Across
2. Activities that produce a specific service for customers
9. Material that provides official accurate information or evidence or that serves as a record.
11. Well-defined set of tools that increase customer value by eliminating waste and creating flow throughout the value stream
12. State affecting the whole body, frequently a response of the immune system to infection - increased heart rate, respiratory rate, temperature, WBC, and decrease in blood pressure
14. 8 common types of ________ identified in Healthcare which create non value added to patient.
15. Regulatory Body accrediting the hospital to ensure safety, highest quality, best-value health care across all

Down
1. Degree or standard of excellence, conformance to specifications
3. Methods and tools to improve the quality and safety of health care.
4. A structured way of improving the processes of care and patient outcomes
5. Infection in the blood stream in a patient with a central line
6. Filled out in order to record details of an unusual event that occurs at the facility
7. Positive change
8. Unintended physical injury resulting from or contributed to by medical care that requires additional monitoring, treatment or hospitalization, or results in death.
17. Pay for performance

18. Complication caused by the body's overwhelming and life-threatening response to infection, which can lead to tissue damage, organ failure, and death.

20. Following a product, patient or system from start to finish to identify process and system issues

21. Positive declaration intended to give confidence, a promise

22. Supports active involvement of patients in decision-making about options for treatment

24. What does every patient over the age of 18 need upon admission

26. MEASURE Evidence based standards of care which have been shown to produce improved clinical outcomes for pts

28. An infection obtained while in the hospital, nosocomial infection

29. Visual control for performing audits in process, ensures safety and quality checks

30. Localized injuries to the skin or underlying tissue over bony prominence

32. Blood clot which breaks loose and travels in the blood

33. Quality or state of being transparent

34. Emphasized the reporting, analysis, and prevention of medical errors

38. The conscientious, explicit and judicious use of current best practices in making decisions about pt care

39. Admitted to the hospital for second time in 30 days

42. An initiating cause of a chain of events which leads to an outcome or effect of interest. The accurate cause and reason why a behavior, emotion, feeling, pattern or other thing is happening.

43. Interdisciplinary approach for easing suffering through assessment, education, and treatment.

44. An unanticipated event in a healthcare setting resulting in death or serious physical or psychological injury to the patient.