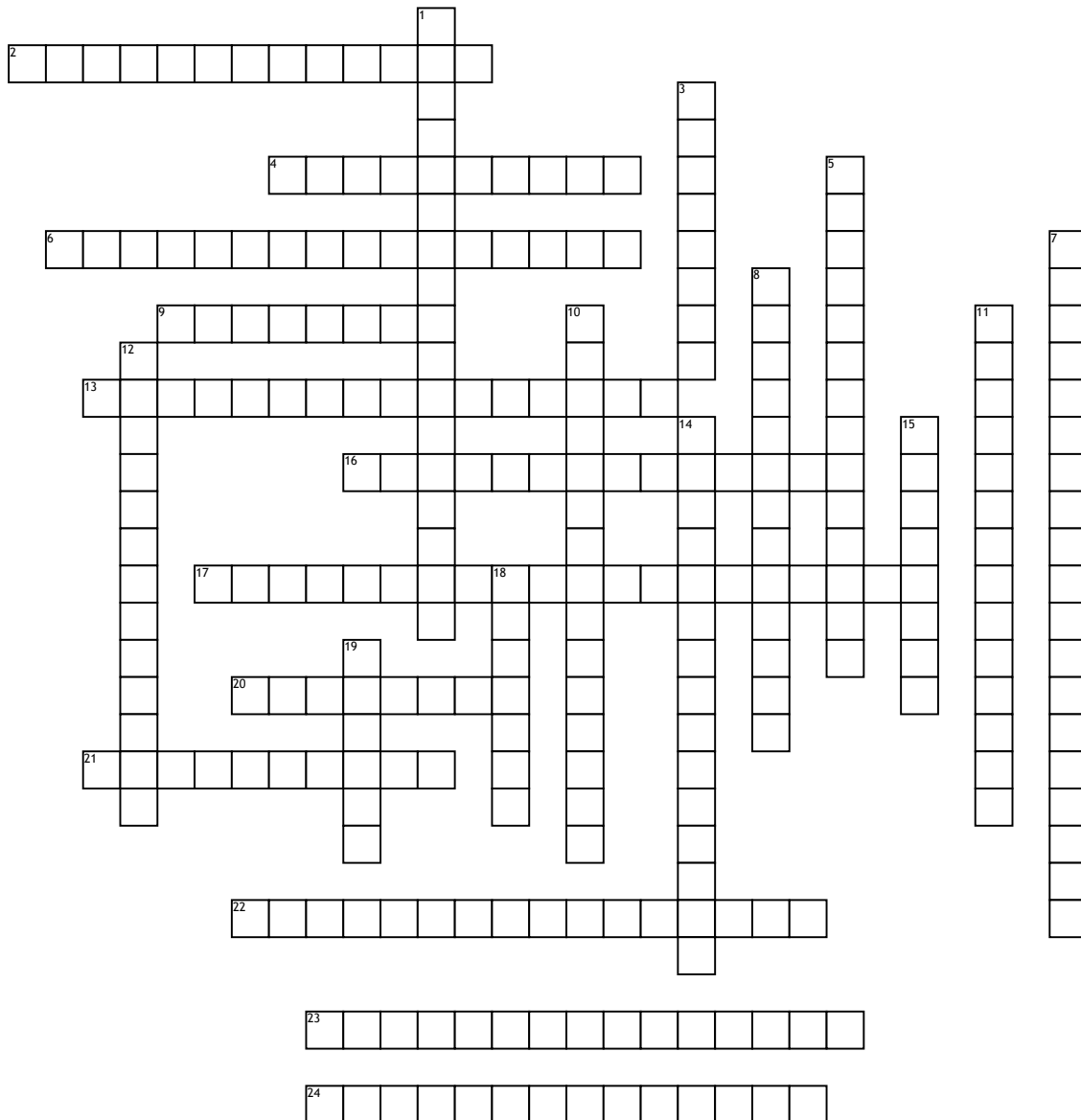


Name: _____

Date: _____

Patient Education



Across

2. a questioning or interviewing technique that attempts to correct ambiguity and clear up the meaning of confusing communication
4. In patient education, monitoring of the ongoing process of teaching effectiveness, the teaching process, and the learner's response
6. the use of language, jargon, choice of words or questions, voice tone and quality and feedback
9. purposeful, reciprocal, and close or intimate expression between participants; two way conversation
13. when more than one question is combined in what seems to be a single question
16. any opportunity to impart critical and meaningful information to a captive audience
17. use of basic learning techniques, such as conditioning, biofeedback, reinforcement, and aversion therapy to alter human behavior
20. messages created through body motion

21. the patient's interest in changing an undesirable behavior associated with his or her condition
22. a question that is phrased in such a way that a predetermined or expected response is inevitable
23. a perspective that assists in determining what someone is feeling
24. attitude toward one's responsibility for one's own behavior

Down

1. use of the educational process by an individual or group who are independent decision makers
3. helpful information or criticism that is given to someone to say what can be done to make improvements
5. in patient education, putting the teaching plan into action
7. questioning technique that limits respondents to a limited number of responses

8. recording or charting individual patient education, including the date and time of intervention, the subject matter or content addressed, the method of instruction, and the response of the learner or the results of the learning
10. use of the educational process for individuals who are partners in the health education effort
11. the use of sound in the communication process
12. the process by which a therapist provides direct, reality-oriented feedback to a client regarding the client's own thought, feelings or behaviours
14. area of learning involved in knowledge, comprehension, and critical thinking
15. in patient education, setting learning goals, objectives, and learning outcomes
18. information, facts, data, ideas, thoughts, feeling, or attitude conveyed during communication
19. means of transmitting information between a sender and receiver