

Glossary

Accessible	Accessible healthcare is characterised by the ability of people to obtain appropriate healthcare at the right place and right time, irrespective of income, cultural background or geography.
ABF	<p>Activity Based Funding:</p> <p>A management tool with the potential to enhance public accountability and drive technical efficiency in the delivery of health services by:</p> <ul style="list-style-type: none"> • capturing consistent and detailed information on hospital sector activity and accurately measuring the costs of delivery • creating an explicit relationship between funds allocated and services provided • strengthening management's focus on outputs, outcomes and quality • encouraging clinicians and managers to identify variations in costs and practices so they can be managed at a local level in the context of improving efficiency and effectiveness • providing mechanisms to reward good practice and support quality initiatives.
ACHS	Australian Council on Healthcare Standards
ACP	Advanced Care Planning
Acute	Having a short and relatively severe course.
Acute care	<p>Care in which the clinical intent or treatment goal is to:</p> <ul style="list-style-type: none"> • manage labour (obstetric) • cure illness or provide definitive treatment of injury • perform surgery • relieve symptoms of illness or injury (excluding palliative care) • reduce severity of an illness or injury • protect against exacerbation and/or complication of an illness and/or injury that could threaten life or normal function • perform diagnostic or therapeutic procedures.
Admission	The process whereby a hospital accepts responsibility for a patient's care and/or treatment. It follows a clinical decision, based on specified criteria, that a patient requires same-day or overnight care or treatment, which can occur in hospital and/or in the patient's home (for hospital-in-the-home patients).
Admitted patient	A patient who undergoes the formal admission process as an overnight-stay patient or same-day patient.
Allied health staff	Professional staff who meet mandatory qualifications and regulatory requirements in the following areas: audiology; clinical measurement sciences; dietetics and nutrition; exercise physiology; leisure therapy; medical imaging; music therapy; nuclear medicine technology; occupational therapy; orthoptics; pharmacy; physiotherapy; podiatry; prosthetics and orthotics; psychology; radiation therapy; sonography; speech pathology and social work.
Ambulatory care	The care provided to hospital patients who are not admitted to the hospital, such as patients of emergency departments and outpatient clinics. Can also be used to refer to care provided to patients of community-based (non-hospital) healthcare services.
Clinical governance	A framework by which health organisations are accountable for continuously improving the quality of their services and safeguarding high standards of care by creating an environment in which excellence in clinical care will flourish.
Clinical practice	Professional activity undertaken by health professionals to investigate patient symptoms and prevent and/or manage illness, together with associated professional activities for patient care.

Clinical workforce	Staff who are or who support health professionals working in clinical practice, have healthcare specific knowledge / experience, and provide clinical services to health consumers, either directly and/or indirectly, through services that have a direct impact on clinical outcomes.
DAMA	Discharge against Medical Advice
DEM	Department of Emergency Medicine
Elective Surgery Categories	<p>The category system ensures all patients who need surgery can be treated in order of priority. There are three urgency categories, where 1 is most urgent and 3 is least urgent.</p> <p>Category 1 – A condition that could worsen quickly to the point that it may become an emergency. The patient should have surgery within 30 days of being added to the waiting list.</p> <p>Category 2 – A condition causing some pain, dysfunction or disability, but is not likely to worsen quickly or become an emergency. The patient should have surgery within 90 days of being added to the waiting list.</p> <p>Category 3 – A condition causing minimal or no pain, dysfunction or disability, which is unlikely to worsen quickly and does not have the potential to become an emergency. The patient should have surgery within 365 days of being added to the waiting list.</p>
Emergency department waiting time	Time elapsed for each patient from presentation to the emergency department to the start of services by the treating clinician. It is calculated by deducting the date and time the patient presents from the date and time of the service event.
FTE	Full-time Equivalent Refers to full-time equivalent employees currently working in a position. Several part-time and casual employees may add up to one FTE.
FY	Financial year
GP	General Practitioner
GPLO	General Practitioner Liaison Officer
Health outcome	Change in the health of an individual, group of people or population attributable to an intervention or series of interventions.
HSCE	Health Service Chief Executive
Hospital	Healthcare facility established under Commonwealth, state or territory legislation as a hospital or a free-standing day-procedure unit and authorised to provide treatment and/or care to patients.
HHB	Hospital and Health Board
HHS	Hospital and Health Service
HITH	Hospital-in-the-home
Inpatient	A patient who is admitted to hospital for treatment or care.
Long wait	A 'long wait' elective surgery patient is one who has waited longer than the clinically recommended time for their surgery, according to the clinical urgency category assigned. That is, more than 30 days for a category 1 patient, more than 90 days for a category 2 patient and more than 365 days for a category 3 patient.
KPI	Key Performance Indicator A measure that provides an indication of progress towards achieving the organisation's objectives. It usually has targets that define the level of performance expected against the performance indicator.
Separation	The process by which an episode of care for an admitted patient ceases.

Statutory body	A non-departmental government body, established under an Act of Parliament
Sunshine Coast Health / SCHHS	Sunshine Coast Hospital and Health Service
Sustainable	A health system that provides infrastructure, including workforce, facilities and equipment, and is innovative and responsive to emerging needs, including research and monitoring within available resources.
Telehealth	Delivery of health-related services and information via telecommunication technologies and information technology.
WAU	Weighted Activity Unit A measure of the health service activity expressed as a common unit. It provides a way of comparing and valuing each public hospital service, by weighting it for its clinical complexity.
WorkCover	WorkCover provides workers compensation insurance for employers, compensating and helping workers with their work-related injuries
YTD	Year-to-date