healthcare Organization to Excellence

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About the Author Patrice L. Spath is a health information management professional with extensive experience in performance improvement. She is president of Brown-Spath Associates, a healthcare publishing and training company based in Forest Grove, Oregon. Patrice has presented more than 350 educational programs on healthcare quality topics, including the workshop "Driving Performance Excellence," sponsored by the American College of Healthcare Executives. For the past 20 years she has consulted with healthcare organizations throughout the United States on methods for assessing and improving business and clinical performance.