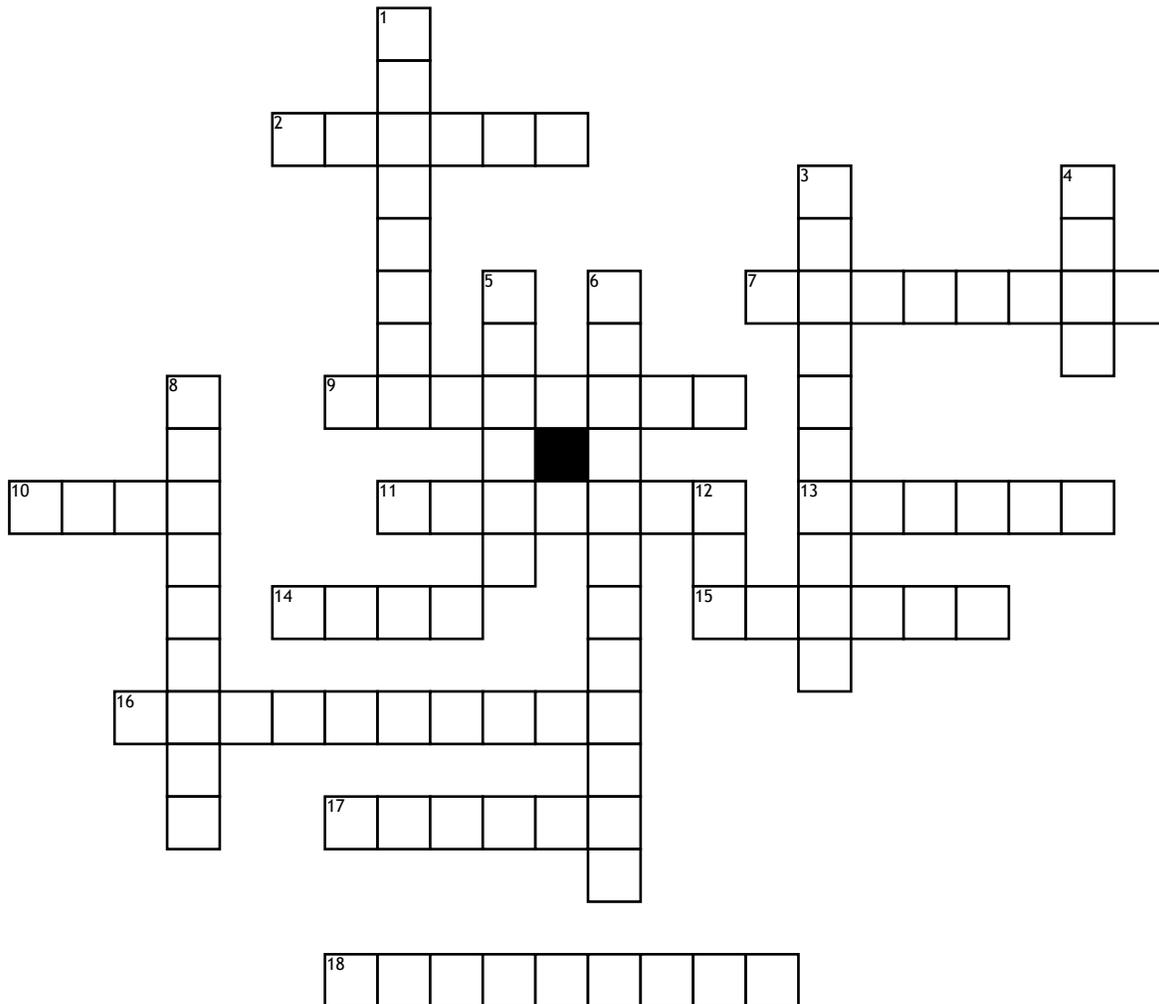


# Quality and Governance Crossword



## Across

2. To effectively manage nonconformities we must investigate \_\_\_\_\_ as well as individual occurrences
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