

Glossary of terms

Term	Description
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.
Activity Based Funding (ABF)	<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.
Acute	Having a short and relatively severe course.
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.
Ambulance ramping	Occurs when there are no immediately available beds or treatment areas in the Emergency Department to transfer patients arriving by an ambulance.
Bed alternative	An item of furniture (trolley or chair) which is used exclusively or predominantly to provide accommodation for same day admitted patients.

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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
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>
Equal Employment Opportunities (EEO)	Requires that all employees have equal access to employment opportunities, employment decisions are made on the basis of the individual merit and requirements of the role, and the workplace is managed to ensure absence of harassment.
Full-time equivalent (FTE)	Refers to full-time equivalent employees currently working in a position. Several part-time all casual employees may add to one FTE.
Head count	The number of employees based on each data record representing an individual employee.
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.
Hospital and Health Board	Made up of a mix of members with expert skills and knowledge relevant to managing a complex health care organisation.
Hospital and Health Service	A separate legal entity established by Queensland Government to deliver public hospital and health services.
Hospital-in-the-home (HITH)	Provision of care to hospital-admitted patients in their residence, as a substitute for hospital accommodation.



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Hospital Standardised Mortality Ratio (HSMR)	Is the ratio of observed in-hospital deaths in comparison with expected in-house deaths based on the patient's characteristics. For our result to be favourable, the HSMR value is not to be significantly higher than the expected rate. A HSMR of 100 indicates that there is no difference.
Inpatient	A patient who is admitted to hospital for treatment or care.
Key Performance Indicator (KPI)	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.
Minimum Obligatory Human Resources Information (MOHRI)	Whole-of-Government defined measures. Includes only active and paid employees. Excludes employees on extended unpaid leave, and casuals that did not work. MOHRI is used for the majority of external reporting and is based on the terms that an employee is employed to work, not the actual worked hours.
National Emergency Access Target (NEAT)	The percentage of patients who left the emergency department within four hours, irrespective of triage category or departure status.
National Elective Surgery Target (NEST) Part 1	The percentage of patients treated within the clinically recommended time frame, and the volume of patients treated.
National Elective Surgery Target (NEST) Part 2	The average days that 'long wait' patients waited over the clinically recommended time, and removal from the waiting list of the 10 per cent longest-waiting patients (the cohort).
Never events	The total number of events which resulted in one or more of the six never events including: <ol style="list-style-type: none"> 1. death or neurological damage as a result of intravascular gas embolism 2. retained instrument or other material after surgery, requiring re-operation or further surgical procedure 3. procedures involving the wrong patient or body part resulting in death or major permanent loss of function 4. death or likely permanent harm as a result of bed rail entrapment or entrapment in other bed accessories 5. death or likely permanent harm as a result of haemolytic blood transfusion reaction resulting from ABO (blood type) incompatibility 6. infants discharged to the wrong family.



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Occupied FTE (MOHRI)	FTE of employees currently working in a position. Excludes the FTE of employees on extended unpaid leave.
Occupied headcount (MOHRI)	Represents heads actively employed, for instance a permanent employee on recorded leave, with leave paid in advance, is included in this value.
Outpatient	Non-admitted health service provided or accessed by an individual at a hospital or health service facility.
Overnight-stay patients	A patient who is admitted to, and separated from, the hospital on different dates (not same-day patients).
Patient flow	Optimal patient flow means the patient's journey through the hospital system, planned or unplanned, happens in the safest, most streamlined and timely way to deliver good patient care.
Permanent separation rate	Calculated by dividing the number of permanent employees who separated during a period of time by the number of permanent employees in the organisation. The period for the annual report is 12 months.
Primary care	First level healthcare provided by a range of healthcare professionals in socially appropriate and accessible ways and supported by integrated referral systems. It includes health promotion, illness prevention, care of the sick, advocacy and community development.
Private hospital	A private hospital or free-standing day hospital, and either a hospital owned by a for-profit company or a non-profit organisation and privately funded through payment for medical services by patients or insurers patients admitted to private hospitals are treated by a doctor of their choice.
Public hospital	Offers free diagnostic services, treatment, care and accommodation to eligible patients.
Statutory body	A non-departmental government body, established under an Act of Parliament.
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.
Turnover rate	Percentage of the number of workers that had to be replaced in a given time period to the average number of workers.



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Variable life adjustment display	The VLAD methodology was introduced (VLAD) to aid the monitoring of quality services provided. It provides a graphical overview of clinical outcomes over time and plots the cumulative difference between expected and actual outcomes.
VTE risk assessment	Number of eligible patients who had a venous thromboembolism (VTE) risk assessment documented in the mediation chart or site specific chart divided by the total number of eligible patients multiplied by 100.
Weighted activity unit (WAU)	A measure of 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.
Weighted occasions of service	The total number of occasions of examination, consultation, treatment or other service provided to a patient in a medical/surgical/diagnostic unit.
WorkCover	The scheme which provides compensation for workers who are injured in the course of their employment.

