

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"> <li>• capturing consistent and detailed information on hospital sector activity and accurately measuring the costs of delivery</li> <li>• creating an explicit relationship between funds allocated and services provided</li> <li>• strengthening management’s focus on outputs, outcomes and quality</li> <li>• 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</li> <li>• providing mechanisms to reward good practice and support quality initiatives.</li> </ul>
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"> <li>• manage labour (obstetric)</li> <li>• cure illness or provide definitive treatment of injury</li> <li>• perform surgery</li> <li>• relieve symptoms of illness or injury (excluding palliative care)</li> <li>• reduce severity of an illness or injury</li> <li>• protect against exacerbation and/or complication of an illness and/or injury that could threaten life or normal function</li> <li>• perform diagnostic or therapeutic procedures.</li> </ul>
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.
Australian Standard 4801	Australian Standard 4801 sets out all requirements for implementing an occupational health and safety management system.
Bed alternative	An item of furniture (trolley or chair) which is used exclusively or predominantly to provide accommodation for same day admitted patients.
Benchmarking	Involves collecting performance information to undertake comparisons of performance with similar organisations.
Best practice	Cooperative way in which organisations and their employees undertake business activities in all key processes, and use benchmarking that can be expected to lead to sustainable, world class positive outcomes.
CAT	Clinical Assessment Tool
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.
CPoC	Consumer Perception of Care survey
DAMA	Discharge Against Medical Advice
DEM	Department of Emergency Medicine
DoH	Department of Health
EDPES	Emergency Department Patient Experience Survey

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>
ELT	Executive Leadership Team
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.
EEO	<p>Equal Employment Opportunities</p> <p>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.</p>
ERMF	Emergency Response Management Framework
FTE	<p>Full-time equivalent</p> <p>Refers to full-time equivalent employees currently working in a position. Several part-time and casual employees may add up to one FTE.</p>
FY	Financial year
GEDI	Geriatric Emergency Department Intervention
GP	General Practitioner
GPLO	General Practitioner Liaison Officer
Head count	The number of employees based on each data record representing an individual employee.
Health outcome	Change in the health of an individual, group of people or population attributable to an intervention or series of interventions.
Health reform	Response to the National Health and Hospitals Reform Commission Report (2009) that outlined recommendations for transforming the Australian health system, the National Health and Hospitals Network Agreement (NHHNA) signed by the Commonwealth and states and territories, other than Western Australia, in April 2010 and the National Health Reform Heads of Agreement (HoA) signed in February 2010 by the Commonwealth and all states and territories amending the NHHNA.
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 Made up of a mix of members with expert skills and knowledge relevant to managing a complex healthcare organisation.
HHS	Hospital and Health Service A separate legal entity established by Queensland Government to deliver public hospital and health services.
HITH	Hospital-in-the-home Provision of care to hospital-admitted patients in their residence, as a substitute for hospital accommodation.
HSMR	Hospital Standardised Mortality Ratio Is the ratio of observed in-hospital deaths in comparison with expected in-hospital 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.
ISBAR	A communication tool used to rapidly communicate clinical issues: <ul style="list-style-type: none"> <li>• Identification of Patient</li> <li>• Situation and status</li> <li>• Background and history</li> <li>• Assessment and action</li> <li>• Recommendation/responsibility.</li> </ul>
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.
MHAIU	Mental Health Acute Inpatient Unit
MHS	Mental Health Service

MOHRI	Minimum Obligatory Human Resources Information 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.
NCACCH	North Coast Aboriginal Corporation for Community Health
NEAT	National Emergency Admission Targets
NEST Part 1	National Elective Surgery Target  The percentage of patients treated within the clinically recommended time frame, and the volume of patients treated.
NEST Part 2	National Elective Surgery Target  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: 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.
NGO	Non-government organisation
NSQHS	National Safety and Quality Health Standards
Nurse Practitioner	A registered nurse educated and authorised to function autonomously and collaboratively in an advanced and extended clinical role. The nurse practitioner role includes assessing and managing clients using nursing knowledge and skills and may include, but is not limited to, direct referral of clients to other healthcare professionals, prescribing medications, and ordering diagnostic investigations.
Occupied FTE (MOHRI)	FTE of employees currently working in a position. Excludes the FTE of employees on extended unpaid leave.
Occupied headcount (MOHRI)	Represents staff 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.
PHN	Established by the Commonwealth to coordinate primary healthcare services across all providers in a geographic area. Works closely with HHSs to identify and address local health needs. The Central Queensland, Wide Bay, Sunshine Coast PHN covers the health service region.
PIR	Partners in Recovery
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.
PPP	Public Private Partnership
Public hospital	Offers free diagnostic services, treatment, care and accommodation to eligible patients.
Q-ADDS	Queensland Adult Deterioration Detection System
QAO	Queensland Audit Office
QBA	Queensland Bedside Audit
QFES	Queensland Fire and Emergency Services
RACF	Residential Aged Care Facility
REF	Requisite Education Framework
Health service	Sunshine Coast Hospital and Health Service
SCHHB	Sunshine Coast Hospital and Health Board

SCUPH	Sunshine Coast University Private Hospital
SCUH	Sunshine Coast University Hospital
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.
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
VLAD	Variable Life Adjusted Display  A system implemented to monitor the quality of services provided. It provides graphical overview of clinical outcomes over time and provides a system for identifying trends. It plots the cumulative difference between expected and actual outcomes.
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