
Glossary

Glossary of acronyms

ARR	Annual report requirements for Queensland Government agencies
CAG	Consumer Advisory Group
CEO	Chief Executive Officer
CPC	Clinical Prioritisation Criteria
ED	Emergency Department
EMR	Electronic Medical Record
EMT	Executive Management Team
FAA	Financial Accountability Act 2009
FBT	Fringe Benefits Tax
FPMS	Financial and Performance Management Standard 2009
FRR	Financial Reporting Requirements
FTE	Full-time Equivalent
FYTD	Financial year to date
GCHHS	Gold Coast Hospital and Health Service
GCUH	Gold Coast University Hospital
GP	General Practitioner
GRC	Governance, Risk and Compliance
GST	Goods and Services Tax
HHB	Hospital and Health Board
HHS	Hospital and Health Service
HLA	Higher Level Apprenticeship
HR	Human Resources
ICA	Integrated Care Alliance
ICT	Information Communication Technology
ICU	Intensive Care Unit
ieMR	Integrated Electronic Medical Record
IHPA	Independent Hospital Pricing Authority
KPI	Key Performance Indicators
MOHRI	Minimum Obligatory Human Resource Information
MP	Member of Parliament

NEST	National Elective Surgery Target
NHS	National Health Service
NPA	National Partnership Agreement
NSQHS	National Safety and Quality Health Service
PID	Public Interest Disclosure
PLS	Patient Liaison Service
PPA	Promoting Professional Accountability
QAO	Queensland Audit Office
QTC	Queensland Treasury Corporation
QUT	Queensland University of Technology
QWAU	Queensland Weighted Activity Units
SCC	Statutory Compliance and Conduct
SDS	Service Delivery Statement
SNAP	Sub and Non-Acute Patient
TAFE	Training and Further Education
WAU	Weighted Activity Units

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.

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).

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; prosthetics and orthotics; psychology; radiation therapy; sonography; speech pathology and social work.

Best practice

The cooperative way in which organisations and their employees undertake business activities in all key processes and use benchmarking that can be expected to lead 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.

FirstNet

A program that replaced the existing Emergency Department Information System, to allow integration with ieMR.

Full-time equivalent (FTE)

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

Department of Health

Refers to Queensland Health.

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 Commonwealth and states and

territories, other than Western Australia, in April 2010 and the National Health Reform Heads of Agreement (HoA) signed in February 2010 by the Commonwealth 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 Boards

The Hospital and Health Boards are made up of a mix of members with expert skills and knowledge relevant to managing a complex health care organisation. Hospital and Health Service Hospital and Health Service (HHS) is a separate legal entity established by Queensland Government to deliver public hospital services.

Immunisation

Process of inducing immunity to an infectious agency 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

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.

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

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 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.

Private hospital

A private hospital or free-standing day hospital, and either 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 one who elects to be treated as a public patient, so cannot choose the doctor who treats them, or is receiving treatment in a private hospital under a contract arrangement with a public hospital or health authority.

Public hospital

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

Registered nurse

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

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.

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.

Compliance checklist

Summary of requirement	Basis for requirement	Annual report reference
Letter of compliance	<ul style="list-style-type: none"> A letter of compliance from the accountable officer or statutory body to the relevant Minister/s 	ARRs – section 7 4
Accessibility	<ul style="list-style-type: none"> Table of contents Glossary 	ARRs – section 9.1 5 110–116
	<ul style="list-style-type: none"> Public availability 	ARRs – section 9.2 2
	<ul style="list-style-type: none"> Interpreter service statement 	<i>Queensland Government Language Services Policy</i> ARRs – section 9.3 2
	<ul style="list-style-type: none"> Copyright notice 	<i>Copyright Act 1968</i> ARRs – section 9.4 2
	<ul style="list-style-type: none"> Information Licensing 	<i>QGEA – Information Licensing</i> ARRs – section 9.5 2
General information	<ul style="list-style-type: none"> Introductory Information 	ARRs – section 10.1 9
	<ul style="list-style-type: none"> Machinery of Government changes 	ARRs – section 10.2, 31 and 32 NA
	<ul style="list-style-type: none"> Agency role and main functions 	ARRs – section 10.2 9, 19
	<ul style="list-style-type: none"> Operating environment 	ARRs – section 10.3 9, 19
Non-financial performance	<ul style="list-style-type: none"> Government's objectives for the community 	ARRs – section 11.1 6
	<ul style="list-style-type: none"> Other whole-of-government plans / specific initiatives 	ARRs – section 11.2 17
	<ul style="list-style-type: none"> Agency objectives and performance indicators 	ARRs – section 11.3 12-16
	<ul style="list-style-type: none"> Agency service areas and service standards 	ARRs – section 11.4 46
Financial performance	<ul style="list-style-type: none"> Summary of financial performance 	ARRs – section 12.1 49
Governance – management and structure	<ul style="list-style-type: none"> Organisational structure 	ARRs – section 13.1 34-35
	<ul style="list-style-type: none"> Executive management 	ARRs – section 13.2 30
	<ul style="list-style-type: none"> Government bodies (statutory bodies and other entities) 	ARRs – section 13.3 9
	<ul style="list-style-type: none"> Public Sector Ethics 	<i>Public Sector Ethics Act 1994</i> ARRs – section 13.4 43
	<ul style="list-style-type: none"> Human Rights 	<i>Human Rights Act 2019</i> ARRs – section 13.5 43
	<ul style="list-style-type: none"> Queensland public service values 	ARRs – section 13.6 11, 37, 42
	<ul style="list-style-type: none"> Risk management 	ARRs – section 14.1 40

Summary of requirement	Basis for requirement	Annual report reference	
Governance – risk management and accountability	• Audit committee	ARRs – section 14.2	28
	• Internal audit	ARRs – section 14.3	41
	• External scrutiny	ARRs – section 14.4	42
	• Information systems and recordkeeping	ARRs – section 14.5	42
Governance – human resources	• Strategic workforce planning and performance	ARRs – section 15.1	36-39
	• Early retirement, redundancy and retrenchment	Directive No.04/18 <i>Early Retirement, Redundancy and Retrenchment</i> ARRs – section 15.2	39
Open Data	• Statement advising publication of information	ARRs – section 16	2
	• Consultancies	ARRs – section 33.1	https://data.qld.gov.au
	• Overseas travel	ARRs – section 33.2	https://data.qld.gov.au
	• Queensland Language Services Policy	ARRs – section 33.3	https://data.qld.gov.au
Financial statements	• Certification of financial statements	FAA – section 62 FPMS – sections 38, 39 and 46 ARRs – section 17.1	103-105
	• Independent Auditor’s Report	FAA – section 62 FPMS – section 46 ARRs – section 17.2	106-111

