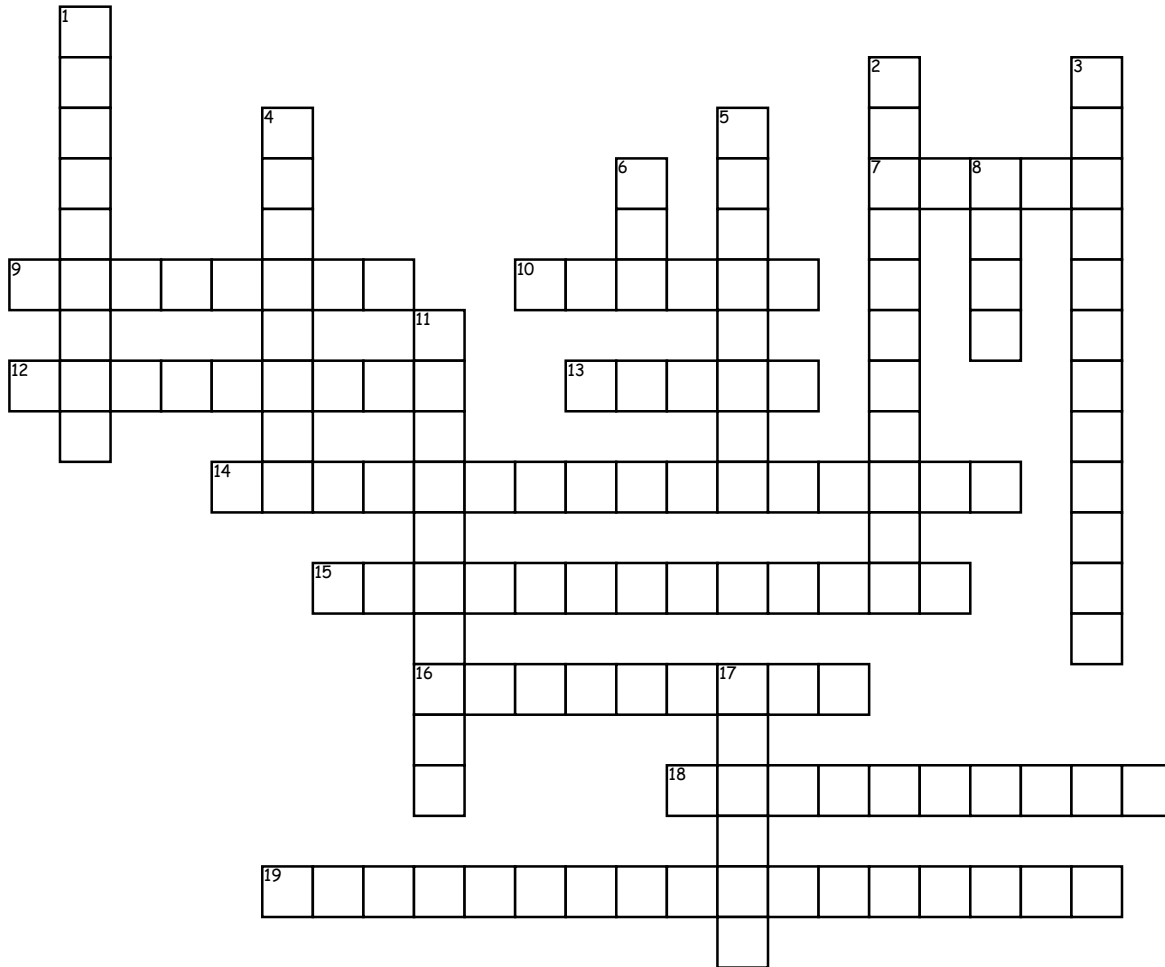


# Quality Week Crossword Puzzle



## **Across**

7. An official inspection of an organization's accounts or processes

9. Lodging of a blockage-causing material inside a blood vessel

10. A life-threatening condition that arises when the body's response to infection injures its own tissues

12. Formal member complaint

13. Law restricting access to a patient's personal health information

14. A person's wishes regarding medical treatment, often including a living will

15. Unanticipated event resulting in death or serious injury (2 words)

16. List of drugs approved by an insurance plan

18. A Doctor who treats only a certain part of the body or a certain condition

19. Process to help identify what, how and why an event occurred to prevent future occurrence (3 words)

## **Down**

1. A standard or point of reference against which things may be compared or assessed

2. Admitted to the hospital a second time within 30 days

3. Patient \_\_\_\_\_ is the measure of how content a patient is with their healthcare and an important indicator of quality.

4. Federal program for low income population

5. Federally funded health insurance for 65 yrs or older

6. Quality Improvement Project

8. The California agency that protects managed health care consumer's rights and ensures a stable health care delivery system.

11. The right care, at the right time, in a format that the member can understand, is described as what kind of access?

17. A member disagreement regarding unauthorized health services