

Glossary of terms

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: A management tool with the potential to enhance public accountability and drive technical efficiency in the delivery of health services by:

- 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:

- 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: 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).

Admitted patient: A patient who undergoes a hospital's formal admission process.

Allied health staff: Professional staff who meet mandatory qualifications and regulatory requirements in 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 or social work.

Benchmarking: The collection of performance information for the purpose of comparing performance with similar organisations.

Best practice: Cooperative way in which organisations and their staff undertake business activities in all key processes, and use benchmarking that can be expected to lead to sustainable, world class positive outcomes.

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.

Decision support system: Consolidates data suitable for finance, HR, pharmacy and pathology related information for decision support purposes.

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.

Full-time equivalent: Refers to full-time equivalent staff currently working in a position.

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 Australian Government and states and territories, other than Western Australia, in April 2010 and the National Health Reform Heads of Agreement signed in February 2010 by the Australian Government and all states and territories amending the NHHNA.

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: A Hospital and Health Board is made up of a mix of members with expert skills and knowledge relevant to managing a complex healthcare organisation.

Hospital and Health Service: A Hospital and Health Service is a separate legal entity established by the Queensland Government to deliver public hospital services. The first HHSs commenced on 1 July 2012. Queensland's 17 HHSs replaced existing health service districts.

Hospital in the Home: Provision of care to hospital-admitted patients in their place of residence, as a substitute for hospital accommodation.

Immunisation: Process of inducing immunity to an infectious agent by administering a vaccine.

Incidence: Number of new cases of a condition occurring within a given population, over a certain period of time.

Indigenous health worker: An Aboriginal and/or Torres Strait Islander person who holds the specified qualification and works within a primary healthcare framework to improve health outcomes for Indigenous Australians.

Long wait: An elective surgery patient 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.

Medicare Local: An organisation established by the Australian Government to coordinate primary healthcare services across all providers in a geographic area. Medicare locals work closely with HHSs to identify and address local health needs. They are selected and funded by the Australian Government and were rolled out progressively from 1 July 2011.

Medical practitioner: A person who is registered with the Medical Board of Australia to practice medicine in Australia, including general and specialist practitioners.

Non-admitted patient: A patient who does not undergo a hospital's formal admission process.

Non-admitted patient service: An examination, consultation, treatment or other service provided to a non-admitted patient in a functional unit of a health service facility.

Outpatient: A non-admitted, non-emergency patient who is provided with an outpatient service.

Outpatient service: Examination, consultation, treatment or other service provided to a non-admitted, non-emergency patient in a specialty unit or under an organisational arrangement administered by a hospital.

Patient flow: 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.

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.

Population health: The promotion of healthy lifestyles, prevention or early detection of illness or disease, prevention of injury and protection of health through organised, population-based programs and strategies.

Public health sector: Incorporates the Department of Health and the 17 Hospital and Health Services.

Private hospital: 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 patient: A public patient is a person who elects to be treated in a public hospital or is receiving treatment in a private hospital under a contract arrangement with a public hospital or health authority.

Public hospital: Public hospitals offer free diagnostic services, treatment, care and accommodation to eligible patients.

Queensland Health: Refers to the public health sector, incorporating the Department of Health and the 17 Hospital and Health Services.

Queensland healthcare system: Incorporates the public, private and not-for-profit healthcare sectors.

Registered nurse: An individual registered under national law to practice in the nursing profession as a nurse, other than as a student.

Statutory agency: A non-departmental government body, established under an Act of Parliament. Statutory agencies can include corporations, regulatory authorities and advisory committees/councils.

Statutory bodies: A non-departmental government body, established under an Act of Parliament. Statutory bodies can include corporations, regulatory authorities and advisory committees/councils.

Sustainable health system: A health system that provides infrastructure, such as workforce, facilities and equipment, and is innovative and responsive to emerging needs within available resources.

Telehealth: Delivery of health-related services and information via telecommunication technologies, including:

- live, audio and or/video interactive 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
- teleradiology for remote reporting and clinical advice for diagnostic images
- Telehealth services and equipment to monitor people's health in their home.

Triage category: Urgency of a patient's need for medical and nursing care.

Wayfinding: Signs, maps and other graphic or audible methods used to convey locations and directions.

Glossary of acronyms

ABF: Activity based funding

ARF: Acute rheumatic fever

ARRs: Annual report requirements

CC: Creative Commons

CSSP: Clinical Supervisor Support Program

DSS: Decision Support System

EMT: Executive Management team

ESU: Ethical Standards Unit

FAA: Financial Accountability Act

FPMS: Financial and Performance Management Standard

FSS: Forensic and Scientific Services

FTE: Full-time equivalent

GOS: Grade of service

GP: General practitioner

HHB: Hospital and Health Board

HHF: Health and Hospital Fund

HHS: Hospital and Health Services

HQCC: Health Quality and Complaints Commission

HSCE: Health Service Chief Executive

HSCI: Health Service and Clinical Innovation

HSIA: Health Services Information Agency

HSSA: Health Services Support Agency

HR: Human resources

ICT: Information and communications technology

ieMR: Integrated Electronic Medical Record

IHI: Individual Healthcare Identifiers

LBTP: Land and Building Transfer Project

MAC: Ministerial Advisory Committee

MEDAI: Metropolitan Emergency Department Access Initiative

MRSA: Methicillin Resistant Staphylococcus Aureus

NBCSP: National Bowel Cancer Screening Program

NEAT: National Emergency Access Target

NEHTA: National E-Health Transition Authority

NEST: National Elective Surgery Target

NHHNA: National Health and Hospital Network Agreement

NHIS: National Healthcare Identifiers Service

ODG: Office of the Director-General

PBS: Pharmaceutical Benefits Scheme

PCEHR: Personally Controlled Electronic Health Record

PFUF: Participant Follow-up Function

PPP: Public-private partnership

PrEP: Pre-exposure prophylaxis

QAS: Queensland Ambulance Service

QRTN: Queensland Regional Training Networks

RHD: Rheumatic heart disease

RRAHPTS: Rural and Remote Allied Health Priority Transfer Scheme

SPP: System Policy and Performance

SSS: System Support Services

VLAD: Variable Life Adjusted Display

WAU: Weighted activity units