



# 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.
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"> <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>
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"> <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>
Acute Hospital	Is generally a recognised hospital that provides acute care and excludes dental and psychiatric hospitals.
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).
Advance 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 Clinical Leader - Acute Medical	This role provides clinical leadership on behalf of allied health within the Acute Medical Services. It is undertaken by an advanced practice Occupational Therapist or Physiotherapist, who can also operate within an extended scope framework to deliver allied health services to patients which previously would have been delivered by another professional group eg. Speech Pathology, Nutrition and Dietetics.
Allied Health Clinical Leader - Rural Generalist	This role provides clinical leadership on behalf of allied health within the Emergency Department. It is undertaken by an advanced practice Physiotherapist, who can also operate within an extended scope framework to deliver allied health services to patients which previously would have been delivered by another professional group eg. Occupational Therapy, Speech Pathology, Nutrition and Dietetics.
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.
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.
Balanced Scorecard	A tool to align metrics with the strategic plan.
Benchmarking	Involves collecting performance information to undertake comparisons of performance with similar organisations.
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.

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<b>Cardiology</b>	Management, assessment and treatment of cardiac (heart related) conditions. Includes monitoring of long-term patients with cardiac conditions, maintenance of pacemakers and investigative treatments.
<b>Chronic Disease</b>	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.
<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>Clinical Redesign</b>	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.
<b>Clinical workforce</b>	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.
<b>Community Care Unit</b>	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.
<b>Community Health</b>	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.
<b>Compensable Patient</b>	One who receives care and/or treatment for an injury, illness or disease and receives, or is entitled to receive, compensation that covers the cost of hospital treatment.
<b>Computerised Tomography (CT)</b>	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.
<b>Consumer Advisory Networks</b>	Groups that represents people who use health services. Consumer Advisory Networks act as a bridge between health consumers and the health service.
<b>Consumer Companion</b>	Consumer Companions are people with lived experience of mental illness who have undergone specific training to undertake their role as a companion to people experiencing an acute hospital admission.
<b>Delirium</b>	An acute disorder characterised by confusion, disorientation, restlessness and clouding of the consciousness.
<b>Department of Health</b>	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.
<b>Direct Entry Midwife</b>	Registered midwives who have completed a Bachelor of Midwifery and work in maternity settings such as hospitals, birth centres and other community agencies.
<b>Emergency department waiting time</b>	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.
<b>Endoscopy</b>	Internal examination of either the upper or lower gastro intestinal tract.
<b>Environmental Health</b>	Environmental Health programs are related human health issues that are affected by the physical, chemical, biological and social factors that are present in the environment.
<b>Full-time equivalent (FTE)</b>	Refers to full-time equivalent staff currently working in a position.
<b>Gastroenterology</b>	Consultation, diagnosis, treatment and follow-up of patients suffering diseases and disorders of the digestive system
<b>Governance</b>	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.
<b>GP (General Practitioner)</b>	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.
<b>General Practice Liaison Officer</b>	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 and together strive 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.



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<b>Health outcome</b>	Change in the health of an individual, group of people or population attributable to an intervention or series of interventions.
<b>Health reform</b>	Response to the National Health and Hospitals Reform Commission Report (2009) that outlined recommendations for transforming the Australian health system, including the National Health and Hospitals Network Agreement (NHHNA), the National Health Reform Heads of Agreement (HoA), and the National Healthcare Agreement 2012. This last agreement was signed by the Commonwealth and then all states and territories and sets out future directions on prevention, primary and community care, hospital and related care, and aged care.
<b>Home and Community Care (HACC)</b>	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.
<b>Hospital</b>	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.
<b>Hospital and Health Board</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.
<b>Hospital and Health Service</b>	Hospital and Health Service (HHS) is a separate legal entity established by Queensland Government to deliver public hospital services.
<b>Hospital in the home</b>	Provision of care to hospital-admitted patients in their place of residence, as a substitute for hospital accommodation.
<b>Indigenous health worker</b>	An Aboriginal and/or Torres Strait Islander person who works to improve health outcomes for Indigenous Australians.
<b>Inpatient</b>	A patient who is admitted to a hospital or health service for treatment that requires at least one overnight stay.
<b>Internal Audit</b>	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.
<b>Interns</b>	A medical practitioner in the first postgraduate year, learning medical practice under supervision.
<b>Key Performance Indicators</b>	Key performance indicators are metrics used to help a business define and measure progress towards achieving its objectives or critical success factors.
<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 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.
<b>Medical practitioner</b>	A person who is registered with the Medical Board of Australia to practice medicine in Australia, including general and specialist practitioners.
<b>Medicare Local</b>	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.
<b>MH CAiRE</b>	Mental Health Consistent Assessment in Rural Emergency. MH CAiRE is a project that aims to examine and improve the journey for people who present to rural emergency departments with a mental health problem. The solution involves the use of telehealth to increase access to after-hours specialist mental health assessment services in rural and remote communities. Staff are also supported by on-site and video-conference education around mental health assessment
<b>Minimum Obligatory Human Resource Information (MOHRI)</b>	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.
<b>Mobile Womens Health</b>	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.
<b>Models of Care</b>	Model of Care and Models of Service Delivery broadly defines the way that clinical and non-clinical services will be delivered.
<b>Multidisciplinary team</b>	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.
<b>Multipurpose Health Service (MPHS)</b>	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.
<b>Mums and Bubs</b>	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.

Term	Meaning
<b>National Safety and Quality Healthcare Standards</b>	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.
<b>NEAT</b>	National Emergency Access Target. 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.
<b>NEST</b>	National Elective Surgery Target. 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.
<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 healthcare professionals, prescribing medications, and ordering diagnostic investigations.
<b>Nurse Sensitive Indicators</b>	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.
<b>Occupied Bed Days</b>	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.
<b>Ophthalmology</b>	Consultation, assessment, review, treatment and management of conditions relating to eye disorders and vision, and services associated with surgery to the eye.
<b>Orthopaedics</b>	Consultation, diagnosis, treatment and follow-up of patients suffering diseases and disorders of the musculoskeletal system and connective tissue.
<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>Outreach</b>	Services delivered to sites outside of the service's base to meet or complement local service needs.
<b>Overnight stay patient</b>	A patient who is admitted to, and separated from, the hospital on different dates (not same-day patients).
<b>Own Source Revenue</b>	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).
<b>Palliative Care</b>	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.
<b>Pastoral Care</b>	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.
<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>Patient Travel Subsidy Scheme (PTSS)</b>	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.
<b>Peer Support Worker</b>	In Mental Health, peer support has been defined as: a system of giving and receiving help founded on key principles of respect, shared responsibility, and mutual agreement about what is helpful.
<b>Performance indicator</b>	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.
<b>Primary Health Care</b>	Primary health care services include health promotion and disease prevention, acute episodic care not requiring hospitalisation, continuing care of chronic diseases, education and advocacy.
<b>Private Practice Midwife</b>	Qualified midwives who practise privately, providing continuity of care in primary maternity services for women and their families.
<b>Public hospital</b>	Public hospitals offer free diagnostic services, treatment, care and accommodation to eligible patients.
<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.



Term	Meaning
<b>Queensland Weighted Activity Unit (QWAU)</b>	QWAU is a standardised unit to measure healthcare services (activities) within the Queensland Activity Based Funding (ABF) model.
<b>Registered nurse (RN)</b>	An individual registered under national law to practice in the nursing profession as a nurse, other than as a student.
<b>Registered Training Organisation (RTO)</b>	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.
<b>Renal Dialysis</b>	Renal dialysis is a medical process of filtering the blood with a machine outside of the body.
<b>Risk management</b>	A process of systematically identifying hazards, assessing and controlling risks, and monitoring and reviewing activities to make sure that risks are effectively managed.
<b>Rural Generalist</b>	A Rural Generalist is defined as a rural medical practitioner who is credentialed to serve in: <ul style="list-style-type: none"> <li>• Hospital-based and community-based primary medical practice; and</li> <li>• Hospital-based secondary medical practice</li> </ul> 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.
<b>Ryan's Rule</b>	Ryan's Rule offers patients, their family and/or carer an opportunity to 'escalate' their concerns independently when they believe the patient in hospital is getting worse, is not doing as well as expected or who shows behaviour that is not normal for them.
<b>Senior Medical Officer</b>	A medical officer registered with the Medical Board of Australia under the provisions of the <i>Health Practitioners National Law Act 2009</i> .
<b>Statutory bodies / authorities</b>	A non-departmental government body, established under an Act of Parliament. Statutory bodies can include corporations, regulatory authorities and advisory committees / councils.
<b>Stroke Lysis</b>	Treatment to dissolve blood clots in blood vessels, improve blood flow, and prevent damage to tissues and organs.
<b>Sub-acute</b>	Sub-acute care focuses on continuation of care and optimisation of health and functionality.
<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>Telehealth</b>	Delivery of health-related services and information via telecommunication technologies, including: <ul style="list-style-type: none"> <li>• live, audio and/or video inter-active links for clinical consultations and educational purposes</li> <li>• 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</li> <li>• Telehealth services and equipment to monitor people's health in their home.</li> </ul>
<b>Tertiary Hospitals</b>	Tertiary Hospitals provide care which requires highly specialized equipment and expertise.
<b>Thrombolysis</b>	The pharmacological process of breaking up and dissolving blood clots.
<b>Transition Care Program (TCP)</b>	The Transition Care Program (TCP) aims to provide time limited and therapy focussed support and active management for older people at the interface of the acute/sub-acute and residential aged care sectors, in a residential or community setting.
<b>Triage category</b>	Urgency of a patient's need for medical and nursing care.
<b>Urology</b>	Consultation, diagnosis, treatment and follow-up of patients suffering from diseases patients suffering from diseases and disorders of the kidney and urinary tract.
<b>Visiting Medical Officer</b>	A medical practitioner who is employed as an independent contractor or an employee to provide services on a part time, sessional basis.
<b>Weighted activity Unit</b>	A single standard unit used to measure all activity consistently. Phase 16 is the current version of the Queensland Health Activity Based Funding Model.
<b>Weighted Occasions Of Service (WOOS)</b>	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.

# Compliance checklist

Compliance Checklist			
Summary of Requirement		Basis for requirement	Annual report reference
Letter of compliance	A letter of compliance from the accountable officer or statutory body to the relevant Minister	ARRs – section 8	i
Accessibility	Table of contents	ARRs – section 10.1	1
	Glossary	ARRs – section 10.1	55
	Public availability	ARRs – section 10.2	Inside front cover
	Interpreter service statement	<i>Queensland Government Language Services Policy</i> ARRs – section 10.3	Inside front cover
	Copyright notice	<i>Copyright Act 1968</i> ARRs – section 10.4	Inside front cover
	Information licensing	<i>Queensland Government Enterprise Architecture – Information licensing</i> ARRs – section 10.5	Inside front cover
General information	Introductory Information	ARRs – section 11.1	ii, 4-5
	Agency role and main functions	ARRs – section 11.2	4-5, Appendix 1 (2, 8)
	Operating environment	ARRs – section 11.3	6-38, 48-50
	Machinery of Government changes	ARRs – section 11.4	N/A
Non-financial performance	Government objectives for the community	ARRs – section 12.1	6-18
	Other whole-of-government plans / specific initiatives	ARRs – section 12.2	N/A
	Agency objectives and performance indicators	ARRs – section 12.3	6-18
	Agency service areas, service standards and other measures	ARRs – section 12.4	35-38
Financial performance	Summary of financial performance	ARRs – section 13.1	13-14, 37-38



## Compliance Checklist cont.

Compliance Checklist			
Summary of Requirement		Basis for requirement	Annual report reference
Governance – management and structure	Organisational structure	ARRs – section 14.1	19-20, 40-45, 48, Appendix 1 (42)
	Executive management	ARRs – section 14.2	46-48, 51-54, Appendix 1 (43,44)
	Related entities	ARRs – section 14.3	N/A
	Government bodies	ARRs – section 14.4	N/A
	<i>Public Sector Ethics Act 1994</i>	<i>Public Sector Ethics Act 1994</i> (section 23 and Schedule) ARRs – section 14.5	17
Governance – risk management and accountability	Risk management	ARRs – section 15.1	46, 47
	External Scrutiny	ARRs – section 15.2	12, 25
	Audit committee	ARRs – section 15.3	46, 47
	Internal Audit	ARRs – section 15.4	47
	Public Sector Renewal	ARRs – section 15.5	24
	Information systems and recordkeeping	ARRs – section 15.7	34
Governance – human resources	Workforce planning, attraction and retention and performance	ARRs – section 16.1	16-18, 27, 32
	Early retirement, redundancy and retrenchment	<i>Directive No.11/12 Early Retirement, Redundancy and Retrenchment</i> ARRs – section 16.2	33
Open Data	Open Data	ARRs – section 17	34
Financial statements	Certification of financial statements	FAA – section 62 FPMS – sections 42, 43 and 50 ARRs – section 18.1	Appendix 1 (51)
	Independent Auditors Report	FAA – section 62 FPMS – section 50 ARRs – section 18.2	Appendix 1 (52)
	Remuneration disclosures	<i>Financial Reporting Requirements for Queensland Government Agencies</i> ARRs – section 18.3	Appendix 1 (42-48)

FAA *Financial Accountability Act 2009*

FPMS *Financial and Performance Management Standard 2009*

ARRs *Annual report requirements for Queensland Government Agencies*