

# Compliance checklist, glossary & index



# Compliance checklist

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# Glossary

## Activity Based Funding

Activity Based Funding is a management tool which helps plan and assess performance and clinical needs as part of the new approach to the funding, purchasing and performance of health services in NSW. Activity Based Funding helps make public health funding more effective because health service management can allocate their share of available state and Commonwealth funding based on real levels of patient care. The Activity Based Funding tool allows public health planners, administrators, consumers and clinicians to see how and where taxpayer funding is being allocated.

## Acute Care

Short-term medical treatment, usually in a hospital, for patients with an acute illness or injury, or recovering from surgery. Acute illness/injury is one that is severe in its effect or approaching crisis point, for example acute appendicitis.

## Antenatal

The period prior to birth.

## Bed days

The total number of bed days of all admitted patients accommodated during the reporting period. It is taken from the count of the number of inpatients at midnight (approximately) each day. Details for same-day patients are also recorded as occupied bed days where one occupied bed day is counted for each same-day patient.

## Bed occupancy rate

The percentage of available beds, which have been occupied over the year. It is a measure of the intensity of the use of hospital resources by inpatients.

## Between the Flags

Program supporting doctors and nurses to recognise early warning signs and then make the right clinical decisions should the condition of a patient start to deteriorate.

## Blood Borne Viruses

Viruses that are transmitted through contact between infected blood and uninfected blood.

## Cervical cancer

A cancer of the cervix, often caused by human papillomavirus, which is a sexually transmissible infection.

## Chemotherapy

The treatment of disease by chemical agents, for example the use of drugs to destroy cancer cells.

## Chronic Disease

The term applied to a diverse group of diseases, such as heart disease, cancer and arthritis that tend to be long-lasting and persistent in their symptoms or development. Although these features also apply to some communicable diseases (infections), the general term chronic diseases is usually confined to non-communicable diseases.

## Clinical governance

A term to describe a systematic approach to maintaining and improving the quality of patient care within a health system.

## Closing the Gap

COAG Closing the Gap initiatives designed to close the life expectancy gap between Aboriginal and non-Aboriginal Australians within a generation.

## Community Health and Outpatient Care program (CHOC)

A statewide Integrated Clinical System service delivery program designed to improve access to clinical information across all sectors of local health districts and affiliated health networks, leading to better informed and coordinated patient care.

## Comorbidity

The presence of one or more disorders (or diseases) in addition to a primary disease or disorder.

## ComPacks Program

Facilitates safe and early discharge of eligible patients from hospital by providing access to a short-term package of care designed to help them gain independence and prevent their re-admission to hospital.

## Computed Tomography (CT) Scanning

An imaging method that uses computer processing to generate an image of tissue density in a 'slice' through the body. The images are spaced at 5 to 10 mm intervals allowing an anatomical cross-section of the body to be constructed.

## Communicable Disease

Illnesses caused by microorganisms and transmitted from an infected person or animal to another person or animal.

## CORE values

The values that underpin all NSW Health activity: collaboration, openness, respect and empowerment.

## Deliverables

Tangible program products developed to meet program objectives.

## Dementia

A general and worsening loss of brain power such as memory, understanding and reasoning.

## Diabetes

Refers to a group of syndromes caused by a malfunction in the production and release of insulin by the pancreas leading to a disturbance in blood glucose levels. Type 1 diabetes is characterised by the abrupt onset of symptoms, usually during childhood; and inadequate production of insulin requiring regular injections to regulate insulin levels. Type 2 diabetes is characterised by gradual onset commonly between 50 and 60 years old; and is usually able to be regulated through dietary control.

## Did Not Wait (DNW) rate

A measure of the proportion of patients attending emergency departments who did not wait to be attended by a health care professional. The DNW rate gap between Aboriginal and non-Aboriginal people has reduced across NSW in the reporting period.

## Digital mammography

Specialised form of mammography that uses digital receptors and computers instead of x-ray film to help examine breast tissue for breast cancer.

## Domestic Violence Disclosure Scheme (DVDS)

The NSW Domestic Violence Disclosure Scheme helps people who may be at risk of domestic violence to find out if their current or former partner has a history of violent criminal offences. The Scheme is the first of its kind in Australia and one of the NSW Government's strategies to help reduce domestic violence in NSW.

## eHealth

Application of internet and other related technologies in the health care industry to improve the access, efficiency, effectiveness and quality of clinical and business processes utilised by health care organisations, practitioners, patients and consumers to improve the health status of patients.

## Emergency Treatment Access Target

The Emergency Treatment Access Target (previously known as National Emergency Access Target – NEAT) aims to ensure all patients leave the Emergency Department within four hours either through discharge, being admitted to hospital or transferred to another hospital for treatment.

## eMR – Electronic Medical Record

An online record that tracks and details a patient's care during the time spent in hospital. It is a single database where patient details are entered once and then become accessible to all treating clinicians, with authorised access, anywhere in the hospital.

## Enrolled nurses

An enrolled nurse is an associate to the registered nurse who demonstrates competence in the provision of patient-centred care as specified by the registering authority's licence to practise, educational preparation and context of care.

## Health care associated infections

An infection a patient acquires while in a health care setting receiving treatment for other conditions.

## Essentials of Care Program

Engages more than 700 teams across the NSW Health system to improve patient experiences and outcomes as well as facilitate responsive, empathic and focused nursing practice.

## Faecal occult blood test

A test that detects tiny amounts of blood, often released from bowel cancers or their precursors (polyps or adenomas) into the bowel motion.

## Gene technology

Gene technology involves techniques for understanding the expression of genes and taking advantage of natural genetic variation for the modification of genetic material. It does not include sexual reproduction or DNA crossover.

## Go4Fun

NSW Health's overweight and obesity treatment and information program for children above a healthy weight - involving both children aged 7-13 years and their parents. Go 4 Fun focuses on developing healthy eating habits, building self-confidence and getting children more active.

## HealthCare Observer

The Bureau of Health Innovation's interactive health data portal, where users can explore, discover and compare information about the performance of the NSW healthcare system.

## Hepatitis A

An acute form of viral hepatitis transmitted by ingesting food or drink that is contaminated with faecal matter.

## Hepatitis B

A blood-borne viral disease that can result in serious liver disease such as cirrhosis, liver failure and liver cancer. Hepatitis B is usually transmitted by parenteral means (such as injection of an illicit drug, exposure to blood or blood products), through sexual contact, or from mother to baby around the time of birth.

## Hepatitis C

A blood-borne viral disease that can result in serious liver disease such as cirrhosis, liver failure and liver cancer. Hepatitis C is usually transmitted by parenteral means (such as injection of an illicit drug or exposure to blood or blood products), or from mother to baby around the time of birth.

## Hospital in the Home

Delivers selected types of patient-centred multidisciplinary acute care to suitable patients at their home or clinic setting as an alternative to inpatient (hospital) care.

## InforMH

The information and reporting branch of the Mental Health Drug and Alcohol Office at the NSW Ministry of Health.

## Innovation Exchange

A collaborative online platform offered by the Agency for Clinical Innovation which shares and promotes local health district innovation and improvement projects and resources.

## In Safe Hands – Structured Interdisciplinary Bedside Rounds (SIBR)

A health innovation project involving restructuring of hospital medical units to allow care to be delivered via daily interdisciplinary patient and family-centred rounds; - delivered in plain English with collaborative care and goal planning involving patient, family and the multidisciplinary healthcare team.

## Integrated Care

The provision of care and support that is based around the needs of the individual, providing the right care in the right place at the right time in the most effective and efficient manner.

## Junior Medical Officer

A Junior Medical Officer is generally a medical graduate with at least two years post-graduate experience, extending to a medical graduate working in a graduate training period of five to ten years.

## Key Performance Indicators

Indicators which measure agency effectiveness through program deliverables in achieving the program objectives.

## Likemind

LikeMind is a service for adults with mental health concerns, as well as their families and carers. It brings together clinical and psychosocial services together, including mental health, drug and alcohol, primary health and social services in collaboration with local health districts and non-government organisations to provide seamless person-centred care.

## Local health districts

Comprise geographic areas managing public hospitals and providing health services to their communities. Eight local health districts cover the Sydney metropolitan region, and seven cover rural and regional NSW.

## Magnetic Resonance Imaging (MRI)

A non-invasive nuclear medicine technology that uses strong magnetic fields and radio frequency pulses to generate sectional images of the body. The image gives information about the chemical makeup of the tissues, allowing, for example, normal and cancerous tissues to be distinguished.

## Measles

An acute, highly contagious viral disease, characterized by eruption of red spots on the skin, fever, and catarrhal symptoms. Also called rubeola. Prevented by vaccination.

## Medical Assessment Unit

A designated hospital ward specifically staffed and designed to receive medical inpatients for assessment, care and treatment for a designated period. Patients can be referred directly to the Medical Assessment Unit, by-passing the emergency department.

## Medicare Locals

Medicare Locals are a network of primary health care organisations established to help improve delivery of services and access to afterhours care. They have strong links to local hospital networks, local communities, health professionals and service providers including General Practitioners, allied health professionals and Aboriginal Medical Services.

## Memorandum of Understanding

A written but noncontractual agreement between two or more agencies or other parties to take a certain course of action.

## Meningococcal disease

An infection caused by meningococcal bacteria which invade the body through respiratory tract. The infection develops quickly and is often characterised by fever, vomiting, an intense headache, stiff neck and aversion to bright lights.

## Multipurpose Services

Provide a flexible service model for regional and rural communities with access to a range of integrated health services such as acute care, subacute care, allied health, oral health, aged care, primary and community services.

## Mumps

An acute, inflammatory, contagious disease caused by a paramyxovirus and characterised by swelling of the salivary glands, especially the parotids, and sometimes of the pancreas, ovaries, or testes. This disease can be prevented by vaccination.

## Munch and Move

Munch & Move is a community engagement and education program that aims to promote and encourage children's healthy eating and physical activity as well as reduce small screen recreation. Munch & Move provides early childhood educators with resources and support to assist them in implementing fun, play-based approaches that support healthy eating and physical activity habits in young children.

## National Disability Insurance Scheme

The National Disability Insurance Scheme (NDIS) is a generational reform that will deliver a national system of disability support focused on the individual needs and choices of people with disability. The NDIS will provide people with disability support to live life their way, achieve their goals and participate in social and economic life. The NDIS will be rolled out across NSW between 1 July 2016 and 30 June 2018.

## National Elective Surgery Target

The National Elective Surgery Targets (NEST) are a component of the National Partnership Agreement (NPA) on Improving Public Hospital Services and aim to ensure that surgical patients are treated within their recommended clinical priority timeframe. As a signatory of the NPA, NSW is committed to achieving this aim.

## Non-Emergency Patient Transport

A healthcare transport service provided for patients who require clinical monitoring or supervision during transport, but do not require a time critical ambulance response.

## Non-specialist doctors

A doctor without postgraduate medical qualifications who receives a government salary for the delivery of non-specialist health care services in a public hospital to public patients.

## Nurse Practitioner

A registered nurse educated and authorised to function autonomously and collaboratively in an advanced and extended clinical role. The role includes assessment and management of clients using nursing knowledge and skills and may include but is not limited to, the direct referral of patients to other health care professionals, prescribing medications and ordering diagnostic investigations.

## Oncology

The study, knowledge and treatment of cancer and tumours.

## One Deadly Step

A community awareness and preventative health campaign developed in partnership with NSW Health and the Australian Rugby League to address chronic diseases in Aboriginal communities in New South Wales.

## Outcomes

As used in the Australian Government's Outcomes Framework, these are the results, consequences or impacts of Government actions on the Australian community.

## Palliative Care

Care provided to achieve the best possible quality of life for patients with a progressive and far-advanced disease, with little or no prospect of cure.

## Pandemic

An epidemic affecting a wide geographic area.

## Patient Flow Portal

Provides user friendly tools to support NSW Health workers improve patient flow within a hospital or a Local Health District resulting in improved patient experiences.

## Pathology

The study and diagnosis of disease through the examination of organs, tissues, cells and bodily fluids.

## Performance Framework

The NSW Health Performance Framework measures the performance expected of NSW Health Organisations to achieve required levels of health improvement, service delivery and financial performance. The Framework sets out the performance improvement approaches, responses to performance concerns and management processes that support the achievement of these outcomes in accordance with Government policy.

## Perinatal

The period shortly before and after birth. The term generally describes the period between the 20th week of gestation and one to four weeks after birth.

## Pillars

The six pillar organisations in NSW Health provide expertise in the development of new models of care, quality and safety initiatives, training and development and performance reporting which helps local health districts and networks provide the best possible care. The pillar organisations are:

- Agency for Clinical Innovation
- Bureau of Health Information
- Cancer Institute NSW
- Clinical Excellence Commission
- Health Education and Training Institute

## Pressure area

Are areas of damage to the skin and underlying tissue caused by constant pressure or friction. This type of skin damage can develop quickly in anyone with reduced mobility, such as older people or those confined to a bed or chair.

## Primary Care

Provides the patient with a broad spectrum of care, both preventive and curative, over a period of time and coordinates all of the care the person receives.

## Primary Health Networks

Primary Health Networks have been established with the key objectives of 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.

## Prosthesis

An artificial device that replaces a missing body part lost through trauma, disease or congenital conditions.

## Quaternary care

The term quaternary care is sometimes used as an extension of tertiary care in reference to advanced levels of medicine which are highly specialised and not widely accessed. Experimental medicine and some types of uncommon diagnostic or surgical procedures are considered quaternary care.

## Radiation Oncology (Radiotherapy)

The study and discipline of treating malignant disease with radiation. The treatment is referred to as radiotherapy or radiation therapy.

## Remote

Used for centres with a population up to 4999 as identified by the Australian Institute of Health and Welfare.

## Respecting the Difference

A unique Aboriginal cultural training package – incorporating an eLearning module and face to face training components. Over 50,000 people have completed the program to date

## Rubella (German Measles)

A contagious viral disease which spreads through contact with discharges from the nose and throat of an infected person. Although rubella causes only mild symptoms of low fever, swollen glands, joint pain and a fine red rash in most children and adults, it can have severe complications if contracted by women in their first trimester of pregnancy. Complications include severe birth defects or death of the foetus.

## Rural

Used for centres with populations between 5000 and 99,999 as identified by the Australian Institute of Health and Welfare.

## Specialty Health Networks

Two specialist networks operate across NSW with a focus on Children's and Paediatric Services, and Forensic Mental Health. A third network operates across the public health services provided by three Sydney facilities operated by St Vincent's Health.

## Stoma

Artificial body opening in the abdominal region, for the purpose of waste removal.

## NSW Stroke Reperfusion Service

This service aims to shorten the patient journey from onset of acute stroke symptoms to an Acute Stroke Thrombolysis service for definitive treatment.

## Telehealth

The delivery of health services using different forms of communications technology, such as video conferencing, giving access to health care services to people in rural and remote areas.

## Tertiary care

Tertiary care is specialised consultative health care, usually for inpatients and on referral from a primary or secondary health professional, in a facility that has personnel and facilities for advanced medical investigation and treatment. Examples of tertiary care services are cancer management, neurosurgery, cardiac surgery, plastic surgery, treatment for severe burns, advanced neonatology services, palliative, and other complex medical and surgical interventions.

## Transfer of Care

Transfer of Care measures the percentage of patients arriving by ambulance whose care is transferred from ambulance staff to the emergency department staff within 30 minutes of arrival.

## Triage

An essential function of emergency departments where many patients may present at the same time. Triage aims to ensure that patients are treated in order of their clinical priority and that their treatment is timely.

## Tumour

An abnormal growth of tissue in which cell multiplication is uncontrolled and occurs faster than normal tissue growth.

## Unwarranted Clinical Variation

Where patients with similar diagnoses get treated differently when there is no clinical reason for this to happen.

## Varicella (Chickenpox)

A very contagious disease, an affected child or adult may develop hundreds of itchy, fluid-filled blisters that burst and form crusts. Varicella is caused by a virus, varicella-zoster.

## Viral Hepatitis

Inflammation of the liver caused by a virus.

## Viral Haemorrhagic Fever (Ebola)

Viral hemorrhagic fevers (VHFs) are a group of illnesses caused by four families of viruses. These include the Ebola and Marburg, Lassa fever, and yellow fever viruses. VHFs have common features: they affect many organs, they damage the blood vessels, and they affect the body's ability to regulate itself.

## Visiting Medical Officer

A Visiting Medical Officer (VMO) is a medical practitioner in private practice who also provides medical services in a public hospital. VMOs are not hospital employees but are contracted by the local health district to provide specific medical services in nominated health facilities.

## Whole of Hospital Program

A centrally facilitated and locally led program to improve the connectivity of the patient journey through a hospital and back into the community so that it is not only safe and effective, but also seamless.



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