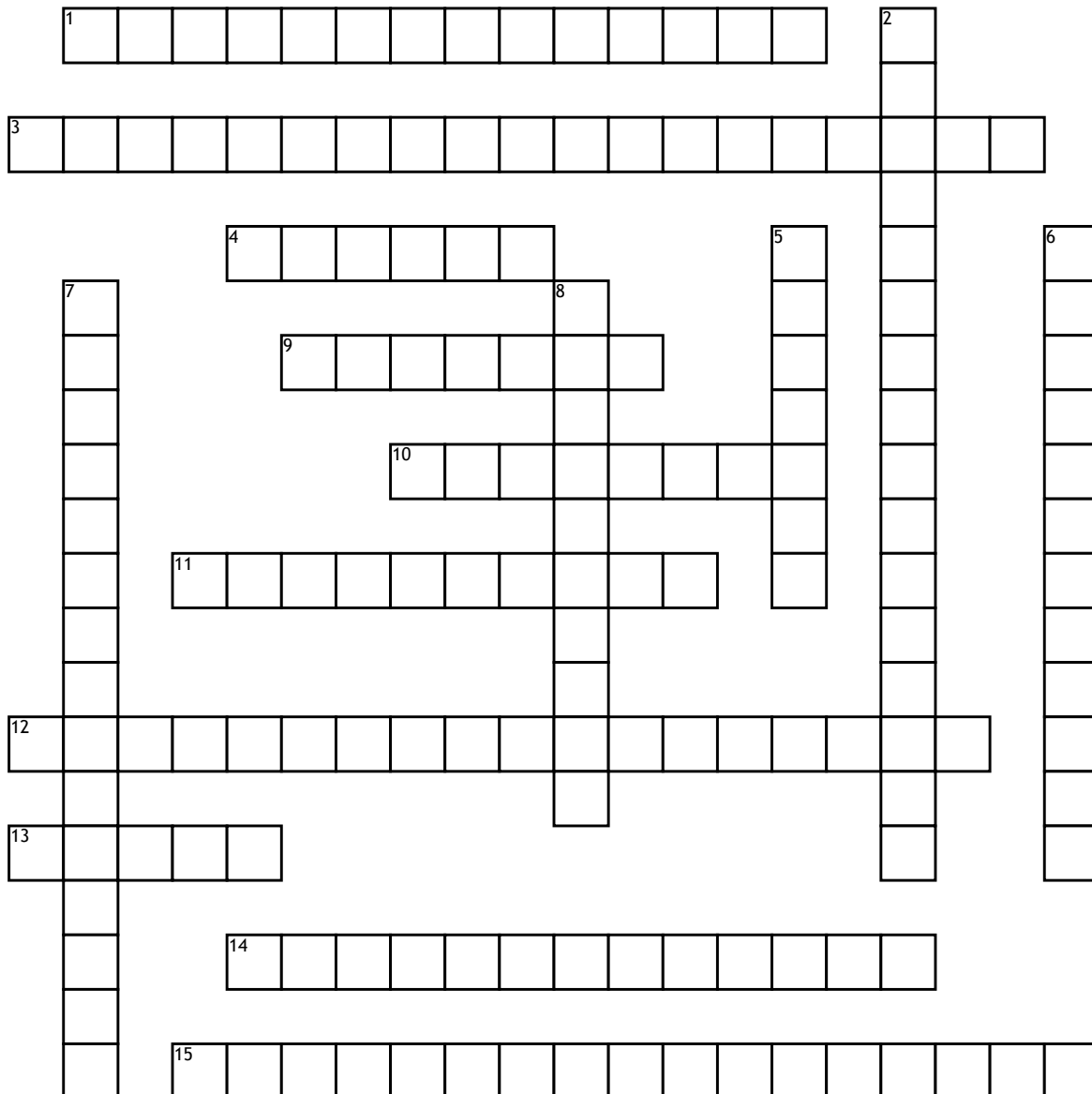


# Quality Management & Risk



## Across

1. Reducing adverse events
3. Works to improve the quality of health and social services for all
4. Unfortunate/ inevitable part of patient care
9. Fear of punishment
10. Participates actively in Quality Improvement activities
11. Must acknowledge safety shortcomings and allocate resources at the patient care and unit level to identify and reduce risks

12. Focuses on outcomes

13. Nurses regulatory body
14. A nurses highest priority
15. The opposite of assigning blame

## Down

2. Involves regularly monitoring/ evaluating services and processes to ensure that they conform to standards of practice
5. Written account of collected data and investigation

6. Best practices, processes, or systems are identified and then compared with the practice, process or system under review

7. The result of patient goals achieved through a combination of medical and nursing interventions with patient participation
8. Dynamic System