



When a book is not enough ...

Get the hands-on training you need from one of the nation's leading experts in health care quality and resource management, Patrice L. Spath.

Training That Works

Ms. Spath offers a full range of health care quality seminars and staff development opportunities on topics such as:

- **Patient safety improvement**
 - Sentinel event investigation/root cause analysis
 - FMEA and other proactive techniques for improving patient safety at the frontlines of care
 - Complying with Joint Commission PI standards and National Patient Safety Goals
 - Creating effective safety partnerships with patients and families
 - Advancing a culture of accountability for patient safety
 - Patient safety: Governance implications for the present and the future
- **Process improvement tools and strategies**
 - Competency-based performance evaluations
 - Using comparative data to benchmark and improve performance
 - Focused evaluations and ongoing performance reviews/peer review for the medical staff
 - Using the Baldrige Healthcare criteria as a framework for performance excellence
 - Designing improvements that incorporate human factors and reliability science
 - Measuring performance across the continuum of care
 - Managing the measurement and improvement workload
- **Case management/outcomes management**
 - Creating a more effective case management program
 - Using clinical paths and other outcomes management tools
 - Improving handoffs and communication throughout the continuum of care
 - Evaluating the effectiveness of case management and utilization management interventions

An extensive workbook accompanies every training session.

Achieve your health care quality educational objectives with targeted on-site group training.

- * Low per-person training costs.
- * Flexible course content.
- * Rapid training and skills reinforcement.
- * Case studies customized for your setting and patient/client population.
- * Sessions scheduled at convenient times for better attendance.

Many program choices available:

- Awareness training for board members and senior leaders
- Half- or full-day training seminar for physicians, managers, or staff
- Group exercises for practical, hands-on education
- Keynote presentation for your professional conference

Cost of Services

Fees are variable based on the length of the engagement. Please contact us with your training plans and we'll give you an estimate of the cost. Workbook materials are provided to you free of charge.

About the Speaker



Patrice L. Spath is a health information management professional with extensive experience in performance improvement. A widely sought-after trainer and consultant, Patrice can be counted on to provide sensible "how-to" techniques for meeting the most challenging regulatory and accreditation requirements. Her advice is innovative, up-to-date, and immediately applicable to your unique environment. During the past 20 years Patrice has presented over 350 educational programs on quality improvement, error reduction and patient safety, case management, clinical paths, and outcomes management. She has authored several books and more than 200 journal articles on health care quality and patient safety topics. In 2001 Patrice received the National Association for Healthcare Quality (NAHQ) Award for Excellence in Publication. In 2006 Patrice was awarded the James A. Hamilton Book of the Year Award for her book, *Leading Your Health Care Organization to Excellence*. The award is given annually to the author of a management or healthcare book judged outstanding by the American College of Healthcare Executive's Book of the Year Committee.

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Visit the Brown-Spath & Associates web site (<http://www.brownspath.com>) to find out more about Ms. Spath's past clients, upcoming workshops, publications, current workshop topics, and consultative service offerings. On the site you'll also find a more extensive biography for Patrice and several free articles on health care quality topics.