

Glossary of terms

Term	Meaning
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.
Accreditation	Accreditation is independent recognition that an organisation, service, program or activity meets the requirements of defined criteria or standards.
Activity Based Funding (ABF)	A management tool with the potential to enhance public accountability and drive technical efficiency in the delivery of health services by: <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.
Acute care	Care in which the clinical intent or treatment goal is to: <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.
Acute Hospital	Is generally a recognised hospital that provides acute care and excludes dental and psychiatric hospitals.
Adult Deterioration Detection System (ADDS)	Formal system to support staff to promptly and reliably recognise patients who are clinically deteriorating, and to respond appropriately to stabilise the patient.
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).
Advanced Allied Health Assistant	An advanced level of clinical practice which requires a high-level of clinical skill, knowledge and practice, closely integrated with clinical leadership skills, applied research and evidence-based practice capacities, and competence in facilitating education and learning of others.
Aged Care and HACC Assessment Team (ACHAT)	ACHAT provides comprehensive assessments for the needs of frail older people and facilitates access to available care services appropriate to their needs.
Allied Health staff (Health Practitioners)	Professional staff who meet mandatory qualifications and regulatory requirements in the following areas: audiology; clinical measurement sciences; dietetics and nutrition; exercise physiology; medical imaging; nuclear medicine technology; occupational therapy; orthoptics; pharmacy; physiotherapy; podiatry; prosthetics and orthotics; psychology; radiation therapy; sonography; speech pathology and social work.
Ambulatory	Care provided to patients who are not admitted to the hospital, such as patients of emergency departments, outpatient clinics and community based (non-hospital) healthcare services.
Antenatal	Antenatal care constitutes screening for health, psychosocial and socioeconomic conditions likely to increase the possibility of specific adverse pregnancy outcomes, providing therapeutic interventions known to be effective; and educating pregnant women about planning for safe birth, emergencies during pregnancy and how to deal with them (WHO, 2011).
Bariatric equipment	Equipment and supplies that are designed for larger or obese patients.
Backlog Maintenance Remediation Program	A State Government program providing capital expenditure and maintenance funding to address high priority and critical operational maintenance, life cycle replacements and upgrades.
Block Funded	Block funding is typically applied for small public hospitals where there is an absence of economies of scale that mean some hospitals would not be financially viable under Activity Based Funding (ABF), and for community based services not within the scope of Activity Based Funding.
Breast screen	A breast screen is an x-ray of the breast that can detect small changes in breast tissue before they can be felt by a woman or her doctor. A breast screen is for women who do not have any signs or symptoms of breast cancer. It is usually done every two years for women in the targeted age range.
Cardiology	Management, assessment and treatment of cardiac (heart related) conditions. Includes monitoring of long-term patients with cardiac conditions, maintenance of pacemakers and investigative treatments.

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Chronic disease	Chronic disease: Diseases which have one or more of the following characteristics: (1) is permanent, leaves residual disability; (2) is caused by non-reversible pathological alteration; (3) requires special training of the individual for rehabilitation, and/or may be expected to require a long period of supervision, observation or care.
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 redesign	Clinical process redesign is concerned with improving patient journeys by making them simpler and better coordinated. The redesign process is patient focused, led by clinical staff, systematic and methodical and quick with tight timeframes.
Community Care Unit	A Community Care Unit (CCU) is a residential facility for adult mental health consumers who are in recovery but require additional support and life skills rehabilitation to successfully transition to independent community living.
Community health	Community health provides a range of services to people closer to their home. Some of these services include children's therapy services, pregnancy and postnatal care, rehabilitation and intervention services, and programs that focus on the long-term management of chronic disease.
Computerised Tomography (CT)	CT is diagnostic imaging technique which uses Xrays that are rotated around a patient to demonstrate the anatomy and structure of the organs and tissues.
Consumer Advisory Networks	Groups that represents people who use health services. Consumer Advisory Networks act as a bridge between health consumers and the health service.
Department of Health	The Department of Health is responsible for the overall management of the public sector health system, and works in partnership with Hospital and Health Services to ensure the public health system delivers high quality hospital and other health services.
Ebola	Ebola virus disease (EVD) is a severe, often fatal illness in humans. The virus is transmitted to people from wild animals and spreads in the human population through human-to-human transmission.
Emergency department waiting time	Time elapsed for each patient from presentation to the emergency department to 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.
Endoscopy	Internal examination of either the upper or lower gastro intestinal tract.
Enrolled nurse	Enrolled nurse (EN) is an associate to the registered nurse (RN) who demonstrates competence in the provision of patient-centred care. EN practice requires the EN to work under the direction and supervision of a registered nurse.
Environmental Health	Environmental Health programs are related to human health issues that are affected by the physical, chemical, biological and social factors that are present in the environment.
Full-time equivalent (FTE)	Refers to full-time equivalent staff currently working in a position.
Gastroenterology	Consultation, diagnosis, treatment and follow-up of patients suffering diseases and disorders of the digestive system.
Gestational diabetes mellitus (GDM)	Gestational diabetes mellitus (GDM) is a condition that develops during pregnancy when the body is not able to make enough insulin. The lack of insulin causes the blood glucose (also called blood sugar) level to become higher than normal. Gestational diabetes affects between 2 and 10 per cent of women during pregnancy.
Governance	Governance is aimed at achieving organisational goals and objectives, and can be described as the set of responsibilities and practices, policies and procedures used to provide strategic direction, ensure objectives are achieved, manage risks, and use resources responsibly and with accountability.
GP (General Practitioner)	A general practitioner is a registered medical practitioner who is qualified and competent for general practice in Australia. General practitioners operate predominantly through private medical practices.
General Practice Liaison Officer	The General Practice Liaison Officer program strengthens the partnership between primary, community and secondary care by understanding the working health care environment/concerns between primary, community and tertiary care sectors and ensuring they act together to improve health outcomes for the community. This includes improving access to services; providing information regarding alternative services; continuity of care (discharge and ongoing care pathways); resources, technology and shared care models.
Gynaecology	The branch of medical science that studies the diseases of women, especially of the reproductive organs.
Home and Community Care (HACC)	The Commonwealth funded HACC Program provides services which support frail older people and their carers, who live in the community and whose capacity for independent living are at risk of premature or inappropriate admission to long term residential care.
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.

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Hospital and Health Board	The Hospital and Health Boards are made up of a mix of members with expert skills and knowledge relevant to managing a complex health care organisation.
Hospital and Health Service	Hospital and Health Service (HHS) is a separate legal entity established by Queensland Government to deliver public hospital services.
Aboriginal and Torres Strait Islander health worker	An Aboriginal and/or Torres Strait Islander person who works to improve health outcomes for Aboriginal and Torres Strait Islander Australians.
Inpatient	A patient who is admitted to a hospital or health service for treatment that requires at least one overnight stay.
Internal Audit	Internal auditing is an independent, objective assurance and consulting activity designed to add value and improve an organisation's operations. It helps an organisation accomplish its objectives by bringing a systematic, disciplined approach to evaluate and improve the effectiveness of risk management, control, and governance processes.
Interns	A medical practitioner in the first postgraduate year, learning further medical practice under supervision.
Key Performance Indicators	Key performance indicators are metrics used to help a business define and measure progress towards achieving its objectives or critical success factors.
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 an urgent (category 1) operation, more than 90 days for a semi-urgent (category 2) operation and more than 365 days for a routine (category 3) operation.
Medical practitioner	A person who is registered with the Medical Board of Australia to practice medicine in Australia, including general and specialist practitioners.
Medicare Local	Established by the Commonwealth to coordinate primary health care services across all providers in a geographic area. Works closely with HHSs to identify and address local health needs.
Memory Clinic	Provides a multi-disciplinary, specialist service for assessment, diagnosis and treatment of clients who are experiencing difficulties with memory and cognition.
Minimum Obligatory Human Resource Information (MOHRI)	MOHRI is a whole of Government (WoG) methodology for producing an Occupied Full Time Equivalent (FTE) and headcount value sourced from the Queensland Health payroll system data for reporting and monitoring.
Mobile Womens Health	The Mobile Womens Health service, aims to improve the health and well-being of women in rural and remote areas of Queensland. Mobile Women's Health Nurses work as sole practitioners and provide a range of preventative health services for women, including pap smears, education, information, counselling and support on a range of women's health issues.
Models of Care	Model of Care and Models of Service Delivery broadly defines the way that clinical and non-clinical services will be delivered.
Multidisciplinary team	Health professionals employed by a public health service who work together to provide treatment and care for patients. They include nurses, doctors, allied health and other health professionals.
Multipurpose Health Service (MPHS)	Provide a flexible and integrated approach to health and aged care service delivery for small rural communities. They are funded through pooling of funds from Hospital and Health Services (HHS) and the Australian Government Department of Health and Ageing.
Mums and Bubs	Postnatal In-Home Visiting program provides families with newborns with home visits from qualified and experienced Community Family Health midwives and/or child health nurses.
National Emergency Access Target (NEAT)	NEAT is a National Performance Benchmark for public hospitals. NEAT commenced in January 2012, with annual increment targets over the next four years for all patients presenting to a public hospital Emergency Department (ED) to either physically leave the ED for admission to hospital, be transferred to another hospital for treatment, or be discharged, within four hours.
National Elective Surgery Target (NEST)	NEST is a National Performance Benchmark for public hospitals. The objectives of NEST are to improve patient care by: Increasing the percentage of elective surgery patients seen within the clinically recommended time, and reducing the number of patients who have waited longer than the clinically recommended time.
National Safety and Quality Healthcare Standards (NSQHS)	The National Safety and Quality Health Service (NSQHS) Standards were developed by the Australian Commission on Safety and Quality in Health Care (the Commission) in consultation and collaboration with jurisdictions, technical experts and a wide range of other organisations and individuals, including health professionals and patients. The primary aims of the NSQHS Standards are to protect the public from harm and to improve the quality of care provided by health service organisations.
National Standards for Mental Health Services (NSMHS)	The National Standards for Mental Health Services (NSMHS) were first introduced in 1996 to assist in the development and implementation of appropriate practices and guide continuous quality improvement in mental health services. Demonstration of the delivery of services against these standards ensures that consumers, carers and the community can be confident of what to expect from mental health services.

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Nurse Sensitive Indicators	The statewide Nurse Sensitive Indicator (NSI) reporting tool delivers a series of useful and relevant reports to help adult health facilities to analyse, trend, monitor, compare and/or benchmark the care delivered by nurses. These reports can be used to develop quality improvement initiatives which support the delivery of patient safety and care.
Occupied Bed Days	Is the occupancy of a bed or bed alternative by an admitted patient as measured at midnight of each day, for any period of up to 24 hours prior to that midnight.
Oncology	The study and treatment of cancer and malignant tumors.
Ophthalmology	Consultation, assessment, review, treatment and management of conditions relating to eye disorders and vision, and services associated with surgery to the eye.
Oral-maxillofacial surgery	Specialises in treating diseases, injuries and defects in the head, neck, face, jaws and the hard and soft tissues of the Oral (mouth) and Maxillofacial (jaws and face) region.
Orthopaedics	Consultation, diagnosis, treatment and follow-up of patients suffering diseases and disorders of the musculoskeletal system and connective tissue.
Outpatient	Non-admitted health service provided or accessed by an individual at a hospital or health service facility.
Outpatient Clinic	Provides examination, consultation, treatment or other service to non-admitted non-emergency patients in a speciality unit or under an organisational arrangement administered by a hospital.
Outreach	Services delivered to sites outside of the service's base to meet or complement local service needs.
Own Source Revenue	Own Source Revenue (OSR) is revenue generated by the agency, generally through the sale of goods and services. Examples of OSR include revenue generated through privately insured inpatients, private outpatients, and Medicare ineligible patients (overseas visitors).
Palliative Care	Palliative care is an approach that improves quality of life of patients and their families facing the problems associated with life threatening illness, through the prevention of suffering by means of early identification and assessment and treatment of pain and other problems, physical, psychological and spiritual.
Pastoral Care	Pastoral Care Services exist within a holistic approach to health, to enable patients, families and staff to respond to spiritual and emotional needs, and to the experiences of life and death, illness and injury, in the context of a faith or belief system.
Patient Travel Subsidy Scheme (PTSS)	The Patient Travel Subsidy Scheme (PTSS) provides assistance to patients, and in some cases their carers, to enable them to access specialist medical services that are not available locally.
Performance indicator	A measure that provides an 'indication' of progress towards achieving the organisation's objectives. Usually has targets that define the level of performance expected against the performance indicator.
Postnatal	Postnatal care is the attention given to the general mental and physical welfare of the mother and infant up to six weeks after birth. Care is directed toward prevention, and early detection and treatment, of complications and diseases. In addition, postnatal care includes counselling, advice, and services on breastfeeding, family planning, immunization, and maternal nutrition.
Primary Health Care	Primary health care services include health promotion and disease prevention, acute episodic care not requiring hospitalisation, continuing care of chronic diseases, education and advocacy.
Primary Health Network	Primary Health Networks (PHNs) replaced Medicare Locals from July 1 2015. PHNs are established with the key objectives of: <ul style="list-style-type: none"> • increasing the efficiency and effectiveness of medical services for patients, particularly those at risk of poor health outcomes; and • improving coordination of care to ensure patients receive the right care in the right place at the right time. PHNs work directly with general practitioners, other primary health care providers, secondary care providers and hospitals to ensure improved outcomes for patients.
Public hospital	Public hospitals offer free diagnostic services, treatment, care and inpatient accommodation to Medicare eligible patients. Patients who elect to be treated as a private patient in a public hospital, and patients who are not Medicare eligible are charged for the cost of treatment.
Public patient	A public patient is one who elects to be treated as a public patient, so cannot choose the doctor who treats them, or is receiving treatment in a private hospital under a contract arrangement with a public hospital or health authority.
Queensland Emergency Access Target (QEAT)	Queensland Emergency Access Target (QEAT) has been introduced to include additional Emergency Department (ED) sites across the State for all patients presenting to an ED to either physically leave the ED for admission to hospital, be transferred to another hospital for treatment, or be discharged within four hours. For DDHHS QEAT reporting facilities are Toowoomba, Warwick, Kingaroy, Chinchilla, Dalby, Goondiwindi, Stanthorpe and Oakey.
Queensland Weighted Activity Unit (QWAU)	QWAU is a standardised unit to measure healthcare services (activities) within the Queensland Activity Based Funding (ABF) model.
Registered nurse (RN)	An individual registered under national law to practice without supervision in the nursing profession as a nurse, other than as a student.

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Registered Training Organisation (RTO)	A Registered Training Organisation, is a vocational education organisation that provides students with training that results in qualifications and statements of attainment that are recognised and accepted by industry and other educational institutions throughout Australia.
Renal Dialysis	Renal dialysis is a medical process of filtering the blood with a machine outside of the body.
Risk	The effect of uncertainty on the achievement of an organisation's objectives.
Risk management	A process of systematically identifying hazards, assessing and controlling risks, and monitoring and reviewing activities to make sure that risks are effectively managed.
Rural Generalist	A Rural Generalist is defined as a rural medical practitioner who is credentialed to serve in: <ul style="list-style-type: none"> • Hospital-based and community-based primary medical practice; and • Hospital-based secondary medical practice in at least one specialist medical discipline (commonly but not limited to obstetrics, anaesthetics and surgery); and without supervision by a specialist medical practitioner in the relevant disciplines.
SAFE (Systematic Approach Facilitates Excellence)	A DDHHS program to measure performance against the clinical standards to improve safety and quality.
Secondary healthcare	Medical care provided by a specialist or facility upon referral by a primary care physician. It includes services provided by hospitals and specialist medical practices
Senior Medical Officer	A medical officer registered with the Medical Board of Australia under the provisions of the Health Practitioners National Law Act 2009, who is not in training or supervised.
Sepsis	Sepsis is a potentially life-threatening complication of an infection.
Statutory bodies / authorities	A non-departmental government body, established under an Act of Parliament.
Stroke Lysis	Treatment to dissolve blood clots in blood vessels, improve blood flow, and prevent damage to tissues and organs.
Sub-acute	Sub-acute care focuses on continuation of care and optimisation of health and functionality.
Sustainable health system	A health system that provides infrastructure, such as workforce, facilities and equipment, and is innovative and responsive to emerging needs, for example, research and monitoring within available resources.
Telehealth	Delivery of health-related services and information via telecommunication technologies, including: <ul style="list-style-type: none"> • live, audio and/or video inter-active links for clinical consultations and educational purposes • store-and-forward Telehealth, including digital images, video, audio and clinical (stored) on a client computer, then transmitted securely (forwarded) to a clinic at another location where they are studied by relevant specialists • Telehealth services and equipment to monitor people's health in their home.
Tertiary Hospitals	Tertiary Hospitals provide care which requires highly specialized equipment and expertise.
Thrombolysis	The pharmacological process of breaking up and dissolving blood clots.
Triage category	Urgency of a patient's need for medical and nursing care.
Urology	Consultation, diagnosis, treatment and follow-up of patients suffering from surgical diseases and disorders of the kidney and urinary tract.
Ultrasound	Ultrasound imaging allows an inside view of soft tissues and body cavities without the use of invasive techniques. Ultrasound waves can be bounced off tissues by using special devices. The echoes are then converted into a picture called a sonogram.
Vestibular	The vestibular system includes the parts of the inner ear and brain that help control balance and eye movements. If the system is damaged by disease, aging, or injury, vestibular disorders can result, and are often associated with one or more of these symptoms, among others: Vertigo and dizziness.
Videofluoroscopy	A videofluoroscopy is a moving x-ray of the mouth and throat used to assess the swallow.
Visiting Medical Officer	A medical practitioner who is employed as an independent contractor or an employee to provide services on a part time, sessional basis.
Weighted activity unit	A single standard unit used to measure all activity consistently.
Weighted Occasions Of Service (WOOS)	A WOOS is a unit of measure of oral health services activity based on the oral health care delivered to a client as indicated by treatment items.