

ACRONYMS AND TERMS FOR CONSUMER ENGAGEMENT



This table has a list of acronyms and a list of terms for phrases often used in health care. It aims to help people who want to get involved as health consumers or community members.

Acronym	Phrase	What it means
ABHR	Alcohol Based Hand Rub	Alcohol-based hand rubs eliminate micro-organisms from the hands more effectively and cause less irritation than soap and water hand washing.
ABI	Acquired Brain Injury	Damage to the brain through accident or illness
ABS	Australian Bureau of Statistics	Australian Government organisation that collects measurements of our lives in Australia including our health and wellbeing.
ABCDEFG	Airway, Breathing, Circulation, Disability, Exposure, Fluids, Glucose	ABCDEFG is the structured approach used when assessing a deteriorating patient.
ACC	Altered Calling Criteria	<p>Calling criteria provide early recognition of patients whose medical condition is deteriorating. Standard calling criteria (e.g. a patient’s temperature or respiration rate) are set within a chart called a Standard Observation Chart. Patients’ observations are ideally “Between The Flags”, which is termed the White Zone. Yellow and Red zones indicate observations that are of concern and trigger a facility’s Clinical Emergency Response System.</p> <p>Standard calling criteria can be altered for Yellow or Red Zone observations, based on a patient’s health care requirements. For example, the threshold for the calling criterion for systolic blood pressure may be altered downwards to alert to re-bleeding of a cerebral aneurysm or may be altered upwards to better reflect the patient’s usual observation patterns.</p> <p>Changes must be clearly documented by a medical officer, in consultation with the Attending Medical Officer, on the appropriate Standard Observation Chart. The rationale for altering the calling criteria must be documented in the patient’s health care record. Altered calling criteria should be formally reviewed as per the time frames on the Standard Observation Charts by the Attending Medical Team.</p>

		Special treatment plans which may alter calling criteria such as a 'Resuscitation Plan' must also be documented in the patient's health care record and noted on the front page of the Standard Observation Chart, where appropriate.
ACCC	Australian Competition and Consumer Commission	Assists consumers to understand their consumer rights when accessing / buying goods or services; including what to do if you are not happy.
ACCHO	Aboriginal Community Controlled Health Organisation	ACCHOs are controlled by, and accountable to, Aboriginal people in those areas in which they operate. ACCHOs aim to deliver holistic, comprehensive and culturally appropriate health care to the community that controls it. (Also known as AMS – Aboriginal Medical Services)
ACHS	Australian Council on Health Care Standards	Independent not for profit organisation dedicated to improving quality in health care. It represents governments, consumers and peak health bodies throughout Australia and is a provider of accreditation services. http://www.achs.org.au/Home/
ACI	Agency for Clinical Innovation	One of NSW Health's "Pillars" - Works with clinicians, consumers and managers to design and promote better healthcare for NSW.
ACON	AIDS Council of NSW	A health promotion organisation with a central focus on HIV/AIDS. Provides HIV prevention, health promotion, advocacy and care and support services.
ACSQHC or "The Commission"	Australian Commission on Safety and Quality in Health Care	The Commission was established by the Australian, State and Territory Governments to develop a national strategic framework and associated work program that will guide its efforts in improving safety and quality across the health care system in Australia. Read more
AHEO	Aboriginal Health Education Officer	An Aboriginal Health Education Officer (AHEO) works cooperatively within a multidisciplinary team in order to ensure an integrated and comprehensive approach to the provision of care to the Aboriginal community.
AHLO	Aboriginal Health Liaison Officer	A non-clinical role that provides advocacy, support and liaison to Aboriginal people within an acute care health setting e.g. hospital or multipurpose service.
AHW	Aboriginal Health Worker	Provides flexible, holistic and culturally sensitive health services to Aboriginal clients and the community to achieve better health outcomes and better access to health services for Aboriginal people. Usually based in the community rather than hospital.

AIHI	Australian Institute of Health Innovation (Macquarie University)	AIHI is a body of leading researchers investigating many aspects of health care. The Institute comprises the Centres of <u>Healthcare Resilience and Implementation Science (CHRIS)</u> , <u>Health Informatics (CHI)</u> and <u>Health Systems and Safety Research (CHSSR)</u> . They are a major national resource for many people whose work is intrinsic to strengthening and creating sustainable health systems, organisations and services.
AIM	Accelerated Implementation Methodology	Is a practical guide to effectively managing change and learning how to address or remove obstacles that might prevent you from delivering projects on time, on budget, and within scope. AIM workshops are provided in Western Sydney Local Health District and at the Agency for Clinical Innovation throughout the year.
ALO	Aboriginal Liaison Officer	A non-clinical role that provides advocacy, support and liaison to Aboriginal people within an acute care health setting e.g. hospital or multipurpose service.
AMA	Australian Medical Association	The Australian Medical Association represents the registered medical practitioners (doctors) and medical students of Australia. http://www.ama.com.au/about/introducing-the-ama
AMO	Attending Medical Officer	The Attending Medical Officer has the primary responsibility for the patient during admission. This medical officer is a consultant who may hold appointment as a visiting medical officer, honorary or staff specialist.
AMRS	The NSW Aeromedical and Medical Retrieval Service.	Adult medical retrieval service that delivers a range of critical services including statewide air transport and clinical care of patients from out-of-hospital locations and between hospitals.
AMS	Aboriginal Medical Service	Also referred to as an Aboriginal Community Controlled Health Organisation (ACCHO). AMSs provide 'holistic' comprehensive primary health care to the Aboriginal community.
AMT	Attending Medical Team	The attending medical team plays a critical role in the Clinical Review of the patient.
API	Approved Patient Identifiers	Those items of information accepted for use in patient identification, including patient name, date of birth, gender, address and/or medical record number.
ATSI	Aboriginal and Torres Strait Islanders	People whose background is from the Aboriginal community or the Torres Strait islander community, and who are accepted by those communities as belonging to them.
AVPU	Alert, Verbal, Pain, Unresponsive	The AVPU scale is a system by which a health care professional can measure and record a patient's responsiveness, indicating their level of consciousness.

BBV	Blood Borne Viruses	Viruses present in the blood of an infected person. Viruses can be transmitted by coming into contact with the blood of an infected person.
BHI	Bureau of Health Information	The Bureau of Health Information is a board-governed organisation that provides independent reports about the performance of the NSW public healthcare system. It is one of the “pillars” of the NSW Ministry of Health.
BPMH	Best Possible Medication History	Taking a Best Possible Medication History. Obtaining an accurate and complete medication history, known as a best possible medication history (BPMH), is the first step in the medication reconciliation process and forms the basis for therapeutic decisions.
BSI	Bloodstream Infection	May also see specific terms eg SABSI (Staphylococcus Aureus Blood Stream Infections). Bloodstream infection is the most serious form of healthcare associated infection and is associated with significant morbidity and mortality.
BTF	Between the Flags	The Between the Flags system is a 'safety net' for patients who are cared for in NSW public hospitals and health care facilities. It is designed to protect these patients from deteriorating unnoticed and to ensure they receive appropriate care if they do.
CEC	Clinical Excellence Commission	The Clinical Excellence Commission provides leadership in safety and quality in NSW to improve healthcare for patients. The CEC is one of NSW Health's “Pillars”.
CALD	Culturally and Linguistically Diverse	Refers to a range of different culture and language groups represented in the population who identify as having particular cultural or linguistic affiliations by virtue of their place of birth, ancestry, ethnic origin religion.
CCU	Coronary Care Unit	People with heart problems access care in this hospital unit.
c-diff	Clostridium Difficile	Clostridium difficile infection causes colitis and is closely associated with the use of antimicrobials.
CE / CEO	Chief Executive / Chief Executive Officer	The lead manager of the local health district or organization.
CERS	Clinical Emergency Response System	Clinical Emergency Response System, including Clinical Review and Rapid Response, for prompt review and treatment of patients who are clinically deteriorating with referral to higher levels of care where necessary.

CHA	Children's Healthcare Australasia	CHA is the peak body for hospitals providing healthcare for children & young people in Australia and New Zealand. With more than 90 member services, CHA members provide care to over 350,000 children & young people each year, making us the largest children's health advocacy, networking & benchmarking organisation in Australia.
CHASM	Collaborating Hospitals' Audit of Surgical Mortality	In NSW, the Collaborating Hospitals' Audit of Surgical Mortality (CHASM) audits the deaths of patients who were under the care of a surgeon at some time during their hospital stay in NSW, regardless of whether an operation was performed.
CHA USA	Children's Hospital Association USA	CHA USA is an organisation of children's hospitals with more than 200 members in the United States, Australia, Canada, Italy, Mexico and Puerto Rico. The Association promotes the health and well-being of all children and their families through support of children's hospitals and health systems for children.
CheReL	Centre for Health Record Linkage	CHeReL links multiple sources of data and maintains a record linkage system that protects privacy.
CHF	Consumers Health Forum of Australia	A peak organisation providing leadership in representing the interests of Australian healthcare consumers. http://www.chf.org.au/
CHF	Chronic or congestive heart failure	An ongoing condition in which the heart muscle is weakened and cannot pump as well as it normally does. The main pumping chambers of the heart (the ventricles) become larger or thicker, and either can't contract (squeeze) or can't relax as well as they should. This triggers fluid retention, particularly in the lungs, legs and abdomen.
CHIME	Community Health Information Management Enterprise	The computer health record management system that is used to record information about clinical contact between staff and patients in a community health setting.
CIAP	Clinical Information Access Portal	CIAP is an online information resource that provides access to clinical information and resources available to all staff working in the NSW public health system to support evidence-based practice at the point of care.
CLD	Criteria Led Discharge	Criteria Led Discharge is a process to ensure patients can return home from hospital as safely and quickly as possible.
CLP	Clinical Leadership Program	The CLP supports clinical leaders in the workplace to develop outstanding leadership skills through the Foundational and Executive Clinical Leadership Programs.
CMC	Clinical Midwifery Consultant	Midwife providing specialist maternal care.

CMM	Continuity of Medication Management	The Continuity of Medication Management program has been established to help prevent unintentional changes in patients' medicines, and the patient harm that can result from these changes, by improving medication management when patients transfer between and within health care settings.
CNC	Clinical Nurse Consultant	A Clinical Nurse Consultant provides expert clinical advice to patients, carers and other health care professionals within a defined specialty.
CNE	Clinical Nurse Educator	A CNE is a Registered Nurse/ Midwife is required to deliver and evaluate clinical education programs at the ward/unit level.
CPG	Clinical Practice Guidelines	Clinical practice guidelines are recommendations for clinicians about the care of patients with specific conditions. They should be based upon the best available research evidence and practice experience.
CPR	Cardiopulmonary Resuscitation	CPR is an emergency procedure that combines chest compressions often with artificial ventilation in an effort to manually preserve intact brain function until further measures are taken to restore spontaneous blood circulation and breathing in a person who is in cardiac arrest.
CRAG	Clinical Risk Action Group	The NSW Health Clinical Risk Action Group is responsible for the assessment and oversight of management of serious clinical adverse events reported to the Ministry of Health via Reportable Incident Briefs (RIBs), which are prepared specifically for the Committee's purpose, and ensuring that appropriate action is taken. The Committee is afforded privilege under section 23 of the Act for the purpose of conducting research or investigations into morbidity and mortality occurring within NSW. The Committee will analyse information reported to it on specific incidents and identify issues relating to morbidity and mortality that may have significant implications for the provision of health care within New South Wales. Material created for and by the Clinical Risk Action Group is privileged and cannot be disclosed or released without the approval of the Minister for Health or the Minister's authorised delegate.
CRE	Carbapenem-Resistant Enterobacteriaceae	Bacteria that are resistant to the carbapenem class of antibiotics.
CRT	Capillary Refill Time	Capillary refill time is defined as the time taken for color to return to an external capillary bed after pressure is applied to cause blanching.
CSO	Clerical Support Officer (Ward Clerk)	Responsible for the administration duties of the health care section.

CTG	Cardiotograph	The Cardiotograph is the machine that records the fetal heartbeat and the uterine contractions during pregnancy, it is also known as an electronic fetal monitor (EFM).
CUSS	Concern, Uncomfortable, unSafe, Stop	CUSS is a structure for graded assertiveness communication.
CYP	Children and Young Persons	Generally refers to people who are 0-16 years old, but there is variation around definition, particularly with respect to mental health service provision, and transition from child to adult health services.
DAS	Dementia Advisory Service	Dementia Advisory Services are funded by Ageing, Disability and Home Care through the Ageing Grants Program and the Home and Community Care (HACC) Program. They promote local awareness of dementia; provide information, education and support and link people to assessment and support services.
DCG	Director of Clinical Governance	The Director of Clinical Governance in each LHD/SHN is responsible for establishing, directing and managing the Clinical Governance function to promote and support patient safety and clinical excellence within health services. The Director provides high level expert advice to the Director Medical Services (DMS) on all clinical governance issues and works collaboratively with other members of the Executive to analyse, maintain and improve patient safety and clinical quality systems.
DETECT	Deterioration, Evaluation, Treatment, Escalation and Communicating in Teams	The DETECT Program has been developed for multi-disciplinary teams (Doctors, Nurses, Midwives, and Allied Health Staff) to confidently identify and manage patients who are showing signs of deterioration. DETECT education is a key component of the Between the Flags Program.
EAG	Expert Advisory Group	Expert Advisory Committees are established to provide expert advice on the programs of the Clinical Excellence Commission.
ED	Emergency Department (also known as A&E – Accident and Emergency)	The department in which the initial care takes place for people coming to hospital in a serious medical condition.
EDD	Estimated date of departure / discharge	Predicts the likely date that a patient will be transferred from hospital back into the community. It provides everyone involved in the patient's care, including the patient and their family/carer/s, with a projected date to coordinate the patient's requirements.
EEO	Equal Employment Opportunity	Equal Employment Opportunity means that all peoples regardless of gender, race, colour, age, marital or parental status, sexual preference, disability or religious belief have the right to be given fair consideration for a job or other job related benefits such as staff training and development.

EMMS	Electronic Medication Management System	Hospital electronic medication management systems can enable prescribing, supplying, administering and reconciling of medicines to be completed electronically. Electronic medication management covers the hospital medication cycle including prescribing by doctors, review and dispensing of medication orders by pharmacists, and administration of medications by nurses. It can reduce medication errors through improved prescription legibility, dose calculation and clinical decision support, and enables best practice information to be more readily available to prescribers and improves linkages between clinical information systems.
EMR or EHR	Electronic Medical Record or Electronic Health Record	A record of patient medical history that is stored electronically. Ideally this record is able to be accessed by all treating healthcare providers. See PCeHR for more information.
EOC	Essentials of Care	A NSW Health program providing a framework to support the development and ongoing evaluation of nursing and midwifery practice. It requires that all stakeholders, patients, carers, staff and families have opportunities to participate and are included in decisions about care. It respects individual and collective values.
EPP	Exposure Prone Procedure	Exposure prone procedures are invasive procedures where there is potential for direct contact between the skin, usually finger or thumb of the healthcare worker, and sharp surgical instruments, needles, or sharp tissues (e.g. fractured bones), spicules of bone or teeth in body cavities or in poorly visualised or confined body sites, including the mouth of the patient. During EPPs, there is an increased risk of transmitting bloodborne viruses between healthcare workers and patients.
ESBL	Extended Spectrum Beta-Lactamases	Extended-spectrum beta-lactamases are enzymes that confer resistance to most beta-lactam antibiotics, including penicillins, cephalosporins, and the monobactam aztreonam. Infections with ESBL-producing organisms have been associated with poor outcomes.
FHR	Fetal Heart Rate	The heart rate of a foetus (an unborn baby).
FLACC Pain Scale	Face, Legs, Activity, Cry, Consolability	The Face, Legs, Activity, Cry, Consolability scale or FLACC scale is a measurement used to assess pain for children between the ages of 2 months and 7 years or individuals that are unable to communicate their pain. The scale is scored in a range of 0–10 with 0 representing no pain.
FONT	Fetal Welfare Assessment, Obstetric Emergencies and Neonatal Resuscitation Training Program	The FONT program provides a collaborative interprofessional learning environment for maternity clinicians. It aims to improve the safety of maternity care by facilitating and promoting a systematic, collaborative, team approach to assessing, detecting, managing and escalating clinical deterioration in maternal, fetal and newborn conditions.

GIPA	The Government Information (Public Access) Act	The GIPA Act was established to provide an open and transparent process for giving the public access to information from New South Wales (NSW) public sector agencies and to encourage the proactive public release of government information.
GCS	Glasgow Coma Scale	The GCS is a neurological scoring system used to assess conscious level after head injury.
GP Hotline	General Practitioner Hotline	A dedicated telephone contact line which community members can call when require they immediate GP attention, advice and care.
HAI	Healthcare Acquired Infections	The Healthcare Acquired Infections (HAI) program aims to assist local health districts and specialty health networks to improve systems to manage and monitor the prevention and control of HAIs
HARC	Hospital Alliance for Research Collaboration	<p>HARC, the Hospital Alliance for Research Collaboration, drives innovative thinking about current and emerging challenges in the delivery of healthcare. It aims to improve health and hospital services through research.</p> <p>The HARC network links more than 5000 researchers, health managers, clinicians and policy makers.</p> <p>The HARC Scholarship program supports future leaders to develop advanced skills in using research in policy making. It also helps them develop connections to national and international experts in health services research. HARC is a partnership between the Sax Institute, the Clinical Excellence Commission, Agency for Clinical Innovation, Bureau of Health Information and Cancer Institute NSW.</p>
HCCC	Health Care Complaints Commission	The Health Care Complaints Commission is an independent body that deals with complaints about health service providers in NSW. This includes complaints about hospitals, medical centres, doctors, nurses or any other health service provider.
HCNSW	Health Consumers NSW	Health Consumers NSW is an independent, not-for-profit organisation that was established in late 2010, and funded by the NSW Health Ministry through a Ministerial grant, Health Consumers NSW is the state wide voice for health consumers in NSW, which helps to shape the health system by representing and involving consumers in health policy and program development.
HETI	Health Education & Training Institute	HETI is a “pillar” of NSW Health that supports education and training for health care across the NSW Health system. Ensuring that world-class education and training resources are available to support the full range of roles across the public health system including patient care, administration and support services.

HH	Hand Hygiene	<p>In the hospital setting, the most common way for potentially harmful bacteria to transfer between patients is on the hands of health care workers. Improving the hand hygiene of health care workers is an integral strategy for infection control, and also the single most effective intervention to reduce the risk of health care associated infection.</p> <p>Hand hygiene is a general term referring to any action of hand cleansing and includes:</p> <ul style="list-style-type: none"> • Applying a waterless antimicrobial hand rub to the surface of the hands (e.g. alcohol-based hand rub), or • Washing hands with the use of a water and liquid soap, either non-antimicrobial or antimicrobial. <p>When performed correctly, hand hygiene results in a significant reduction of microorganisms on hands</p>
HRM	High Risk Medicine	<p>High risk medicines are those medicines that have a high risk of causing significant patient harm or death when used in error. Although errors may or may not be more common than with other medicines, the consequences of errors with these medicines can be more devastating.</p>
HRO	High Reliability Organisation	<p>High reliability organisation hospitals minimise the risk to patients by having a commitment to safety; building back up steps into processes; measuring safety; and learning continuously</p>
ICP	Infection Prevention and Control Professional	<p>An Infection Prevention and Control Professional plays a vital role in preventing healthcare-associated infections (HAI) in hospitals and leads the development, implementation and evaluation of an infection prevention and control management plan.</p>
ICU	Intensive Care Unit	<p>An intensive care unit provides the critical care and life support for acutely ill and injured patients.</p>
IHI	Institute for Healthcare Improvement	<p>The Institute for Healthcare Improvement (IHI), an independent not-for-profit organisation based in Cambridge, Massachusetts, is a leading innovator, convener, partner and driver of results in healthcare improvement worldwide.</p>
IIMS	Incident Information Management System	<p>IIMS is the clinical incident reporting system in the NSW public health system.</p>
IM	Information Management	<p>Provides computers and telecommunications equipment to store, retrieve, transmit and manipulate data, often in the context of a business or other enterprise.</p>
IP	Intellectual Property	<p>Intellectual property is the property of your mind or proprietary knowledge. This can be an invention, trade mark, design, brand or even the application of your idea. Some forms of IP require formal application before you can claim a right to ownership.</p>

IPMs	i Patient Manager	An electronic system for managing patient information.
ISBAR	Introduction, Situation, Background, Assessment, Recommendation	The ISBAR script is the structured framework to be used when communicating clinical handover. The ISBAR provides a framework to ensure that relevant information is effectively communicated and transfer of responsibility is undertaken.
ISQua	International Society for Quality in Healthcare	ISQua, The International Society for Quality in Health Care, is a non-profit, independent organisation with members in over 70 countries. ISQua works to provide services to guide health professionals, providers, researchers, agencies, policy makers and consumers, to achieve excellence in healthcare delivery to all people, and to continuously improve the quality and safety of care.
IVIg	Intravenous Immunoglobulin	Intravenous immunoglobulin is a product made up of antibodies that can be given intravenously (through a vein). IVIg is used to treat various autoimmune, infectious, and idiopathic diseases.
JMO	Junior Medical Officer	Newly graduated and working medical officers in hospitals.
KM	Knowledge Management	Knowledge management is a discipline that promotes an integrated approach to identifying, capturing, evaluating, retrieving, and sharing all of an enterprise's information assets.
KPIs	Key Performance Indicators	A concise list of signs, which are used to measure effectiveness in achieving outcomes. This can apply to all levels of service provision performance from the organisation down to the staff who work within them. (See also PIs).
LDoL	Last Days of Life	To improve and support the care of the dying patient, the Clinical Excellence Commission, in collaboration with clinicians and consumer advisors, developed a last days of life toolkit. The toolkit provides tools and resources to ensure all dying patients are recognised early receive optimal symptom control, have social, spiritual and cultural needs addressed, both patient and families/carers are involved in decision-making, and bereavement support occurs.
LOC	Level of Consciousness	Level of consciousness is a measurement of a person's arousability and responsiveness to stimuli from the environment.
LoS	Length of stay	Duration of hospital stay, calculated by subtracting the date the patient is admitted from the day of separation (discharge).

LHD	Local Health District (Formerly known as Area Health Services (AHS))	There are 15 Local Health Districts that are responsible for providing health services in a wide range of settings, from primary care posts in the remote outback to metropolitan tertiary health centres. Eight Local Health Districts cover the greater Sydney metropolitan regions, and seven cover rural and regional NSW. <i>See list of NSW LHDs at end of document.</i>
MDS	Minimum Data Set	A National Minimum Data Set is a minimum set of data elements agreed for mandatory collection and reporting at a national level. Read more
Medicare Local	ML	Refer Primary Health Networks.
Med Rec	Medication Reconciliation	Medication reconciliation is a formal process of obtaining and verifying a complete and accurate list of each patient's current medicines. Medication reconciliation is matching the medicines the patient <i>should</i> be prescribed to those they are <i>actually</i> prescribed.
MH	Mental Health	According to WHO (World Health Organisation), mental health is "a state of well-being in which the individual realises his or her own abilities, can cope with the normal stresses of life, can work productively and fruitfully, and is able to make a contribution to his or her community". WHO stresses that mental health "is not just the absence of mental disorder".
M & M	Morbidity and Mortality	M & M meetings are structured specialist meetings to review outcomes of care.
MoH	Ministry of Health (Previously Department of Health (DoH))	Refers to the NSW State Health Department.
MoU	Memorandum of Understanding	MoU is a formal agreement between two or more parties. Companies and organisations can use MOUs to establish official partnerships. MOUs are not legally binding but they carry a degree of seriousness and mutual respect.
MPS	Multi-purpose Service	Multipurpose Services are integrated health and aged care services that provide flexible and sustainable service options for small rural and remote communities. This provides small communities who are having difficulty supporting a range of independently run services the opportunity to develop a more coordinated and cost-effective approach to service delivery.
MRO	Multi Resistant Organisms	Multi-resistant organisms are bacteria that are resistant to a number of different antibiotics. Some are better known than others, and are often called by their initials. Examples are MRSA (Methicillin-Resistant Staphylococcus Aureus); VRE (Vancomycin-Resistant Enterococci), CRE (Carbapenem-Resistant Enterobacteriaceae) & ESBL (extended spectrum beta lactamase producing organisms).

MRSA	Methicillin-Resistant Staphylococcus Aureus	Methicillin-Resistant Staphylococcus Aureus is a bacterium that causes infections in different parts of the body. It's tougher to treat than most strains of staphylococcus aureus. It is resistant to some commonly used antibiotics.
MSQ	Medication Safety and Quality	The Medication Safety and Quality unit within the CEC supports the safe and quality use of medicines by identifying and addressing emerging medication safety risks. Continuity of Medication Management, High-Risk Medicines, Medication Safety Self-Assessment (MSSA) and VTE Prevention are Medication Safety and Quality programs that assist health care teams to work together and improve their local medicines-use systems.
NAIDOC	National Aborigines and Islanders Day Observance Committee	NAIDOC Week celebrations are held across Australia each July to celebrate the history, culture and achievements of Aboriginal and Torres Strait Islander peoples. NAIDOC is celebrated not only in Indigenous communities, but by Australians from all walks of life. See here for more.
NaMO	Nursing and Midwifery Office	The NaMO is part of NSW Ministry of Health and provides advice on professional nursing and midwifery issues and and policy issues, monitors policy implementation, manage State-wide nursing and midwifery initiatives, represents the NSW Ministry of Health on various committees and allocates funding for nursing and midwifery initiatives.
NBA	National Blood Authority	The National Blood Authority is an Australian Government agency established to improve and enhance the management of the Australian blood banking and plasma product sector at a national level.
NE	Nurse Educator	Nurse Educators are responsible for designing, implementing, evaluating and revising academic and continuing education programs for nurses.
NETS	Newborn and Paediatric Emergency Transport Service	NETS is a statewide service of NSW Health; hosted by the Sydney Children's Hospitals Network and providing expert clinical advice, clinical co-ordination, emergency treatment and stabilisation and inter-hospital transport for very sick babies and children up to the age of 16 years. NETS operate 24 hours a day, 7 days a week.
NGO	Non- Government Organisation	Refers to a legally constituted organisation with no participation or representation of any government. In most cases NGOs are funded totally or partially by governments, but the NGO maintains its non-governmental status and excludes government representatives from membership in the organisation.
NHHI	National Hand Hygiene Initiative	The purpose of the National Hand Hygiene Initiative (NHHI) is to develop a national approach to improving hand hygiene and to monitor its effectiveness.

NHPA	National Health Priority Areas	These are diseases and conditions that Australian governments have chosen for focused attention because they contribute significantly to the burden of illness and injury in the Australian community.
NHS	National Health Service	The National Health Service (NHS) is the name of the public health services of England, Scotland and Wales, and is commonly used to refer to those of Northern Ireland.
NIPS Pain Scale	Neonatal/Infant Pain Scale	The Neonatal Infant Pain Scale (NIPS) is a behavioural scale and can be utilised with both full-term and pre-term infants.
NM	Nurse Manager	The Nurse Manager leads and manages the nursing services team. This is a more senior position than a Nurse Unit Manager (NUM).
NP	Nurse Practitioner	A highly trained nurse that has some prescribing rights. Often used where there are limited numbers of doctors, especially in rural areas.
NS	National Standards	See the entry for NSQHS. These are standards that hospitals are annually audited against for quality and safety.
NSQHS	National Safety & Quality Health Service	NSQHS Standards are audit tools designed by the Australian Commission on Safety and Quality in Health Care (ACSQHC) and exist to protect the public from harm and to improve the quality of health service provision.
NSWCHN	New South Wales Children's Hospital Network	The Children's Hospital Network (CHN) supports paediatric clinicians to provide high-quality healthcare across NSW. The vision and goal of CHN is that all children, regardless of where they live, will have access to high-quality healthcare, as close to home as possible.
NUM	Nurse Unit Manager	A nurse who manages a clinical unit in the hospital, usually a ward.
OD	Open Disclosure	The open discussion of incidents that resulted in harm to a patient while receiving health care.
OSIM	Organisational Safety Improvement Matrix	The Organisational Safety Improvement Matrix is a co-facilitated workshop where local health districts involve a diverse stakeholder group to enhance the organisation's capability for improvement. The group discusses how the organisation is currently set up (systems, processes, capabilities and culture) to make it easy for staff to lead successful improvement processes. The group then identifies ways to work together, specifically with the aim of enhancing the organisation's conditions for improvement activity.

PACE	Probe, Alert, Challenge, Emergency	PACE is a structure for graded assertiveness communication.
PAL	Perinatal Advice Line	The Perinatal Advice Line supports existing tiered maternity networks with the provision of expert clinical advice for the management of women with complications of pregnancy who may require transfer to higher role delineated hospitals.
PAS	Patient Administration System	PAS provides the electronic backbone for enabling coordinated care throughout the hospital and community, and allows the patient's journey through the hospital to be tracked and managed.
PBCC	Patient Based Care Challenge	This is a program of the Clinical Excellence Commission. It consists of a number of challenge areas for health staff to ensure that quality and safety and the experiences of patients is the centre of discussions within health care structures in Australia. Read more
PBM	Patient Blood Management	Patient Blood Management is individualised and evidence based care that aims to limit a patient's exposure to blood products and thereby improve patient outcomes. It improves clinical outcomes for all patients who may be at risk of receiving a blood transfusion.
PCC	Patient Centred Care or Person Centred Care	Patient Centred Care is healthcare that is e respectful and responsible to the needs, preferences and personal circumstances of patients, their carers and families.
PCeHR	Personally Controlled Electronic Health Record	A personally controlled eHealth Record is a secure online summary of your health information. You control what goes into it, and who is allowed to access it. Your eHealth record allows you and your doctors, hospitals and other healthcare providers to view and share your health information to provide you with the best possible care. Read more.
PET	Patient Experience Tracker	An electronic hand held device used to survey patients in hospital to gather information about the patient's experience. It has the capacity to ask 4-5 questions.
PFML	Patient Friendly Medication List	PFML explain medications in easy-to-understand terms.
PHNs	Primary Health Networks	Superceded Medicare Locals - Primary Health Networks (PHNs) have been established with the key objectives of increasing the efficiency and effectiveness of community based 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.
PIPP	Premature Infant Pain Profile	PIPP assesses responses to acute procedural pain in pre- term and term infants, utilizing a validated pain assessment tool.

PI	Performance indicators	A concise list of signs, which are used to measure effectiveness in achieving outcomes. They can apply to all levels of service provision performance from the organisation down to the staff who work within them. See also KPIs.
PPE	Personal Protective Equipment	Personal Protective Equipment refers to protective clothing, helmets, gloves, face shields, goggles, facemasks and/or respirators or other equipment designed to protect the wearer from injury or the spread of infection or illness.
PRM	Patient Reported Measure	The current use of PRMs falls into two categories: quality of life and condition specific measures. They are used to find out if a patient's symptoms, lifestyle, daily activities and functional status have improved as a result of the care provided. May also be called PROMs (Patient Reported Outcome Measures) and PREMs (Patient Reported Experience Measures) Read more
PSN	Pregnancy and Newborn Services Network	The Pregnancy and Newborn Services Network brings together clinicians in perinatal medicine to discuss issues of common interest, devise appropriate solutions and advise on policies and resources. Its aim is to improve the quality and safety of maternal and neonatal care in NSW, through collaboration and continuation of care with service providers, especially to those women and their families at high risk of an adverse outcome due to prematurity and other contributing medical conditions.
QARS	Quality Audit Reporting System	QARS is a safety and quality web-based application developed by the CEC and accessed through the NSW Health intranet and also via internet access for audit data entry. QARS audits can be used to measure existing and emerging healthcare issues within a framework of clinical governance, assurance and patient safety. QARS Survey is a web-based application accessed through the NSW Health intranet. It can be used to conduct any survey within the NSW Health context.
QI	Quality Improvement	Quality Improvement is a formal approach to the analysis of performance and systematic efforts to improve it.
QIDS	Quality Improvement Data System	Quality Improvement Data System (QIDS) is an electronic tool developed by the CEC which provides clinicians, local health districts, speciality networks (LHDs/SNs), Pillars and Ministry of Health with a platform to create dashboards and reports for quality improvement activities.

RACP	Royal Australasian College of Physicians	RACP is a not-for-profit professional organisation responsible for training, educating, and representing physicians, paediatricians and trainees in 33 medical specialties in Australia and New Zealand.
RACS	Royal Australasian College of Surgeons	RACS is a non-profit organisation training surgeons and maintaining surgical standards in Australia and New Zealand.
RBC	Red Blood Cell	These are the most common type of blood cell and are the principal means of delivering oxygen to the body tissues.
RCA	Root Cause Analysis	Root cause analysis is a process analysis method, which can be used to identify the factors that cause adverse events.
RCT	Randomised Controlled Trial	A study design that randomly assigns participants into an experimental group or a control group. As the study is conducted, the only expected difference between the control and experimental groups in a randomized controlled trial (RCT) is the outcome variable being studied. Read more
REACH	Recognise, Engage, Act, Call, Help is on its way	REACH is a patient and family activated rapid response program developed by the Clinical Excellence Commission (CEC) in conjunction with the CEC Patient and Family Activated Escalation Working Group. REACH empowers patients and families to escalate care if they are concerned about the condition of the patient by first encouraging engagement with the treating clinicians at the bedside. Read more
RIB	Reportable Incident Brief	The Reportable Incident Brief system is designed to report defined health care incidents to the NSW Ministry of Health. The incidents that are reported are very serious clinical events. The Reportable Incident Briefs are subject to statutory privilege under Section 23 of the Health Administration Act. The CEC collates and analyses all clinical RIBs.
RRT	Rapid Response Team	The RRT is a group of highly trained hospital staff that can be called if there are concerns that a patient is deteriorating.
SA	Situational Awareness	Situational awareness describes an individual's perception, comprehension and subsequent projection of what is going on in the environment around them. The concept of situational awareness sits within the group of non-technical skills that include teamwork, communication and managing hierarchical lines of communication.

SABs	Safety Alert Broadcasts	Safety Alert Broadcasts aim to provide a systematic approach to the distribution and management of patient safety information to NSW health services. Each alert specifies action to be taken by health services, the timeframe in which such action must occur, and specific responsibility for the actions. Safety Alert Broadcast System Policy Directive PD2013_009
SAC	Severity Assessment Code	Before an investigation of a clinical incident can take place, a severity assessment code (SAC) rating must be decided to determine the prioritisation of the clinical incident investigation. The scale runs from 1 – 4, with 1 being the most serious.
SAGO	Standard Adult General Observation Chart	The SAGO Chart was developed as part of the Between the Flags (BTF) Program; it allows trends in observations to be tracked, with the visual threshold identified in colour, red, yellow or white, to trigger a response by the health professional to a breach in the threshold (criteria), when the observation is taken and recorded. View Charts
SCHN	Sydney Children's Hospital Network	The Sydney Children's Hospitals Network incorporates The Children's Hospital at Westmead, Sydney Children's Hospital, Randwick, Bear Cottage, the Newborn and paediatric Emergency Transport Service (NETS), the Pregnancy and newborn Services Network (PSN) and the Children's Court Clinic.
SClg	Subcutaneous Immunoglobulin	Subcutaneous immunoglobulin (SClg) is a solution of human plasma proteins and in particular IgG antibodies with a broad spectrum of antibody activity. SClg is used for patients who need replacement of antibodies.
SCIDUA	Special Committee Investigating Deaths Under Anaesthesia	SCIDUA reviews deaths which occur while under, as a result of, or within 24 hours following the administration of anaesthesia or sedation for procedures of a medical, surgical, dental or investigative nature. It aims to identify any area of clinical management where alternative methods could have led to a more favourable result.
SME	Subject Matter Expert	A subject-matter expert is a person who is an authority in a particular area or topic.
SMOC	Standard Maternity Observation Chart	The Standard Maternity Observation Chart was developed as part of the Between the Flags (BTF) Program to graph observations of patients in labour, during birth and post-birth. The charts are "track-and-trigger" tools, colour-coded with the Clinical Review (Yellow Zone) and Rapid Response (Red Zone) calling criteria. View Charts

SNOC	Standard Newborn Observation Chart	The Standard Newborn Observation Chart was developed as part of the Between the Flags (BTF) Program to improve the recognition and response to newborn babies who are clinically deteriorating. View Charts
SPOC	Standard Paediatric Observation Chart	The SPOC Charts, developed as part of the Between the Flags (BTF) Program allows trends in observations to be tracked, with the visual threshold identified in colour, to trigger a response by the health professional to a breach in the threshold (criteria), when the observation is taken and recorded. View Charts
TAFE	Technical and Further Education	In Australia, technical and further education or TAFE institutions provide a wide range of predominantly vocational tertiary education courses. Fields covered include business, finance, hospitality, tourism, construction, engineering, visual arts, information technology and community work.
TESL	Training, Education and Study Leave	This is a funding entitlement for doctors within NSW Health.
TICLS	Tone, Interactiveness, Consolability, Look/Gaze, Speech/Cry	Pronounced "Tickles", TICLS is a mnemonic for assessing paediatric patients. This tool reminds clinicians to examine all aspects of the patient's appearance.
TOC	Transfer of Care	Transfer of Care is a key performance indicator in NSW Health that refers to the time taken to hand over care from the Ambulance Service to a hospital staff member in the Emergency Department.
VRE	Vancomycin Resistant Enterococci	Vancomycin-resistant enterococci are a type of bacteria called enterococci that have developed resistance to many antibiotics, especially Vancomycin.
WHA	Women's Healthcare Australasia	WHA is the peak body for hospitals providing maternity & women's healthcare across Australia. With more than 100 member services, WHA members support nearly 150,000 women to give birth every year across Australia (more than 2/3 of public births), making it the largest women's health advocacy, networking & maternity benchmarking organisation in Australia.
WHO	World Health Organisation	The World Health Organisation is a specialised agency of the United Nations that is concerned with international public health.
WHS	Work Health and Safety	Work health and safety (WHS) legislation in Australia aims to prevent injury and disease to persons in the workplace. This was previously called Occupational Health and Safety (OHS).

Phrase	What it Means
Accreditation	Being granted recognition for meeting designated standards for structure, process and outcome.
Acute	Short term health issue, usually intense and severe.
Acute care hospital separation rate	Measure of the number of hospital admissions (episodes) per person. Another word for separation is “discharge”. Information is gathered on discharge about why the patient was in hospital, and this is why separations rather than admissions are used to measure how hospitals are used.
Acute Hospitals	Public, Department of Veterans Affairs (repatriation) and private hospitals which provide services primarily to admitted patients with acute or temporary ailments. The average length of stay is relatively short.
Acute pain	Short term pain. Can be a flare up of intense pain on a background of chronic pain.
Acute services	Hospitals or other facilities where health services are provided for a short period of time. Often treatment is brief but it can be about a severe episode of illness.
Adverse event	A harmful incident in a hospital or community health centre.
Agency	An organisation that has a particular responsibility on behalf of another organisation.
Ambulatory Care	Care provided to people who are not admitted to the hospital, such as patients of emergency departments and outpatient clinics. The term is also used to refer to care provided to patients of community-based (non-hospital) health care services. “‘Ambulatory care’ and ‘community-based care’ are broad terms that can be used interchangeably to describe care that takes place as a day attendance at a health care facility or at the patient’s home. The terms cover a broad range of care delivery from preventative and primary care, through to specialist services and tertiary level care, and are collectively referred to as non-inpatient care”.(Health Reform Implementation Taskforce 2007)
Citizens’ Council	Designed to provide direction and leadership in relation to the integration of consumer, carer and community views into all levels of health service operations, planning and policy development. Also to advocate to the board on behalf of the community, consumers and carers.
Carer	A carer is an individual who provides ongoing personal care, support and assistance to any other individual because that other person has a disability that is permanent (or likely to be permanent), has a medical condition, has a mental illness or is frail and aged. (NSW Carer (Recognition) Act 2010).

Casemix	The range and types of patients (the mix of cases) treated by a hospital or other health service. This provides a way of describing and comparing hospitals and other services for planning and managing health care. Casemix classifications put patients into manageable numbers of groups with similar conditions that use similar healthcare resources, so that the activity and cost-efficiency of different hospitals can be compared.
Cerner	Cerner is a technology company that provides a range of electronic systems to help manage clinical records. Cerner is used widely in NSW Health.
Chronic pain	Long term pain. Can be associated with a chronic condition (e.g. arthritis, MS, cancer) or can be about central nervous system sensitivity where multiple body systems get involved in winding up pain pathways so that intense unremitting pain is experienced.
Clinic	The term has a number of meanings including: <ol style="list-style-type: none"> 1. A dedicated space with clinical equipment used to provide a healthcare service. This could be a space in a medical school or a hospital, for the treatment of non-admitted patients, sometimes at low cost or without charge. 2. A group of physicians, dentists, or the like, working in cooperation and sharing the same facilities. 3. A class or group convening for instruction or remedial work or for the diagnosis and treatment of specific problems: "a reading clinic; a speech clinic; a summer baseball clinic for promising young players."
Clinical Governance	This refers to an approach used by clinicians and health service managers denoting they are jointly accountable for patient safety and quality care. Clinical Governance Units (CGUs) exist in all Local Health Districts (LHDs) and Specialty Networks (SNs) in NSW.
Clinical handover	The transfer of professional responsibility and accountability for some or all aspects of care for a patient or group of patients to another person or professional group on a temporary or permanent basis.
Clinician	A trained health professional who provides health care services.
Community	Community refers to groups of people with shared interest in health and welfare. They may share an interest because they live in a certain place. They may have a shared social background, shared age group, shared beliefs, shared language or shared experiences of health or society. Groups may also have a formal structure and speak out about a specific health or social issue. An example would be the Red Cross or a Multicultural Group.
Community Health	Provides assessment, care planning and treatment; multidisciplinary care; health promotion and prevention; early intervention; self-management support; and coordinated care that aims to improve coordination with GPs, other primary providers, the acute, aged care and mental health and human services sectors.

Consumer	A consumer is a person who uses a service. A consumer can be a patient or a carer or family member of a patient.
Consumer advocate	A person who speaks on behalf of others in order to improve services. An advocate has an interest in the development of an accessible, effective and efficient health and aged care service that best meets the needs of consumers.
Consumer representative	Consumer representatives are community members who want to get involved in health reform. They work with health services to ensure that the consumer perspective is considered when planning and developing services. They ensure that they represent not just their own perspectives or experiences but take steps to establish what other consumers think.
Cultural Competence	A set of congruent behaviours, attitudes and policies that come together in a system, agency or group of health professionals that enable the system, agency or health professional to work effectively in cross cultural situations.
Cultural responsiveness	The capacity to respond to the health care issues of diverse communities.
Epidemiology	The study of the patterns and causes of health and disease in populations, and the application of this study to improve health.
eHealth	e-Health refers to health services and information delivered or enhanced through the Internet and related technologies. eHealth NSW is a statewide organisation within NSW Health.
Episode of care	A period of health care provided with a definite start and finish date. This could be a hospital admission or specialist care in the community or a period of physiotherapy that starts and ends.
FirstNet	Product of Cerner, used for emergency department to enter patient details, medical records, pathology etc Powerchart is the product used on the ward.
Health Literacy	The degree to which individuals have the capacity to obtain, process, and understand health information and services needed to make appropriate health decisions.
Incidence vs prevalence	“Incidence is the number of instances of illness commencing, or of persons becoming ill (or dying or being hurt in injuries) during a given period in a specified population. Prevalence gives a figure for a factor at a single point in time (Jekel et al 2001). Example: We may want to know how many people are overweight in Australia ‘at that point in time’. This is the important distinction because prevalence can tell us only what is happening at a certain point in time. See here for more .”
Indicator (Health indicator)	A key statistic that indicates an aspect of health status, health determinants, interventions, services or outcomes. Indicators are designed to help assess progress and performance, as a guide to decision making.

Infection Control	Actions to prevent the spread of pathogens between people in a health care setting.
Non clinical staff	Staff working in a health service organisation who are not providing clinical care. This may include receptionists, porters, clerks, caterers and others.
Palliative Care	Palliative care is the specialised care of people with a terminal illness and aims to achieve the best quality of life, both for the person who is dying and their family and carers.
Patient days	The number of full or partial days of stay for patients who were admitted for an episode of care and who underwent separation during the reporting period. i.e. The number of days between admission and discharge.
Performance indicators	A concise list of signs, which are used to measure effectiveness in achieving outcomes. This can apply to all levels of service provision performance from the organisation down to the staff who work within them. See also KPIs.
Performance measures	A more precise measure than indicators. Performance measures are used to provide information on administered items and outputs in terms of quality, quantity and efficiency.
Point of care	Refers to the time and location where an interaction between a patient and clinician occurs for the purpose of delivering care.
Primary Health	Health care that is provided by a health care professional in the first contact of a patient with the health care system e.g. General Practitioners, allied health professionals in a community setting.
Pillars of NSW Health	NSW Health is structured to include “Pillars” including the Agency for Clinical Innovation, Bureau of Health Information, Cancer Institute NSW, Clinical Excellence Commission, and Health Education and Training Institute. These Pillars function to provide overarching guidance to build high quality and patient centred healthcare in NSW.
Private Hospital	A privately owned and operated institution, catering for patients who are treated by a doctor of their own choice. Patients are charged fees for accommodation and services provided by the hospital and relevant medical and paramedical practitioners. Includes private freestanding day hospital facilities.
Private Patients	Persons admitted to a private hospital; or persons admitted to a public hospital who decides to choose the doctor(s) who will treat them and to have private ward accommodation. This means they will be charged for medical services, food and accommodation. Note that private ward accommodation is not always available for private patients in public hospitals.
Public Health	Public health is defined as the science of protecting the safety and improving the health of communities through education, policy making and research for disease and injury prevention.

Quality	“A guiding principle in assessing how well the health system is performing in its mission to improve the health of Australians”. Read more
Risk Management	Risk managers work proactively and reactively to either prevent incidents or to minimise the impact of an event. Healthcare managers identify and evaluate risks as a means to reduce injury to patients, staff members, and visitors within an organisation.
Safety	The safety of the health care system can be defined as relating to the avoidance or reduction to acceptable limits of actual or potential harm from health care management or the environment in which health care is delivered.
Separation	Occurs any time a patient leaves or signs out of hospital because of death, discharge, transfer or sign-out against medical advice.
Sub-acute	This refers to the stage of a condition or illness where it is no longer very short term but it is not a chronic or long term condition. It does not necessarily indicate that the condition will lead to a chronic or long term problem. It may refer to the transition between acute care and rehabilitation after injury or illness.

Local Health Districts

Central Coast LHD	CCLHD
Far West LHD	FWLHD
Hunter New England LHD	HNELHD
Illawarra Shoalhaven LHD	ISLHD
Justice Health & Forensic Mental Health Network	JHFMHN
Mid North Coast LHD	MNCLHD
Murrumbidgee LHD	MLHD
Nepean Blue Mountains LHD	NBMLHD
Northern NSW LHD	NNSWLHD
Northern Sydney LHD	NSLHD
South Eastern Sydney LHD	SESLHD
South Western Sydney LHD	SWSLHD
Southern NSW LHD	SNSWLHD
Specialty Health Networks	SHNs
Sydney Children's Hospital Network	SCHN
Sydney LHD	SYDLHD
Western NSW LHD	WNSWLHD
Western Sydney LHD	WSLHD
Local Health Districts	
Central Coast LHD	CCLHD
Far West LHD	FWLHD
Hunter New England LHD	HNELHD

Other NSW Health Services

Ambulance Service NSW	ASNSW
St Vincent's Health Network	SVHN