

# Glossary

## Glossary of acronyms

ACEM	Australasian College of Emergency Medicine
AIN	Assistant in Nursing
ARRs	Annual report requirements for Queensland Government agencies
ATSICCHO	Aboriginal and Torres Strait Islander community-controlled health organisation
AYAS	Adolescent and Young Adult Services
CAG	Consumer Advisory Group
CCAR	Courageous Conversations About Race
CCF	Core Capability Framework
CENA	College of Emergency Nursing Australasian
CEO	Chief Executive Officer
CIAP	Continuous Improvement Action Plans
COAG	Council of Australian Governments
CPP	Cultural Practice Program
CSU	Crisis Stabilisation Unit
D24	Gold Coast Health Digital Strategic Plan and Roadmap 2021-2024
DCYMA	Department of Children, Youth Justice and Multicultural Affairs
ED	Emergency Department
EDCRG	Emergency Department Collaborative Research Group
EDLS	Emergency Department Load Share
ERM	Enterprise Risk Management
FAA	Financial Accountability Act 2009
FPMS	Financial and Performance Management Standard 2019
FRR	Financial Reporting Requirements
FTE	Full-time Equivalent
GCGPMAP	Gold Coast Health GP Maternity Alignment Program
GCHHS	Gold Coast Hospital and Health Service
GCMHSS	Gold Coast Mental Health and Specialist Services
GCPHN	Gold Coast Primary Health Network
GCUH	Gold Coast University Hospital
GP	General Practitioner
HHS	Hospital and Health Service
HITH	Hospital in the Home

HR	Human Resources
HVP	Home Visiting Program
ICD	Interactive Competitive Dialogue
ICU	Intensive Care Unit
KPI	Key Performance Indicators
LEAP	Learning Experience and Academic Placements
MHSS	Mental Health and Specialist Services
MOHRI	Minimum Obligatory Human Resource Information
NEST	National Elective Surgery Target
NGO	Non-Government Organisation
NHS	National Health Service
PLS	Patient Liaison Service
PPA	Promoting Professional Accountability
QAIHC	Queensland Aboriginal and Islander Health Council
QAS	Queensland Ambulance Service
QPS	Queensland Police Service
QWAU	Queensland Weighted Activity Units
RACF	Residential Aged Care Facilities
RACGP	The Royal Australian College of General Practitioners
RYP	Refer Your Patient
SCC	Statutory Compliance and Conduct
SDS	Service Delivery Statement
SEQ	South East Queensland
SPACE	Specialist Palliative Care in Aged Care
TAFE	Training and Further Education
UK	United Kingdom
VBAC	Vaginal birth after caesarean
WAU	Weighted Activity Units
WHS	Work Health and Safety
WNCS	Women, Newborn and Children's Services

## Glossary of terms

<b>Accessible</b>	Accessible health care is characterised by the ability of people to obtain appropriate health care at the right place and right time, irrespective of income, cultural background or geography.
<b>Activity-based funding</b>	<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</li> <li>• in the context of improving efficiency and effectiveness</li> <li>• providing mechanisms to reward good practice and support quality initiatives.</li> </ul>
<b>Acute</b>	Having a short and relatively severe course.
<b>Acute care</b>	<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>
<b>Admission</b>	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).
<b>Allied health</b>	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.
<b>Best practice</b>	The cooperative way in which organisations and their employees undertake business activities in all key processes and use benchmarking that can be expected to lead sustainable world-class positive outcomes.
<b>Clinical governance</b>	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.
<b>Clinical practice</b>	Professional activity undertaken by health professionals to investigate patient symptoms and prevent and/or manage illness, together with associated professional activities for patient care.
<b>Full-time equivalent</b>	Refers to full-time equivalent staff currently working in a position.
<b>Department of Health</b>	Refers to Queensland Health.
<b>Hospital</b>	Health care 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.
<b>Hospital and Health Boards</b>	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 is a separate legal entity established by Queensland Government to deliver public hospital services.

<b>Immunisation</b>	Process of inducing immunity to an infectious agency by administering a vaccine.
<b>Incidence</b>	Number of new cases of a condition occurring within a given population, over a certain period of time.
<b>Indigenous health worker</b>	An Aboriginal and/or Torres Strait Islander person who holds the specified qualification and works within a primary health care framework to improve health outcomes for Indigenous Australians.
<b>Long wait</b>	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.
<b>Nurse Navigator</b>	Highly experienced nurses who have an in-depth understanding of the health system and who will assist patients with complex health care needs to navigate to and from their referring general practitioner and/or other primary care providers, through hospital, the community and back home again.
<b>Nurse practitioner</b>	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 health care professionals, prescribing medications, and ordering diagnostic investigations.
<b>Occasions of service</b>	Occasions of service include any examination, consultation, treatment or other service provided to a non-admitted patient in each functional unit of a health service facility, on each occasion such service is provided.
<b>Outpatient</b>	Non-admitted health service provided or accessed by an individual at a hospital or health service facility.
<b>Outpatient service</b>	Examination, consultation, treatment or other service provided to non-admitted non-emergency patients in a speciality unit or under an organisational arrangement administered by a hospital.
<b>Patient flow</b>	Optimal patient flow means the patient's journey through the hospital system, be it planned or unplanned, happens in the safest, most streamlined and timely way to deliver good patient care.
<b>Performance indicator</b>	A measure that provides an 'indication' of progress towards achieving the organisation's objectives and usually has targets that define the level of performance expected against the performance indicator.
<b>Private hospital</b>	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.
<b>Public patient</b>	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.
<b>Public hospital</b>	Public hospitals offer free diagnostic services, treatment, care and accommodation to eligible patients.
<b>Registered nurse</b>	An individual registered under national law to practice in the nursing profession as a nurse, other than as a student.
<b>Statutory bodies</b>	A non-departmental government body, established under an Act of Parliament. Statutory bodies can include corporations, regulatory authorities and advisory committees/councils.
<b>Sustainable</b>	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.
<b>Weighted Activity Unit</b>	A standard unit used to measure all patient care activity consistently. The more resource intensive an activity is, the higher the weighted activity unit. This is multiplied by the standard unit cost to create the 'price' for the episode of care.

# Compliance checklist

Summary of requirement		Basis for requirement	Annual report reference
Letter of compliance	<ul style="list-style-type: none"> <li>A letter of compliance from the accountable officer or statutory body to the relevant Minister/s</li> </ul>	ARRs – section 7	4
Accessibility	<ul style="list-style-type: none"> <li>Table of contents</li> <li>Glossary</li> </ul>	ARRs – section 9.1	5 114
	<ul style="list-style-type: none"> <li>Public availability</li> </ul>	ARRs – section 9.2	2
	<ul style="list-style-type: none"> <li>Interpreter service statement</li> </ul>	Queensland Government Language Services Policy ARRs – section 9.3	2
	<ul style="list-style-type: none"> <li>Copyright notice</li> </ul>	Copyright Act 1968 ARRs – section 9.4	2
	<ul style="list-style-type: none"> <li>Information Licensing</li> </ul>	QGEA – Information Licensing ARRs – section 9.5	2
General information	<ul style="list-style-type: none"> <li>Introductory Information</li> </ul>	ARRs – section 10	10-16 21-29
Non-financial performance	<ul style="list-style-type: none"> <li>Government's objectives for the community and whole-of-government plans/specific initiatives</li> </ul>	ARRs – section 11.1	6
	<ul style="list-style-type: none"> <li>Agency objectives and performance indicators</li> </ul>	ARRs – section 11.2	10 21-29
	<ul style="list-style-type: none"> <li>Agency service areas and service standards</li> </ul>	ARRs – section 11.3	51
Financial performance	<ul style="list-style-type: none"> <li>Summary of financial performance</li> </ul>	ARRs – section 12.1	58
Governance – management and structure	<ul style="list-style-type: none"> <li>Organisational structure</li> </ul>	ARRs – section 13.1	40
	<ul style="list-style-type: none"> <li>Executive management</li> </ul>	ARRs – section 13.2	35
	<ul style="list-style-type: none"> <li>Government bodies (statutory bodies and other entities)</li> </ul>	ARRs – section 13.3	9, 34
	<ul style="list-style-type: none"> <li>Public Sector Ethics</li> </ul>	Public Sector Ethics Act 1994 ARRs – section 13.4	49
	<ul style="list-style-type: none"> <li>Human Rights</li> </ul>	Human Rights Act 2019 ARRs – section 13.5	50
	<ul style="list-style-type: none"> <li>Queensland public service values</li> </ul>	ARRs – section 13.6	6, 10, 12
Governance – risk management and accountability	<ul style="list-style-type: none"> <li>Risk management</li> </ul>	ARRs – section 14.1	46
	<ul style="list-style-type: none"> <li>Audit committee</li> </ul>	ARRs – section 14.2	33
	<ul style="list-style-type: none"> <li>Internal audit</li> </ul>	ARRs – section 14.3	47
	<ul style="list-style-type: none"> <li>External scrutiny</li> </ul>	ARRs – section 14.4	48
	<ul style="list-style-type: none"> <li>Information systems and recordkeeping</li> </ul>	ARRs – section 14.5	48

Summary of requirement		Basis for requirement	Annual report reference
	<ul style="list-style-type: none"> <li>Information Security attestation</li> </ul>	ARRs – section 14.6	48
Governance – human resources	<ul style="list-style-type: none"> <li>Strategic workforce planning and performance</li> </ul>	ARRs – section 15.1	41
	<ul style="list-style-type: none"> <li>Early retirement, redundancy and retrenchment</li> </ul>	Directive No.04/18 <i>Early Retirement, Redundancy and Retrenchment</i> ARRs – section 15.2	45
Open Data	<ul style="list-style-type: none"> <li>Statement advising publication of information</li> </ul>	ARRs – section 16	2
	<ul style="list-style-type: none"> <li>Consultancies</li> </ul>	ARRs – section 31.1	<a href="https://data.qld.gov.au">https://data.qld.gov.au</a>
	<ul style="list-style-type: none"> <li>Overseas travel</li> </ul>	ARRs – section 31.2	<a href="https://data.qld.gov.au">https://data.qld.gov.au</a>
	<ul style="list-style-type: none"> <li>Queensland Language Services Policy</li> </ul>	ARRs – section 31.3	<a href="https://data.qld.gov.au">https://data.qld.gov.au</a>
Financial statements	<ul style="list-style-type: none"> <li>Certification of financial statements</li> </ul>	FAA – section 62 FPMS – sections 38, 39 and 46 ARRs – section 17.1	109
	<ul style="list-style-type: none"> <li>Independent Auditor's Report</li> </ul>	FAA – section 62 FPMS – section 46 ARRs – section 17.2	110

