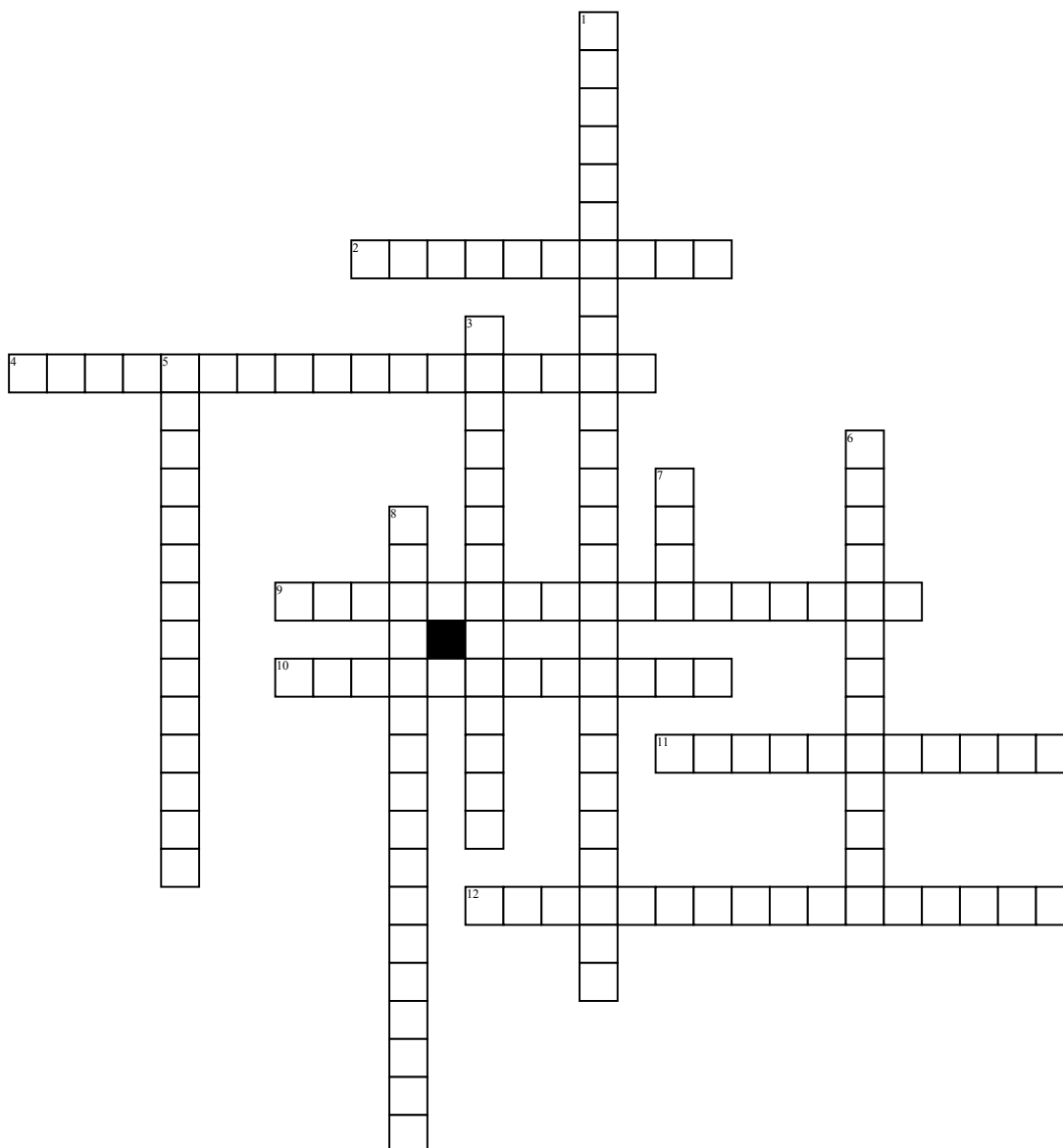


Patient Safety



Across

2. tool used to identify where performances could be improved. know as a comparison and measurement of a healthcare organizations' services against other national healthcare organizations and can be tailored to specific areas.

4. things that strongly affect patient clinical outcomes that is collected in the database established by the ANA.

9. method of problem solving that helps to identify how and why an event occurred, it focuses primarily on systems and processes, not individual performance.

10. are a set of care or treatment standards identified by the Centers for Medicare and Medicaid Services (CMS) and/or The Joint Commission (TJC) that have been shown through best scientific evidence to decrease the risk of complications, prevent recurrences, and improve patient clinical outcomes overall

11. events that happen during an inpatient stay that should never occur and are reasonably preventable through evidence-based guidelines

12. critical paths, practice protocols, or care maps

Down

1. the guidelines based on broader decision making and focuses on the decisions to perform a procedure or service

3. model of care in which the RN case manager coordinates patient care with the goals of focusing attention on the quality, outcomes, and cost of care throughout illness and assists the patient to move through the continuum of care.

5. Unusual occurrence report

6. unexpected occurrence involving patient death or serious physical or psychological injury or the risk thereof, specifically including loss of limb or function. It also signals the need for immediate investigation and response.

7. the 6 competencies: patient-centered care, team work and collaboration, evidence-based practice, quality improvement, safety and informatics are what

8. these individuals help people navigate through the maze of doctors' offices clinics hospitals, out patient centers, insurance and payment systems, patient-support organizations, and other of the healthcare system.