**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 settings.
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.

**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.
10. Patient slips, trips or falls to the floor
13. Specifications for achieving a level of quality
16. 4.5 day process utilizing a cross functional team working together to apply Lean tools for seeing waste and making
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.

improvements
19. Vaccination against microorganisms
23. Individual who provides preventive, curative, promotional or rehabilitative health care
25. Improving safety of surgical care through the reduction of postoperative complications
27. Activity of conveying information
31. Infection in the urine in a patient with a Foley catheter
35. Infection in a patient after a surgical procedure
36. Identification, assessment, and prioritization of hazard
37. Bacterial causing swelling and irritation of large intestine
40. Transfer of essential information and responsibility for care of the patient from one health care provide to another
41. An agreed upon set of work procedures that effectively combines people, information, materials. Maintains quality, efficiency, safety and predictability.
45. Process of working collaboratively with a group of people to achieve a goal