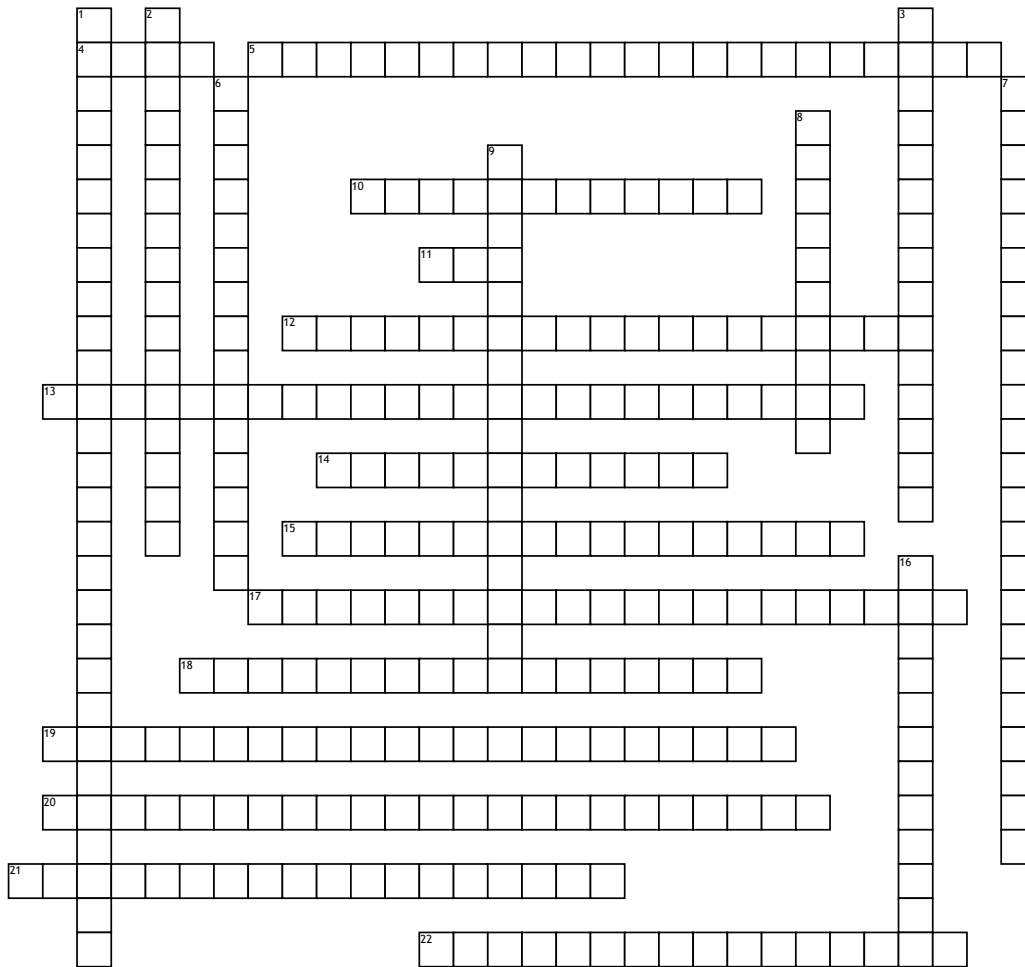


Chapter 6



Across

4. Federal agency that enforces standards for safety in the workplace, conducts inspections, and directs determination of fines for noncompliance with policies and regulations

5. process of identifying and analyzing important organizational and individual performance gaps, planning for future performance improvement, designing and developing cost-effective and ethically justifiable interventions, and evaluating the financial and nonfinancial results

10. Physician responsible for overseeing a component or subdepartment of a hospital service- For example, a radiologist who is chief of the nuclear medicine service

11. federal agency that administers the medicare program and partners with states to administer Medicaid

12. Organization of a hospital or medical clinic that provides diagnostic imaging through medical technologies such as x-ray examination, fluoroscopy, computed tomography, interventional radiography, magnetic resonance imaging, mammography, nuclear medicine, and ultrasonography

13. ancillary department of the hospital responsible for recruiting, selecting, supporting, and compensating employees; developing and maintaining skills, quality, and motivation; collective bargaining; and occupational health and safety

14. Formal organization of Physicians authorized to admit and attend to patients within a hospital; have authorized privileges, bylaws, elected officers, and various committees and activities

15. Injuries, large or small, caused by the use (including nonuse) of a drug; can be as harmless as a drug rash or as serious as death from an overdose; the two types of ADEs are those caused by errors and those that occur despite proper use

17. Person appointed by the board of directors who has full accountability for the entire hospital or health care organization

18. Certificate approved by a local (state) review board permitting hospitals to construct new or additional facilities, open new services, or make large purchases - a condition required for reimbursement by medicare

19. Management of quality in the workplace from a perspective of total involvement of every employee, with a strong focus on process measurement and control

20. Professional who has demonstrated skill and knowledge in asset management, financial management, operations management, human resources management, and communication and information management in radiology

21. Independent not-for-profit organization that evaluates and accredits more than 17,000 health care organizations and programs in the United States and is the nation's primary standard-setting and accrediting body in healthcare

22. Group of people authorized by law to conduct, maintain, and operate a hospital for benefit of the public and whose legal and moral responsibility for policies and operations of the hospital are not for personal benefit of the members

Down

1. System of development in the workplace for daily improving performance at every level in every operational process by focusing on meeting or exceeding customer expectations

2. Insurance companies, Medicare, Medicaid, and other commercial companies that are the payers of inpatient and outpatient medical expenses for the patient

3. Physician who represents a department or service and sits as a formal member of the executive medical staff committee; responsible for all of the medical operations of a hospital department and may also oversee a residency training programs

6. Physician responsible for the medical operation and quality of a hospital department or service; also responsible for providing input regarding policies and procedures and day-to-day operations of the department

7. Services providing the components of patient care that collectively support the physician's plan for diagnoses and treatments

8. unit of the hospital with specific functions or specialized skills such as housekeeping, surgery, radiology, or accounting

9. Statement of an organization that summarize its intent to provide service in terms of the services it offers, the intended recipients of services, and a description of the level of cost

16. Failure to complete a planned action as intended or the use of a wrong plan to achieve an aim; can be related to an incorrect diagnosis, equipment failure, infection, or a misinterpretation of an order

Word Bank

Medical Error

OSHA

Department chair

Board of directors

Chief Executive officer

CMS

Service Chief

Certified Radiology Admin

Mission statement

Human resources department

Total Quality Management

Performance Improvement

Medical Director

Clinical support services

Third-Party Payers

Medical staff

Radiology Department

Certificate of need

The joint commission

Adverse Drug Events

continuous quality improvement

Department