HMG 6404  Quality and Performance Improvement in Healthcare (4 semester credit hours) Executive Education Course. Develops the knowledge and skills needed to improve the quality of both clinical and patient service processes. Topics include how to increase patient safety and create a patient-centric service culture, evaluate the efficiency and effectiveness of existing clinical processes, and identify and eliminate redundancy, bottlenecks and non-value added activities in key service processes. (4-0) T