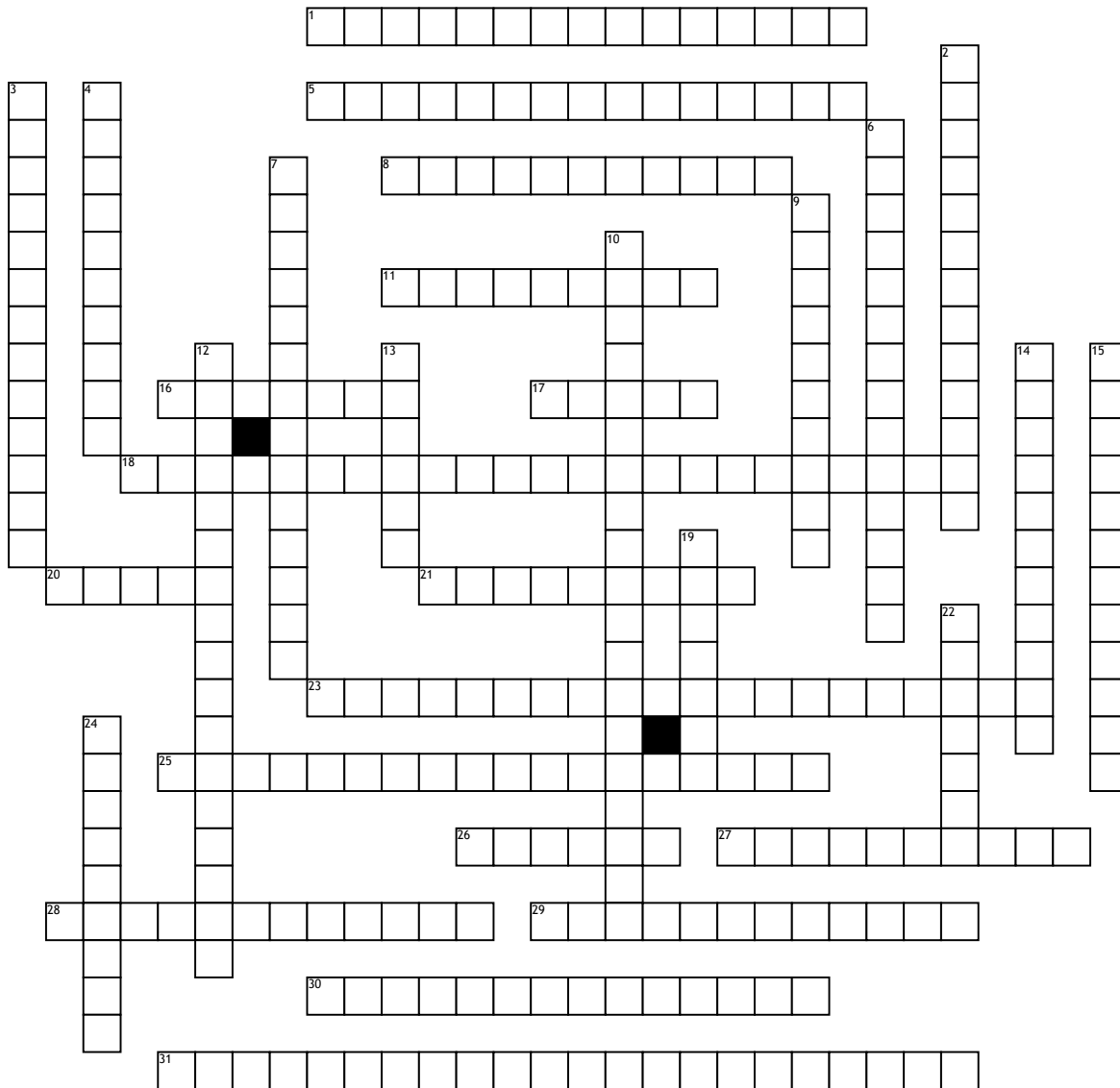


Introduction to Healthcare



Across

1. - making excuses to justify a situation.
 5. - how a person behaves when he/she is on the job.
 8. - care for individuals who have an estimated six months or less to live; hospice provides physical and emotional care and comfort.
 11. - the steps to be taken to carry out a task; a particular way of doing something.
 16. - a system of behaviors people learn from the people by which they are surrounded.
 17. a current illness that has severe symptoms and maybe as a result of a sudden onset.
 18. - personal daily care tasks including, bathing, dressing, caring for teeth and hair, toileting, eating and drinking.
 20. - law that requires health information to be kept secure (protected) and private. Health Insurance Portability and Accountability Act
 21. - means to communicate to staff a need for assistance. The call light should be available to the resident at all times.
 23. - information based on what is factually seen, heard, touched or smelled. A direct observation
 25. - a philosophical approach to nursing home care that honors and respects the voice of elders and those working closest with them; it involves a continuing process of listening, trying new things, seeing how they work, and changing things in an effort to individualize care and de-institutionalize the nursing home environment.

26. - a course of action determined by the facility that should be taken every time a certain situation occurs.
 27. - blocking painful thoughts or feelings from the mind.
 28. - care given at a facility during day time hours; generally for individuals who need some assistance and/or supervision but are not seriously ill or disabled; usually reside outside of the facility.
 29. - transferring a strong negative feeling to something or someone else.
 30. - care provided in a person's home.
 31. - communication without using words, such as facial expressions, tone of voice, posture, gestures, touch, body language, etc.

Down

2. - a philosophy that focuses on providing "person-centered" care to residents and creating a positive work environment for healthcare workers
 3. - the process of exchanging information with others.
 4. - going back to an old immature behavior.
 6. - facilities where residents live who need limited assistance, but do not require skilled care.
 7. - care that focuses on the comfort and dignity of the person rather than on curing him or her
 9. - seeing feelings in others that are really one's own.
 10. - beliefs, values, habits, diet and health practices that relate to a person's culture or religion.

12. - the variety of people living and working together in the facility
 13. -rejection of a thought or feeling.
 14. - able to carry out activities of daily living without staff assistance
 15. - care for persons who require 24 hour care and assistance.
 19. - the disease or condition is long term or will be long lasting.
 22. - phrases that are used frequently and which often have a different meaning, making it difficult for the resident to understand.
 24. - requires staff assistance to carry out activities of daily living.