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# Glossary of Terms

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## **Accreditation**

'the process by which an Agency or Organisation evaluates and recognises a programme of study or institution as meeting predetermined Standards' (World Health Organisation, glossary of terms prepared for European Training Course on Quality Assurance, 1986)

## **Anticipated recovery pathway (ARP)**

The anticipated pattern of recovery for a patient with a particular case-type or condition, the pathway includes all major interventions and events, in a planned sequence of time delivered by the multidisciplinary team. An ARP is a tool used to review the process of care delivery to patients.

## **Assessment**

'the thorough study of a known or suspected problem in quality of care, designed to refine causes and necessary action to correct the problem' (World Health Organisation, glossary of terms prepared for European Training Course on Quality Assurance, 1986)

## **Care protocol/pathway**

This is designed to be used as the record of care which through charting variance enables clinical audit to become part of the routine practice of care.

## **Clinical audit**

A systematic, critical analysis of the quality of clinical care, which includes the procedures used for diagnosis and treatment, the use of resources and the resulting outcome for the patient.

## Quality Assurance

### **Clinical pathway**

A condensed flowchart (pathway) depicting key sequential events and expected progress through an episode of care. When a patient's progress diverts from the pathway for any reason it is documented as a variance, plus the reason for the deviance.

### **Clinical review**

'The term clinical review is used to describe any evaluation activities which review the care being given to patients and the effectiveness of that care. Included in clinical review may be utilisation review activities.' (Australian Council on Hospital Standards, *Glossary of Terms*)

### **Concurrent audit (open chart audit)**

Audit or examination of the patient or client's charts and records while the patient or client is still in hospital or being cared for at home, to establish if outcomes are being achieved for the patient or client

### **Concurrent review**

Methods of assessing the quality of patient care while the patient is still in the hospital or being cared for – examples include: open chart audit or concurrent audit, patient interview or observation, staff interview or observation and group conferences.

### **Continuous quality improvement**

'Consists, at a minimum, of three essential elements:

- efforts to know the customer ever more deeply and to link that knowledge ever more closely to day-to-day activities of the organisation
- efforts to mould the culture of the organisation, largely through the deeds of leaders, to foster pride, joy, collaboration and scientific thinking
- efforts to continuously increase knowledge of control over variation in the processes of work through widespread use of the scientific methods of collection, analysis and action upon data

When all these three efforts are developed in synchrony in an

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organisation, continuous improvement flourishes' (Donald M. Bewick).

### **Criterion**

- (i) 'variable selected as a relevant indicator of the quality of nursing care; a measure by which nursing care is judged as good' (B. W. Gallant and A. M. McLane, 'Outcome Criteria – a Process for Validation at Unit Level', *Journal of Nursing and Administration* [1979] 9, 14–20)
- (ii) 'statement which is measurable, reflecting the intent of a standard' (N. Lang, 'Issues in Quality Assurance in Nursing', *ANA Issues in Evaluative Research* [1976])

### **Critical path**

A tool which identifies the key elements of patients' care which must occur within planned resources and activities for a specific diagnosis or procedure, and at the same time considers the time frames which must be followed to achieve the best possible patient outcome

### **Data collection**

The collection of information concerning the topic to be researched or the patient. For example, data collection concerning a patient would include: information about his or her past and present health status and daily living pattern. This would include subjective data as described by the patient or his or her family, and objective data gleaned from observation and examination and documented data from records and reports.

### **Evidenced-based clinical practice**

Practice based on recognised research evidence which is proven to be effective

### **Integrated care plan**

Part of a clinical pathway which amalgamates into a written document all the elements of day-to-day care/treatment provided by the multidisciplinary team for each individual patient.

## *Quality Assurance*

### **Evaluation**

The process of determining the extent to which goals or objectives have been achieved

### **Monitoring**

'the ongoing measurement of a variety of indicators of health care quality to identify problems' (World Health Organisation, glossary of terms prepared for European Training Course on Quality Assurance, 1986)

### **Nursing audit**

A formal and detailed systematic review of nursing records in order to evaluate the quality of nursing care

### **Nursing care plan**

A written statement of the patient or client's problems, expected outcomes and planned nursing interventions

### **Nursing history**

A written record of information collected by a nurse when interviewing the patient, family or significant other

### **Nursing intervention**

'specific nursing activities carried out by a nurse and on behalf of the patient' (Royal Australian Nursing Federation, 1985)

### **Nursing process**

'the application of a problem-solving approach to nursing care. The four phases are:

- **assessment** – the collection and interpretation of data and the identification of patient problems
- **planning** – the determination of priorities, expected outcome and nursing interventions
- **implementation** – the delivery of planned nursing interventions
- **evaluation** – a continuous activity which compares actual outcomes with expected outcomes and which directs modifications of nursing care as required.'

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### **Nursing standard**

'a valid definition of the quality of nursing care that includes the criteria by which the effectiveness of care can be evaluated' (K. J. Mason, *How to Write Meaningful Nursing Standards*, 2nd edn (John Wiley & Sons, 1984))

### **Outcome criteria**

Describes the desired effect of care in terms of patient behaviour responses, level of knowledge and health status

### **Outcome standards**

'define the expected change in the client's health status and environment following nursing care and the extent of the client's satisfaction with nursing care' (K. J. Mason, *How to Write Meaningful Nursing Standards*, 2nd edn (John Wiley & Sons, 1984))

### **Patient questionnaire**

Questionnaires developed to ask patients about care received, either in hospital or at home

### **Peer review**

'evaluation of the quality of patient care by persons equivalent in status to those providing the care' (Australian Council on Hospital Standards, *Glossary of Terms*)

### **Philosophy**

'a statement of a set of values and benefits which guide thoughts and actions' (Royal Australian Nursing Federation, 1985)

### **Process criteria**

Relate to actions taken by nurses in order to achieve certain results and include: the assessment of techniques and procedures; the method of delivery of nursing care; interventions; techniques; how resources are used; the evaluation of care planned and given.

### **Protocols**

A system of tracking either patient care or a service, and identifying and documenting the correct processes and activities within set time scales to an agreed outcome

## *Quality Assurance*

### **Quality assurance**

'the measurement of the actual level of the services rendered plus the efforts to modify, when necessary, the provision of these services in the light of the results of measurement' (World Health Organisation, glossary of terms prepared for European Training Course on Quality Assurance, 1986)

### **Quality control system**

This is a system used in industry to check the quality of goods. In nursing it would refer to the quality of the environment and surroundings in which nurses work and patient care is given.

### **Quality of care**

Degree of excellence

### **Quality planning**

Involves four components:

- **Identifying** the customers of a particular process
- **Measuring** customer needs and expectations of the process and its outputs
- **Designing** a product or service responsive to their needs
- **Developing** the processes capable of producing the desired output.

### **Quality programme**

'a documented set of activities, resources and events serving to implement the quality system of an organisation' (European Organisation for Quality Control, *Glossary of Terms used in the Management of Quality*, 5th edn, 1981)

### **Resource management**

The balance of quality, cost and quantity

### **Retrospective audit (chart audit/closed audit)**

Audit or examination of the patient or client's charts and records after he or she has been discharged to determine the quality of nursing care received

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### **Retrospective review**

Methods of assessing the quality of patient care after discharge, including retrospective chart audit; post-care interviews; post-care staff conferences; post-care questionnaires

### **Standard**

(i) 'optimum level of care against which performance is compared' (B. W. Gallant and A. M. Mclane, 'Outcome Criteria – a Process for Validation at Unit Level', *Journal of Nursing and Administration* [1979] 9, 14–20)

(ii) 'agreed upon level of excellence' (N. Lang, 'Issues in Quality Assurance in Nursing, *ANA Issues in Evaluation Research*, 1976)

### **Standard statements**

Professionally agreed levels of performance appropriate to the population addressed which reflect what is acceptable, achievable, observable and measurable

### **Structure criteria**

Items and services which enable the system to function and include the organisation of nursing services – recruitment, selection, manpower establishments and skill mix; equipment; ancillary services – such as supplies, central sterilising, catering, pharmacy, laboratory services, laundry, paramedical services and the provision of buildings; agreed rules and regulations, policies and procedures.

### **Total quality management**

'is the system by which quality at each interface is ensured. It is an approach to improving the effectiveness and flexibility of the service as a whole – a way of organising and involving the whole service, every Authority, unit, department, activity, every single person at every level to ensure that organised activities happen the way they are planned, and seeking continuous improvement in performance.' (B. Morris, 'Total Quality Management', *International Journal of Health Care Quality Assurance* [1989] 2(3), 4–6)

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