

Glossary

Accessible	An accessible hospital system delivers healthcare that is timely, within a reasonable geographic distance and provides services in a setting where skills and resources are appropriate to a person's medical need.
Accreditation	Accreditation is an evaluation process that involves assessment by qualified external peer reviewers to assess a health service organisation's compliance with safety and quality 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	Acute conditions are severe and sudden in onset.
Admission	Admission is when the hospital accepts responsibility for the patient's care and/or treatment. Admission follows a clinical decision that a patient requires same-day, overnight or multi-day care or treatment.
Allied health	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,
Ambulatory care	prosthetics and orthotics, psychology, radiation therapy, sonography, speech pathology, and social work.
Board	Sunshine Coast Hospital and Health Service Board
CEO	Chief Executive Officer
Chronic condition	A chronic condition is a health condition or disease that is persistent or otherwise long-lasting in its effects or a disease that comes with time.
Clinical governance	Clinical governance is the set of relationships and responsibilities established by a health service organisation between its state or territory department of health, governing body, executive, workforce, patients, consumers and other stakeholders to ensure good clinical outcomes.
DAMA	Discharge Against Medical Advice is when a patient chooses to leave a hospital before the treating team recommends discharge.
Elective surgery categories	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. 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. 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. 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.
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.
FTA	Fail to attend – patient does not attend their appointment.
Full-time equivalent (FTE)	Refers to full-time equivalent staff currently working in a position.
GP	General Practitioner
Health equity strategy	The Aboriginal and Torres Strait Islander Health Equity Strategy is the roadmap for how we will achieve health equity and eliminate institutional racism.

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 Boards	The Hospital and Health Boards are made up of a mix of members with expert skills and knowledge relevant to managing a complex healthcare organisation. Hospital and Health Service Hospital and Health Service is a separate legal entity established by Queensland Government to deliver public hospital services.
ICT	Information Communication Technology
ieMR	Replacing paper-based clinical charts, the integrated electronic Medical Record (ieMR) solution allows healthcare professionals to simultaneously access and update patient information.
Immunisation	Process of inducing immunity to an infectious agency by administering a vaccine.
Health workers/ Hospital Liaison Officer	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 Aboriginal and Torres Strait Islander Australians.
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.
MOHRI	Minimum Obligatory Human Resource Information
NGOs	Non-Government Organisations
Nurse Navigator	Highly experienced nurses who have an in-depth understanding of the health system and who will assist patients with complex healthcare needs to navigate to and from their referring general practitioner and/or other primary care providers, through hospital, the community and back home again.
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.
Occasions of Service (OoS)	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 a service is provided.
Outpatient	Non-admitted health service provided or accessed by an individual at a hospital or health service facility.
Outpatient service	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.
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 and usually has targets that define the level of performance expected against the performance indicator.
PREMS	Patient reported experience and outcome measures.
Public hospital	Public hospitals offer free diagnostic services, treatment, care and accommodation to eligible patients.
SCHI	Sunshine Coast Health Institute
SCUH	Sunshine Coast University Hospital
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	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.
VACS	Virtual Acute Care Service
Weighted Activity Unit	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.