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Quality and Governance Crossword

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| **Across**  **2.** To effectively manage nonconformities we must investigate \_\_\_\_ as well as individual occurences  **7.** Audit which forms an essential pillar of any clinical governance framework  **9.** Essential to drive on-going cycles of improvement and a key requirement in ISO 9001 and ISO 15189  **10.** The duty of candour process requires the organisation to be \_\_\_\_ when standards of care have not been met and moderate/severe harm has resulted  **11.** Type of risk assessment that evaluates the impact of lab activities on patient care  **13.** Type of inspection sometimes adopted by the HTA which focuses on the greatest area(s) of risk  **14.** A type of culture which is vital for the Patient Safety Incident Response Framework to be effective as a tool in creating a safer service  **15.** Quality guru who advocates getting it right from the off  **16.** A type of audit examining one activity across multiple areas of application  **17.** A type of assessment which is an essential precursor to any form of change  **18.** An action that reduces the impact of a problem but doesn't prevent recurrence | **Down**  **1.** A type of accreditation where the lab is granted a degree of freedom in authorising changes to its accredited repertoire  **3.** Evaluation of an analytical method for a use that is not covered by the manufacturer's IFU documentation  **4.** Board reporting tool which uses defined metrics relating to all pathology services to provide assurance and identify areas for improvement  **5.** Incidents believed to fall under this category must be immediately escalated to the Trust Health and Safety Team  **6.** For Hospital Blood Banks to comply with the Blood Safety and Quality Regulations 2005 they must maintain data relating to \_\_\_\_\_ for at least 30 years  **8.** Key difference between regulatory standards and accreditation standards  **12.** A type of chart used to evaluate the impact of a quality improvement intervention |