Healthcare Quality Week 2016 Crossword Puzzle

Across
2. Activities that produce a specific service for customers

Down
1. Degree or standard of excellence, conformance to specifications
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.
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.
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,

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 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.
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.