DICTIONARY
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Note to reader: The following is a list of words and definitions commonly used in public health literature, and in this on-line textbook.
All words marked with an asterisk (*) have been synthesized from a combination of several on-line dictionaries. (The list of dictionaries can be found at the end of the document.)
All words marked with a superscript number (1) have been cited from a dictionary source—which can be found at the end of the document.

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Abortion4: Giving birth to an embryo or fetus before the fetus is capable of independent life (about the 20th week of gestation or after reaching about 500 grams (1 pound, 2 ounces) in weight). (A premature birth is one which occurs after the infant is generally capable of independent life.) An abortion may be either “spontaneous” (without outside assistance) or “induced” (the result of efforts to cause the abortion).

Abuse1: General misuse or improper treatment.

Access to health care1: The ability to obtain health care and to have readily available physicians and facilities to meet one’s health care needs.

Accreditation*: To certify that an individual, organization, educational institution, etc., meets and maintains suitable standards.

Accredited Record Technician (ART)7: A medical technician who has passed a credential examination of the American Medical Record Association. A medical record technician is a person who carries out certain technical duties with respect to medical records. The formal training of an ART is somewhat less than that of the medical record administrator.

Acculturation: The process of cultural change in patterns as a result of contact with another culture, both or either of the cultures may be changed while maintaining their distinctive identity.

Action plan*: A specific procedure of method to achieve results called for by one or more objectives.
Activities director: The individual responsible for providing activities to patients in a long term care facility in order to promote continuing involvement in activities of daily living and to retard or prevent disabilities.

Activities of daily living: These activities are used to determine the functional status of a person, usually used to assess elderly for the need of a nursing home; included in these activities are breathing, personal hygiene, ability to feed oneself, personal device care (hearing aids, glasses), and mobility.

Actuary: A person who specializes in the estimation of risks for insurance companies.

Acute: Having a short course which is usually relatively severe (with respect to an illness).

Acute care: Care for short-term patients.

Addiction: Psychological and/or physical dependence on a substance or practice.

Admission pattern monitoring: The monitoring of the distribution of kinds of patients admitted to a hospital (that is, of the admission case mix) in order to detect changing needs for services, displacement of patients to other institutions, or other changes.

Advanced emergency medical procedures: A term sometimes applied to procedures which an emergency medical technician-paramedic may perform, but which lower levels of EMT’s may not perform. Such procedures may include, for example, insertion of a tube in the patient’s airway for assistance in breathing, and administration of certain drugs.

Adverse selection: A situation in which patients with greater than average need for medical and hospital care enroll in a prepaid health plan in greater numbers than they occur in a cross-section of the population. A plan that somehow encouraged or allowed people to sign up when they were already ill would suffer from adverse selection.

Advisory group model: Coalition model composed of important community groups that extends a farther reach into the community and which can be useful in providing current information about the community to coalition leaders.

Advocacy: Attempting to persuade others of a point of view of an issue.

Aerospace medicine: The branch of preventive medicine that deals with the special problems of flying, both within and outside the atmosphere. One
of the medical specialties for which residency programs have been approved by the Accreditation Council for Graduate Medical Education.

**Affiliative leadership style:** Style based upon a caring and nurturing approach. Affiliative leaders attempt to develop trust, create harmony, and build emotional bonds through the use of continuous positive feedback.

**Agency for Health Care Policy and Research (AHCPR)**: A component of the U.S Public Health Service. The stated mission of this agency is to be “the lead agency charged with supporting research designed to improve the quality of health care, reduce its cost, and broaden access to essential services”.

**Agency for Toxic Substances and Disease Registry (ATSDR)**: A component of the U.S Public Health Service. It was created to prevent adverse health effects and diminished quality of life that results from exposure to environmental toxins.

**Aid to families with dependant children**: A federally financed program for single-parent families, designed to provide welfare for single parents who cannot, without this assistance, take proper care of the children.

**Aide**: An assistant without professional credentials. An aide is one who assists, usually without formal training, or with less training than the person assisted. An aide may also work under the supervision of an agency, as in the case of a home health aide.

**Alcoholism**: Chronic dependence on the use of alcohol which leads to interference with health and to social and economic problems. Withdrawal of alcohol from a person with alcoholism leads to psychological and physical symptoms.

**Alcohol rehabilitation**: A service that includes services and enables the alcoholic patient to return to normal functioning. It is contrasted with alcoholism treatment, which confines itself to the acute episode of intoxication.

**Algorithm**: A set of rules for carrying out a process, such as the care of a patient with a given set of problems, or the calculation of a statistic. The rules are such a specific set of steps is required in sequence, with each step dependent on the preceding step.

**Allergy**: An acquired condition of the body so that it reacts abnormally to a chemical substance or physical agent, such as cold.
Allied health professional[^4]: A person who is not a physician, nurse, or pharmacist, and who works in the health field. An allied health professional may, for example, be a dietitian, an emergency medical technician, or an aide.

Allopathy[^*]: A medical practice which aims to treat disease by the use of methods that produce effects different from those caused by the disease.

Alternative medicine: Any form of practice that is outside the realm of conventional modern medicine. Covers a broad range of healing philosophies, approaches, and therapies. Most of these treatments and healthcare practices are not taught widely in medical schools. Examples include naturopathy, chiropractic, ayurveda, homeopathy, and acupuncture.

Ambulatory[^4]: A term which specifically means “able to walk,” but which in health care refers to a person who is not bedridden. Thus a person who requires a wheel chair is ambulatory, and can come in for treatment and return home.

Ambulatory care[^*]: Medical services that may include diagnosis, treatment, and rehabilitation, that are provided on an outpatient (nonhospitalized) basis.

American Academy of Medical Directors[^4]: The previous name of the American College of Physician Executives (ACPE). The ACPE is a national medical specialty society whose members are physicians with leadership, management, or administrative responsibilities.

Amortization[^12]: The Periodic principal payment on a loan.

Anatomy[^7]: The structure of organs and tissues, rather than their activities (physiology).

Ancillary services[^7]: Hospital services other than room and board.

Anesthesia[^4]: The condition of having lost feeling or sensation. This condition may arise because of the administration of a drug or the use of another agent.

Anesthesiologist[^*]: A qualified doctor who administers an anesthetic (anesthesia) to a patient before the patient receives any type of treatment.

Anesthetic[^4]: The drug or other agent that depresses feeling or the sensation or pain.
**Antibody**: A substance in the body that may be created in response to stimulation by an antigen or may be present without this stimulation.

**Antigen**: A substance (bacterium, virus, protein, etc.) that may stimulate a tissue in the body to produce a state of resistance to infection by the organism or to a toxic substance.

**Applied anthropology**: An area of specialization dedicated to applying anthropological theories and methods to solving contemporary issues outside of traditional academia.

**Archaeological anthropology**: A branch of anthropology dedicated to the study of prehistoric and historic cultures.

**Area wage adjustment**: A component of the payment formula under the prospective payment system to allow for differences in wage scales in different parts of the country.

**Assimilation**: The process by which a smaller cultural group is incorporated into another larger culture so much so that it is no longer identifiable as a separate entity.

**Attention Deficit Disorder (ADD)**: Biologically based disorder that includes a combination of systems such as inattentiveness or distractibility, impulsivity, and, in some individuals, physical restlessness or hyperactive behavior. Also known as Attention Deficit Hyperactivity Disorder (ADHD).

**Authoritative leadership style**: Style that mobilizes an organization's employees towards a vision and motivates them to be creative in their pursuit of the organization's mission while providing a supportive structure.

**Balance billing**: The practice of physicians to charge some patients more than other patients for the same service in order to maintain a desired average fee for that service.

**Bariatrics**: The branch of medicine dealing with obesity and related diseases.

**Base rate**: Statistical term that refers to the “per” number in a rate.

**Basic health services**: The minimum supply of health services which should be generally and uniformly available in order to assure adequate health status and protection of the population from disease, or to meet some other criteria or standards.

**Bed count**: The number of beds maintained in a hospital for inpatient use.
Behavioral Economics: The study of trying to understand how people think and how it effects their economic decisions.

Benchmarking*: The process of finding and adapting best practice to improve organizational performance.

Beneficence*: The duty of health care providers to assist people in need.

Bereavement care¹: Care that assists with the physical, emotional, spiritual, psychological, financial, social, and legal needs of the survivors of a deceased individual.

Best practice*: A superior method or innovative practice that contributes to the improved performance of an organization, usually recognized as “best” by the other peer organizations.

Biological (physical) anthropology: The study of human origins and biodiversity over time and place.

Biomedical model*: A conceptual model of illness that excludes psychological and social factors and includes only biological factors in an attempt to understand a person's illness.

Biomedicine: Western construct of medicine which attributes disease to scientifically proven causes, for example: biologic agents.

Biopsychosocial model*: Model of health that sees health, illness and healing as resulting from the interacting effects of events of very different types, including biological, psychological, and social factors.

Birth cohort: A group of people defined by the period of time they were born in (example: Baby Boom generation).

Birth defect¹: A defect present in an individual at birth. This defect may be inherited or due to another cause such as illness, infection or injury.

“Black bag” medicine: A colloquial term referring to physician reliance on interviewing, physical diagnosis, and simple, portable, and less expensive diagnostic devices in the delivery of medical care. The black bag is a reference to the bags in which physicians traditionally carry instruments and a stock of drugs on house calls.

Blacklisting¹: Refusal by insurers to insure high-risk industries, professions, or individuals.
Blue Cross/Blue Shield\(^3\): The nonprofit health care prepayment plans that originated with hospital and physicians, respectively. In many areas the Blue Cross and Blue Shield plans have merged. There are 77 of these health insurance plans linked by a national association, the Blue Cross and Blue Shield Association (BCBSA).

Board certified\(^1\): The term applied to a physician or health professional who has passed an examination administered by a specialty board and has been certified by that board as a specialist in the subject of expertise of that board.

Bodily Injury\(^1\): The damage caused by an external.

Boundary spanning: The collecting of information, in a public relations context, from and interacting with a public health organization’s environment to help guide the central decision making of managers within that public health organization.

Business Process Reengineering (BPR): A fundamental rethinking and radical redesign of business processes to achieve dramatic improvements in critical contemporary measures of performance such as cost, quality service, and speed. Also known as Business Process Improvement.

Bylaws\(^4\): A document adopted by a corporation or association that governs its business conduct and the rights and responsibilities of its members.

CAGE score: Score on a questionnaire initially used to detect alcoholism but now used for several health behaviors.

Cancer\(^1\): General term used for any malignant tumor or growth which is subject to unlimited growth within the body.

Capitation*: A tax levied on the basis of a fixed amount per individual.

Carcinogen\(^1\): A substance that is known to cause cancer.

Care\(^1\): The treatment, accommodations, and services provided to a patient.

Caregiver\(^4\): An individual who provides care for a disabled or ill friend or relative.

Caregiver “burn-out”: State of physical, emotional, and mental exhaustion that may be accompanied by a change in attitude, from positive and caring to negative and unconcerned. Signs of burn-out include: fatigue, stress, anxiety, and depression.
**Case**¹: A patient and his or her medical problem.

**Catchments area***: The geographical area from which a school takes its students, or the area from which a hospital services its patients.

**Catheter**⁴: A thin tube to be inserted into the body, via a natural opening or incision into a blood vessel or other structure, for the purpose of putting something into the body or taking something out.

**Cause-and-effect diagram**: A diagram graphically illustrating the relationship between a given outcome and the factors that influence this outcome. Also called a "fishbone diagram".

**Census**¹: The number of patients in a hospital at a given time.

**Centers for Disease Control and Prevention**¹: An agency created by the Secretary of Health, Education and Welfare on July 1, 1973. The CDC is headquartered in Atlanta, Georgia and is responsible for monitoring and studying diseases which are controllable by measures of public health.

**Certificate of need***: A certificate issued by a governmental group to an individual or institution or organization proposing to create or modify a health facility, or to offer a new or different type of service.

**Change management**: Understanding how groups respond to change gives us a more accurate, less subjective way of interpreting group behavior and of modifying behavior.

**Checksheet**: A form for recording data on which the number of occurrences of an event can be recorded as ticks or checks. In health care, it provides a scientific approach to gathering information to improve the validity of decisions and interventions.

**Chelation therapy***: The use of chelating agents such as EDTA to remove heavy metals from the body (especially in lead poisoning).

**Cherry picking**¹: Selling insurance policies to people who do not need medical care and then dropping these people when medical care is needed; favorable selection used by insurers.

**Chief Executive Officer**¹²: The person holding the highest official position within a company that sets policies and reports only to the Board of Directors.
**Child life specialist**: An academically qualified individual who works in a hospital to help children and their families deal with the stress of hospitalization.

**Chiropractic**: A method of treatment that manipulates the spine and other body parts to relieve pain. This treatment method is based on the belief that the cause of pain is the abnormal functioning of a nerve.

**Chronic**: An illness which lasts a long time and usually without prospect for immediate change either for the better or the worse.

**Churning**: Discharging and readmitting a patient from a hospital for a single episode in order to be able to charge for multiple hospitalizations.

**Claim**: A request made by the insured to the insurer for the payment of benefits covered by an insurance policy.

**Clinic**: A facility for ambulatory patients.

**Clinic outpatient admission**: Admission of a patient to a hospital outpatient clinic. This is a specific kind of outpatient admission.

**Coaching leadership style**: A style that focuses on personal development of individuals/groups for the future as well as performance improvement. This style requires an individual to possess both the willingness and ability to improve his or her performance and a patient leader committed to the development of the individual.

**Coalitions**: A time-limited organization in which there is a convergence of interest in the part of a number of actors, both individuals and organizations, and an interaction around furthering these common interests.

**Coercive leadership style**: Style that demands immediate compliance, fails to foster pride or to support the development of initiative on the part of an organization's employees, and is the least flexible. Its use is often limited to emergency situations such as a recovery from natural disaster.

**Co-insurance**: 1) A form of insurance by which property is insured for a certain percentage of its value by a commercial insurance policy while the owner agrees to be responsible for the difference; 2) Joint insurance held by two or more persons.

**Colectomy**: Surgical excision of part or all of the colon.
Collateral: The property that a borrower pledges to a lender to secure loan repayment.

Comfort care: Medical or other health care whose sole or primary purpose is the comfort of the patient.

Comorbidity: A diagnosis present before hospitalization which is thought to extend the hospital stay at least one day for roughly 75% or more of the patients with a given principal diagnosis. See morbidity.

Communicable disease: Any disease that can be transmitted through infection or direct contact or the use of a vector.

Community analysis: The process of assessing and defining needs, opportunities, and resources involved in initiating community health action programs.

Community health services: Preventive procedures, diagnosis and treatment for residents of a community. There may or may not be organizational structure to these services.

Community organization: The process of mobilizing and empowering communities through their institutions, organizations, groups, leaders, advocates, and volunteers to commit to organizing and implementing a public health intervention.

Community study: An anthropological method for studying complex communities.

Comorbidity: At least one disease or disorder occurring in addition to the primary pathologic process; normally used to indicate the coexistence of multiple diseases/disorders.

Comprehensive health care: Services that are intended to meet all the health care needs of a patient including but not limited to outpatient, inpatient and home care.

Confidentiality: Protection given to medical records and patient care information to safekeep personal, private information about the patient and his/her care.

Constituent: One that authorizes another to act as a representative on his/her behalf.

Congenital: A condition or illness with which one is born.
Consent\textsuperscript{1}: Legal permission given by the patient, or a legally authorized individual, to a health care provider to care for, treat, or perform procedures upon the patient.

Consumer: The ultimate user of goods, ideas, or services. For example, in public health marketing, the ultimate user of the ideas of a public health advertising campaign.

Contaminate\textsuperscript{1}: To transfer bacteria or infectious agents or harmful substances from one person/place to another.

Continuing care\textsuperscript{1}: Care provided over an extended period of time.

Continuous Quality Improvement: See \textit{total quality management}.

Continuous variable\textsuperscript{8}: A variable that has an infinite number of possible values.

Contraceptive\textsuperscript{1}: An agent whose purpose is to prevent pregnancy.

Control Chart: A statistical tool that indicates graphically whether a process is in or out of control. They are most useful for ongoing processes in which variation is a source of cost and diminished productivity. The statistical models allow rapid analysis and intervention for active processes. In health care, control charts are useful for analyzing performance and outcome measure in diagnostic and therapeutic systems of care for specific disorders or preventive care.

Convalescence\textsuperscript{1}: The period of time after the acute phase of an illness before the patient is back to “normal”.

Copayment\textsuperscript{2}: A type of cost sharing whereby insured or covered persons pay a specified flat amount per unit of service or unit of time, their insurer paying the rest of the cost. The copayment is incurred at the time the service is used. The amount paid does not vary with the cost of the service (unlike coinsurance, which is payment of some percentage of the cost).

Core values: The basic and central values of a culture that distinguish it from others.

Cost-benefit analysis: An examination of the relationship between the monetary cost of implementing an improvement and the monetary value of the benefits achieved by the improvement, both within the same time period. The result may be expressed as a ratio or in dollars. The term benefit-cost analysis is also used.
**Counter-messaging:** Marketing campaigns aimed at competing with other advertisements. Within the public health contexts these campaigns are aimed at competing with the unhealthy lifestyle choices portrayed in the media.

**Cultural colonialism:** The domination of one group’s culture and ideology over another’s within a nation or collective.

**Cultural competence:** The knowledge, interpersonal skills, behaviors, attitudes, and policies that enable organizations and staff to work effectively in cross-cultural situations. Regarding health care, it is the ability to deliver effective medical care to people from different cultures. It involves an awareness and acceptance of cultural differences, self-awareness, knowledge of the patient’s culture, and adaptation of skills.

**Cultural convergence:** Similar cultural adaptive strategies based on similarities of environment, not contact.

**Cultural evolution:** Prior belief of anthropologists that cultural development was a unilinear process from primitive and simple to modern and complex.

**Cultural imperialism:** The imposition of one culture on others to the extent that the minority cultures might be modified or even destroyed, partial based on power differences.

**Cultural materialism:** The explanation of cultural differences as resulting from economic production and adaptation.

**Cultural relativism:** An anthropological concept stating that cultures should be examined with respect and by their own values, not those of the cultural anthropologist.

**Culturally compatible economic development projects:** Projects appropriately designed based on locally perceived needs, traditions, and traditional groups.

**Culture:** Tradition, customs, and values shared by a group of people which govern their behavior; a specifically human capacity.

**Curandero(a):** A traditional folk healer or shaman in Hispanic-America, prevalent in Latin America, that is dedicated to curing physical and/or spiritual illnesses.

**Custodial care:** Board, room, and other personal assistance services generally provided on a long-term basis, which do not include a medical component.
Such services are generally not paid for under private or public health insurance or medical care programs, except as incidental to medical care which a hospital or nursing home inpatient receives.

**Cytotechnologist**: A technician trained in medical examination and identification of cellular abnormalities.

**Data**: Information gathered through the use of surveys, analysis, experiments and observations.

**Death**: The cessation of life, defined in most states as the irreversible cessation of circulatory and respiratory function, or brain death.

**Death rate**: The number of deaths divided by the number of patients at risk, usually multiplied by 100 so that it can be expressed as a percentage.

**Decision Tree**: A line diagram used for making comparisons between complex alternatives that displays the possible events and outcomes that could result from a decision.

**Deductible**: The amount of loss or expense that must be incurred by an insured or otherwise covered individual before an insurer will assume any liability for all or part of the remaining cost of covered services. Deductibles may be either fixed dollar amounts or the value of specified services. Deductibles are usually tied to some reference period over which they must be incurred and are generally of two types: (1) static deductibles which are fixed dollar amounts, and (2) dynamic deductibles which are adjusted from time to time to reflect increasing medical prices. A third type of deductible is proposed in some national health insurance plans: a sliding scale deductible, in which the deductible is related to income and increases as income increases.

**Defined benefit**: If an employee works for so many years they will receive this benefit; problems occur with employees vesting in the plans, companies going out of business, and all the paperwork involved.

**Democratic leadership style**: Style that forges consensus through participation and requires highly developed and competent constituents to respond appropriately to open-ended questions and requests for opinions.

**Demographics**: Descriptions of populations in terms of age, sex, education level, income, family size, ethnic background, etc.
Dentistry*: The branch of medical science concerned with the anatomy and development, the diagnosis and treatment of diseases, and disorders of the teeth and gums.

Department of Health and Human Services (DHHS)¹: The department of the executive branch of federal government responsible for the federal health programs in the civilian sector, and for Social Security.

Dependent²: An individual who relies upon another individual for a significant portion of his support. In addition to the requirement for financial support there is often a requirement for a blood relationship.

Detail men*: A representative of a manufacturer of drugs or medical supplies who introduces new products and especially drugs to doctors, pharmacists, and other professional.

Developmental anthropology: The section of applied anthropology which specifically studies the social and cultural dimensions of economic development.

Deviance: Violating cultural norms or expectations.

Diagnose¹: To apply a series of procedures for examining and gathering data about a patient in order to make a diagnosis.

Diet¹: Food and drink consumed by an individual.

Dietary risk factors¹: Eating patterns which increase the likelihood of developing a disease or other adverse health effect.

Dietary services*: Services provided by dietitians or nutritionists, including consultation with other professional personnel, to meet the nutritional needs of individuals.

Dietician*: A person who scientifically studies, and gives advice about dietetics, i.e. food and eating.

Direct care provider¹: An individual who is responsible for the care of an individual.

Directive behavior: One-way communication in which the leader of an organization clearly dictates the role of the follower with a high level of supervision.

Disability¹: The absence or loss of function (physical, mental, emotional). It may be temporary or permanent.
Disability insurance*: Social insurance for the disabled.

Disaster¹: A sudden, natural or man-made event that causes widespread damage, destruction or injury and requires emergency health care resources.

Disaster preparedness plan¹: A formal plan for handling a disaster.

Discrete variable⁸: A variable that has a finite number of values associated with it.

Disease¹¹: When the state of health of an individual changes as a result of an infection.

Disease models*: How people who have studied diseases try to explain them.

Disease specific death rate¹: The number of deaths attributed to a given disease in a specified population, expressed as a proportion. Usually expressed per 100,000 of the population.

Diversity: The variation in society of culture and other factors. This includes differences in age, race, gender, physical abilities, sexual orientation, religion, education, region of origin, and language. It may also include factors such as life experience, position in family, and job function.

Drug*: Any synthetic or natural chemical substance used in the treatment, prevention, or diagnosis of disease, or for other medical reasons.

Dumping¹: The denial or limitation of the provision of medical care to, or transfer elsewhere, of patients who are not able to pay or for which the payment method does not pay the hospital enough to cover its costs.

Ecological fallacy¹: Statistical term for an error in trying to take information from group studies and apply it to individuals.

Effectiveness¹: The degree to which the effort put forth achieves the desired result.

Elder care¹: Care of the elderly at home by friends or family.

Elective surgery*: Surgery that is subject to choice (election). The patient or doctor may make the choice.
Eligibility¹: A term commonly used in health care with reference to whether an individual can be enrolled in an insurance plan, government program or other health care plan.

Emergency¹: A situation requiring immediate attention if death or serious disability is to be prevented.

Emergency department*: The department of a hospital, also known as the emergency room or ER, responsible for the provision of medical and surgical care to patients arriving at the hospital in need of immediate care. Emergency department personnel may also respond to certain situations within the hospital such cardiac arrests.

Emergency department admission⁷: Admission of a patient, who needs prompt attention, to an emergency department, a department or facility which gives care for a single encounter. By definition, patients may not become continuing patients of an emergency department; the entire episode of emergency care is one visit. Also called an emergency outpatient admission.

Emergency room*: A part of a hospital that takes care of sick or injured people who need immediate attention: See emergency department.

Emergency service*: Official organizations, for example the police that deals with crime, fires, and injuries.

Emic: An insider’s view and explanations for behavior and significance.

Emotional distress¹: A legal term referring to a nonphysical injury caused by malpractice or wrongdoing.

Emotional intelligence: An individual’s ability to manage him or herself as well as other relationships. It consists of four fundamental capabilities of self-awareness, self management, social awareness, and social skill.

Emotionalistic disease theories: Theories which assumes intense emotional experience is the cause of illness.

Employee Assistance Program (EAP)¹: Programs that offer confidential evaluation, treatment and referrals for a range of personal problems, from family/marital issues, mental health, financial and legal problems, and substance abuse.

Employee benefit plans*: Retirement plans established for a company's employees that also have positive tax advantages for the business.
**Emporiatrics**: Specialty in medicine dealing with the prevention, diagnosis and treatment of diseases encountered through travel.

**Enculturation**: The process of learning culture through observation and instruction.

**Endemic**: Present in a population or community; usually related to continual presence of a disease in a region.

**Enrollment period**: A period during which individuals may enroll for insurance or health maintenance organization benefits. There are two kinds of enrollment periods: the initial enrollment period and the general enrollment period. Most contributory group insurance has an annual enrollment period when members of the group may elect to begin contributing and become covered.

**Entrepreneur**: An individual who transforms an idea into a business endeavor and expects to profit from it.

**Epidemiology**: The study of disease and its causes in relationship to a population.

**Ethical relativism**: The belief that behavior cannot be morally judged, as all ethics are culture, time, and place specific.

**Ethics**: The study of moral principles.

**Ethnocentrism**: The tendency to view one’s own culture as normal and natural, and to judge those different from us by our own standards.

**Ethnography**: Observing and documenting people’s ways of life; anthropological field work.

**Ethnology**: The comparison of cultures; formation of theories of cultural behavior and form.

**Ethnosemantics**: The study of culture by examining people’s use of language.

**Etic**: Cultural explanations from the observer’s perspective.

**Etiological factors**: Factors which cause a disease.

**Etiology**: The cause of a disease of illness.

**Evaluation of care**: Assessment of how care measures up to what is accepted as standards of care.
**Evolution**: A theory developed by Charles Darwin stating that when individuals have variation in their heritable traits, and the inherited characteristics lead to differential reproduction, evolution will occur and the species will end up with genetic differences when compared to its ancestors due to reproductive pressures and natural selection. Inherited characteristics that are selected for lead to increased fecundity of individuals possessing the trait, causing more offspring to possess the selected trait.

**Excellence Movement**: Movement of organizations towards increasing effectiveness, efficiency, scale economies, simplification of structure, and encouragement of autonomy and entrepreneurship.

**False negative**: Indication by a diagnostic test that a person does not have the disease in question when in fact the person does.

**False positive**: Indication by a diagnostic test that a person has the disease in question when in fact they do not.

**Feedback**: Communication from a consumer or target audience member relaying how delivered products, services, and messages compare with consumer expectations.

**Fee for service**: A fee charged for each service performed.

**Fee splitting**: A practice, usually among lawyers and physicians, of sending clients to other members of their profession and then dividing the fees.

**Fetal alcohol syndrome (FAS)**: A pattern of birth defects found in babies as a result of consumption of alcohol by their mothers.

**First aid**: Initial treatment of an injured or ill person before a physician has begun treatment or the injured/ill has been transported to a medical treatment facility.

**Fiscal year**: The accounting year of a company or organization that is often different from the calendar year.

**Fishbone Diagram**: See [cause-and-effect diagram](#).

**Flexible spending account (FSA)**: An account managed by an employer that allows employees to set aside pretax funds for medical, dental, legal, and day-care services.
**Flowchart:** A graphic structured representation of the major steps in a process. Extremely valuable for health care managers in understanding and optimizing processes. See also [process map](#).

**Forced assimilation:** Forcing a minority group to adopt the dominant culture.

**Foreign medical graduates***: Physicians who hold degrees from medical schools located in countries other than the country in which they practice.

**Forensic anthropology:** Anthropologists who examine human remains often aiding criminal justice or disaster victim’s families.

**Formulary***: A book or system of prescribed formulas, especially relating to religious procedure or doctrine, that contain stated and prescribed forms, as of oaths, declarations, prayers, or medical formula.

**Free-standing facility**¹: A facility which is not a physical part of a hospital or other health care facility.

**Fringe benefits***: A valuable service or privilege provided to an employee by an employer in addition to salary, such as medical, dental and life insurance, or a retirement plan.

**Gatekeeper:** Individual responsible for determining what services will be provided to a patient.

**Generic drugs***: A prescription drug that has the same active-ingredient formula as a brand-name drug. A generic drug is known only by its formula name and its formula is available to any pharmaceutical company. Generic drugs are rated by the Food and Drug Administration (FDA) to be as safe and as effective as brand name drugs and are typically less costly because advertising costs are not included.

**Genetic disease**¹: Disease caused by a change in an individual’s genetic material.

**Geriatrics**⁹: A branch of medicine associated with medical problems and conditions related to caring for the aged.

**Globalization:** The rapid integration and interdependence of world nations resulting from greater access to media and speedier transportation resulting in many changes within local cultures.

**Goal***: A broad statement describing a desired future condition or achievement without being specific about how much and when.
Grant[^1]: A sum of money given by the government to an organization to support a program, individual or project.

Gross Domestic Product (GDP)[^5]: 1) The total market value of all final goods and services produced within the borders of a country in one year. GDP is composed of 3 parts, consumer goods and services, Government purchases of goods and services, and investment goods. 2) Also a measure of output from U.S. factories and related consumption in the United States. It does not include products made by U.S. companies in foreign markets. Current measure of the US economy.

Gross National Product (GNP)[^*]: The total market value of all the goods and services produced by a nation during a specified period, usually one year; A former measure of the US economy. See Gross Domestic Product (GDP).

Guardian[^1]: A person who has legal responsibility and authority to make decisions for an incompetent person or a minor.

Halfway house[^1]: A facility (including living quarters) for people who require continuing treatment for mental illness or substance abuse but who no longer need hospitalization.

Hawthorne effect[^*]: The concept that every change results in increased productivity.

Hazardous waste[^1]: Waste materials dangerous to living things therefore requiring special disposal precautions.

Health[^1]: Defined by the World Health Organization as “the extent to which an individual or group is able to develop aspirations and satisfy needs and also to cope or change with the environment. A resource for everyday life. The condition of mental, physical and social wellbeing.

Health advocacy[^1]: Field of allied health that involves efforts to help resolve patient’s complaints in relation to medical care and health services and with the protection of their rights.

Health care[^1]: Services offered by health care professionals and their agents which address health promotion, prevention of injury and illness, health monitoring, health maintenance, and treatment of diseases/disorders/injuries.
**Healthcare abuse**: The excessive use or improper use of health care services and products.

**Healthcare administration**: The profession dealing with the management of health care organizations.

**Healthcare delivery system**: A term without specific definition, referring to all the facilities and services, along with methods for financing them, through which health care is provided.

**Healthcare institution**: Any institution dealing with health. Some definitions state that an institution, to qualify for this term, must have an organized professional staff. However, there are no regulations, such as standards for the licensure or registry of institutions, which currently restrict the use of this term.

**Healthcare organization**: An organization form for health care delivery in which the organization, rather than individuals, assumes the financial risk.

**Healthcare plan**: An organized service to provide stipulated medical, hospital, and related services (1) (benefits) to intervals under a prepayment contract. The plan may be offered by a Blue Cross/Blue Shield plan, an insurance company, a health maintenance organization, a healthcare organization, or other organizations.

**Healthcare proxy**: A document that authorizes a designated person to make health care decisions in the event that the signer is incapable of making those decisions. State law governs whether such a document is valid, how it must be created, and to what extent the proxy is authorized to make health care decisions.

**Health communication programs**: Programs designed communicate public health messages. An effective Health Communication Program may have the following six stages: Planning and strategy selection; Selecting media channels and materials; Developing materials and pre-testing; Implementation; Assessing effectiveness; Feedback to refine program.

**Health department**: A division of a local or larger government responsible for the oversight and care of matters relating to public health.

**Health disparity**: Differences in the presence of disease, health outcomes, and access to health care by race, gender, ethnicity, socioeconomic status, or other grouping.
Health education*: Education that increases the awareness and favorably influences the attitudes and knowledge relating to the improvement of health on a personal or community basis.

Health equity: The absence of unfair and avoidable or remediable differences in health among populations or groups defined socially, economically, demographically or geographically.

Health fair¹: Community health education exhibiting free diagnostic services and multiphasic screenings.

Health insurance¹: Insurance that covers the patient for health care, including physician and hospital services.

Health maintenance¹: Efforts carried out to preserve one’s health and wellbeing.

Health Maintenance Organization (HMO)⁵: A corporation financed by insurance premiums whose physicians and staff provide curative and preventive medicine to enrolled volunteer members and their families.

Health promotion: Consists of the development of lifestyle habits which healthy individuals and communities can adopt to maintain and enhance the state of well-being. The ultimate goal is the optimization of health. It addresses individual responsibility while preventative services can be fulfilled by health providers. [http://www.american.edu/cas/health/nchf/nchfpdef.html](http://www.american.edu/cas/health/nchf/nchfpdef.html)

Health Risk Appraisals (HRAs)⁵: Query into health habits in order to determine diet, exercise, safety habits, life satisfaction, medical history and self-care habits in order to determine overall health of an individual or group of individuals. Often the launching point of Wellness Programs.

Herd immunity¹: The immunity of a group due to the immunity of a certain adequate number of individuals in that group.

High risk group: A group defined as having an elevated risk for health problems.

Histogram⁶: A chart that displays the distribution of measurement data (such as temperature). A histogram reveals the amount of variation within any process.

History¹: Patient information obtained from questioning the patient and their family rather than through medical testing and examinations.
Holistic: Consideration of the entire human condition (biology, society, language, and culture), because each piece can only be understood within the context of the whole.

Home care*: Any medical service provided in the patient's residence.

Home care agency: A program which provide non-physician medical care, such as nursing care or physical therapy in patients' homes.

Home health aides*: A person whose job is to help an old, sick, or disabled person, in that person's place of residency, by cooking, cleaning, washing them, helping them get dressed etc, so that the person can continue to live in their own home rather than go to a hospital or nursing home.

Hospice program¹: A program that assists with the physical, emotional, spiritual, psychological, social, financial and legal needs of a dying patient and his/her family.

Hospitalization¹: A period of stay in the hospital or the placing of a patient in a hospital.

House staff*: The physicians and especially the interns and residents, along with other health professionals, such as physician's assistants and physical therapists, employed by a hospital.

Human relations movement: A critique of classical management and bureaucracy that advocated management styles that were more participative and oriented toward employee needs.

Human relations theories: An approach that emphasizes developing organizational forms that build on an individuals/employee's strengths and motivations.

Human resource models: An approach that emphasizes the importance of personal motivation and attitudes in explaining employment

Immunity¹: Being insusceptible to an agent (most often used when discussing infectious agents).

Improvement: The positive effect of a process change effort. Improvement may result from incremental changes or from a major breakthrough.
**Incidence**: The frequency of new cases of a disease within a given time period in a given population.

**Indemnity**: The adjective used by writers and speakers to refer to the current system for paying for health care.

**Indicators**: Established measures used to determine how well an organization is meeting its customers' needs as well as other operational and financial performance expectations.

**Indigenous peoples**: Original occupants of a territory.

**Indigent**: Lacking the necessities of life, having insufficient resources.

**Indigent medical care (IMC)**: Care for patients whose income is below a certain state-regulated level. This care is provided at a reduced fee or free-of-charge.

**Infection**: The invasion of the body by microorganisms that are pathogenic.

**Infection control**: Policies and procedures used to prevent the transmission of infection from one person to another.

**Infectious agent**: A microorganism which can cause a disease by invading the body's tissues and multiplying within the body.

**Infectious diseases**: Branch of internal medicine.

**Informants**: People who discuss their own culture with anthropologists.

**Informatics**: An emerging term that is used to cover information along with its management, particularly by computer. Usually the field involved is used along with "informatics", e.g., "medical informatics."

**Informed consent**: Preferably written consent acquired from a patient for performance of particular medical, surgical or research procedures after said procedures and inherent risks are explained and comprehended. Consent can be received from legal guardians or close adult relatives if patient is under 18 or incapable of communicating or understanding.

**Inpatient**: A patient who receives care while staying in an institution.

**Inpatient admission**: Admission to an institution that provides lodging and continuous nursing services.

**Inpatient care**: Care given to patients who are lodged in a health care facility.
Inpatient facility\textsuperscript{1}: A health care institution that provides lodging, nursing, and continuous medical care for patients within a permanent facility with a professional staff.

Institutional Review Board (IRB)\textsuperscript{1}: A committee in an investigator's institution set up to provide peer review for research programs supported by grants and contracts financed by the Department of Health and Human Services (DHHS).

Insurance\textsuperscript{1}: A method of providing money to pay for specific types of losses which may occur; a contract between one party and another which states what losses are covered, what amounts will be paid for each loss and under what conditions.

Intangible: Incapable of either being 1) perceived by the senses or 2) of being realized or defined.

Intensive care\textsuperscript{1}: Care provided to patients with life-threatening conditions who require intensive treatment and continuous monitoring.

Intensive care unit (ICU)*: A hospital unit in containing special equipment and specially trained personnel for the care of seriously ill patients requiring immediate and continuous attention. Also known as critical care unit (CCU).

Intercultural communications: The styles of communication within a culture. In the organizational context, it is important to be aware of the interactive style difference in different cultures.

Intercultural etiquette: Knowing the culture specific habits of various groups.

Interpretive anthropology: Branch of anthropology focusing on understanding cultural differences as part of larger complex patterns of meaning.

Internal medicine (IM)\textsuperscript{1}: The branch of medicine that deals specifically with diagnosis and medical therapy of disorders and diseases of the internal structures of the body.

Intervention*: Any attempt to modify a medical or health condition.

Interventionist philosophy: Idea that outside guidance is necessary to push native peoples in specific directions; greater societies are obligated to intervene in order for lesser societies to develop (synonyms: noblesse oblige, white man's burden).
Job lock: Remaining in employment for fear of losing one’s health insurance coverage.

Juran trilogy: Three managerial processes identified by Dr. J. M. Juran to be used in managing for quality: quality planning, quality control, and quality improvement.

Justice: This refers to the ethical notion of handling all people impartially.

Just-in-time (JIT): An approach whereby an item or service is delivered, just-in-time, where and when it is needed.

Just-in-time training: The provision of training only when it is needed in order to prevent the loss of knowledge and skill caused by a lag between training and use.

Kaizen: A Japanese term referring to continual improvement involving everyone at every level in an organization. It is a strategy to improve and maintain all processes through gradual, incremental improvements.

Labor: The process that a mother goes through in giving birth.

Laproscope: A slender tubular endoscope that is inserted through an incision in the abdominal wall and used for viewing the abdominal or pelvic cavities.

Laparoscopy: An operation in which a laparoscope is used in the abdominal region by inflating it with carbon dioxide and passing the instrument through a small incision; can be used to view female reproductive organs; can have a grasping or cutting tool attached to obtain samples for biopsies.

Lay health advisor: A community resident that has been trained to deliver health information and serves as a link between community members and the health care delivery system. Also known as community health advisor, community health worker or lay health worker.

Lead Agency Model Coalition: Model that involves identification of an existing organization that is able and desires to develop, coordinate, and implement the community intervention.

Leader: An individual who is recognized by others as a person they will follow.
Leader is often used interchangeably with manager. However a leader leads people and a manager manages processes. An individual is referred to as a leader after having earned respect from followers, whereas manager is a title that is conferred on an individual by a higher authority.

**Leadership:** A critical requirement for any quality initiative; the individual or group of individuals, who assumes the role of providing the guidance and resources necessary for an organization to accomplish a mission.

**Leadership style:** The particular style employed by those in leadership positions.

**Length of stay (LOS)**: The number of days between a patient’s admission and discharge.

**Learning organizations:** Form of organization that enables the learning of its members in such a way that it creates positive outcomes, such as efficiency.

**Leave of absence (LOA)**: A predetermined period of time during a hospital stay when the patient is permitted to be away from the hospital, with the understanding that he/she will return at the end of the period.

**Level of care**: The intensity and kind of professional nursing care required for a patient in order to meet the patient’s nursing care needs.

**Liability**: Something one is bound to do, or an obligation one is bound to fulfill, by law and justice. A liability may be enforced in court. Liabilities are usually financial or can be expressed in financial terms.

**Licensure**: 1) The state or condition of having a license granted by official or legal authority to perform medical acts and procedures not permitted by persons without such a license; 2) The approval of a drug or medical procedure by official or legal authority for use in the practice of medicine.

**Life care**: A long-term arrangement of care in which all care required for the lifetime of the participant is provided.

**Life expectancy**: A statistical estimate of how long one can be expected to live.

**Life flight**: An air medical transport service; helicopter ambulance.

**Lifestyle**: The particular attitudes, habits or behaviors associated with an individual.
**Lifestyle diseases**: Diseases that appear to increase in frequency as countries become more industrialized and people live longer.

**Liminality**: In-between or marginal status, for instance in a rite of passage

**Linguistic anthropology**: Branch of anthropology studying language variation as it relates to other aspects of society and culture.

**Linguistic relativity**: Idea that all languages are effective and equal structures of communication.

**Lobbying**: Attempts to influence the passage or defeat of legislation.

**Local health department**: A unit of local government which is the action arm of national and state public health agencies. These departments typically carry out some clinical, environmental, and support services.

**Long-term care**: The continuum of broad-ranged maintenance and health services to the chronically ill, disabled, or retarded. Services may be provided on an inpatient (rehabilitation facility, nursing home, mental hospital), outpatient, or at-home basis.; The range of services typically provided at skilled nursing, intermediate-care, personal care or elder-care facilities.

**Low birth weight**: A weight of 2500 grams (5lbs 8.3 ounces) or less at birth. See [Very Low Birth Weight](#).

**Malpractice**: Illegal or immoral conduct contrary to established rules resulting in failure to act correctly or legally when doing your job, which results in injury or loss.

**Mammogram**: A diagnostic x-ray of the breast, usually for the purpose of detecting a tumor.

**Managed health care or managed care**: 1) Any arrangement for health care in which someone is interposed between the patient and physician and has authority to place restraints on how and from whom the patient may obtain medical and health services, and what services are to be provided in a given situation. 2) A combination of insurance and a health care delivery system. A systematic approach to providing organized health services that manage the cost and use of services while measuring and monitoring the performance of the plan and its providers with the object of providing cost-effective care to its members. The main aspect of managed care is the shifting of risks from the payer to the provider.
Managed Care Organization (MCO): A term applied to a variety of organizations which contract to provide management services for the reduction and control of health care costs to corporations, insurers, and third party administrators.

Managed care plan (MCP): An organization providing managed care, a method of arranging for health care to achieve certain goals: (1) to benefit the individuals served by the plan, and, at the same time, (2) to benefit the population being served, and (3) to provide services (1) in the most efficient, effective, and economic manner in view of the finite resources available. A managed care plan has a defined group of providers and an identified group of enrollees to be served.

Management: The art of getting goals accomplished in organizations through others.

Manager: An individual who, in public health and other organizations, manages the processes of the organizations. The title of manager is usually conferred on an individual by a higher authority.

Marketing: The process of planning and executing the conception, pricing, promotion, and distribution of ideas, goods, and services to create exchanges that satisfy individual and organizational goals.

Massification: Marketing and production aimed at a mass of people, sometimes assumed to be similar.

Maternal and child health program: A program providing preventive and treatment services for pregnant women, mothers, and children.

Mean (Average): The sum of all samples in a data set divided by the total number of samples in the data set.

Median: A measurement that lies in the middle of an order data set or sample. When the data set is odd, a single measurement is used. When the data set is even, the midpoint of the two middle measurements is used.

Medicaid: The federal program that provides health care to indigent and medically indigent persons. While partially federally funded, the Medicaid program is administered by the states, in contrast with Medicare, which is federally funded and administered at the federal level. The Medicaid program was established in 1965 by amendment to the Social Security Act, under provision entitled “Title XIX-Medical Assistance.”

Medi-Cal: Medicaid in California. Since each state administers Medicaid, the program in California is unique (as are the programs in other states).
**Medical anthropology**: Branch of anthropology which primarily studies health and disease in different cultures combining a biological and cultural approach.

**Medical assistant**: One of the 26 allied health professionals for whom the American Medical Association’s Committee on Allied Health Education and Accreditation has accredited education programs.

**Medical audit**: A detailed review and evaluation of selected clinical records by qualified professional personnel for evaluating quality of medical care.

**Medical care evaluation**: The evaluation of the quality of medical care. Usually refers to the patient care audit (medical audit), which is retrospective review of the quality of care of a group of patients, ordinarily a group with the same diagnosis or therapy.

**Medical informatics**: A term being applied to a field, being described as a new discipline, which covers medical and related information, both in traditional and electronic form, along with its management, particularly by computer methods. Included are the storage, retrieval, and use of the information, and according to some authors, statistics.

**Medically underserved area**: A rural or urban area which does not have enough health care resources to meet the needs of its population. The term is defined in the Public Health Service Act and used to determine which areas have priority for assistance.

**Medicare**: The federal program which provides health care to persons 65 years of age and older and to others entitled to Social Security benefits. It is administered at the federal level, unlike Medicaid which is administered by the states. Part A is the hospital care portion. Part B is the part that gives some of those entitled to Part A additional assistance with payment for physicians’ services, diagnostic tests, and other outpatient services. Individuals with Part B participate voluntarily through enrollment and payment of a monthly fee.

**Mental health**: The state of being of the individual with respect to emotional, social and behavioral maturity.

**Mental health centers**: A home, hospital, or institution for people who are mentally ill.

**Mental illness**: A substantial disorder of thought or mood which significantly impairs judgment, behavior, capacity to recognize reality or cope with the ordinary demands of life and is manifested by substantial pain or disability.
**Meta-analysis**: The process of locating, analyzing, and incorporating data set results from different scientific findings.

**Metastasis**: The spread of a disease from its origin in the body to other parts throughout the body.

**Miscarriage**: The spontaneous termination of a pregnancy before the middle of the second trimester.

**Mode**: The measurement that occurs most often in a data set or sample.

**Moral hazard**: A risk to an insurance company resulting from uncertainty about the honesty of the insured.

**Morbidity**: Illness, injury or other than normal health. See [comorbidity](#).

**Morbidly obese**: When the BMI is 35 or higher and another significant comorbidity is present.

**Mortality**: A term that applies to death, or the state of being normal. Often used in the phrase “mortality rate” which means the number of patients who died expressed as a proportion of those at risk.

**Multiculturalism**: Viewing cultural diversity as a societal strength; peacefully coexisting cultures (synonym: cultural pluralism).

**Multinational**: A company or organization that is involved in operations in several nations.

**N**: An approach to health care reform in which the government pays for and delivers health care.

**National health care**: A system of health care financing that covers all or nearly all citizens and is established and operated by the federal government.

**National health service**: An approach to health care reform in which the government actually owns the hospitals and employs the physicians, and is therefore the provider of health services.

**Natural selection**: An evolutionary process that occurs when individuals differ in their heritable traits that correlate with the individual's reproductive success; also known as direct selection.
Naturopaths*: Person who practices naturopathy, a drugless system of therapy based on the use of natural remedies, such as sunlight supplemented with diet and massage, and physical forces such as heat, water, light, air and massage to treat illness.

Neglect¹: A legal term for the failure to provide the necessary care for a dependent person.

Negligence¹: The failure to exercise reasonable care.

Neocolonialism: Indirect control of a country through political, social, cultural, and economic dominance or pressures.

No epidemiological detectable exposure level (NEDEL)¹: One of several measures used to advise on the hazards of environmental exposure to toxic substances in the soil.

Nonmaleficence*: The obligation of health care providers to not do any damage.

Nonprofit¹: An entity whose profits are used for its own purposes rather than returned to its members as dividends.

Nursing home*: A convalescent home or private facility for the care of individuals who do not require hospitalization and who cannot be cared for at home.

Nutritionist*: An expert in nutrition who helps people with special dietary health needs. A registered dietitian (R.D.) has special qualifications in the nutritional field.

O

OASIS: The outcome and Assessment Information Set, a comprehensive data set of patient outcomes which Medicare-certified home health agencies are required to measure and report.

Objective*: A specific statement of a desired short-term condition or achievement; this includes measurable end results to be accomplished by specific teams or individuals within time limits.

Obstetrician⁹: A medical doctor specializing in caring for medical needs of women during pregnancy and childbirth.

Occupational medicine*: A branch of medicine concerned with the treatment of patients with occupational and environmental illness and/or injury.
Open enrollment\textsuperscript{2}: A period when new subscribers may elect to enroll in a health insurance plan or prepaid group practice. Open enrollment periods may be used in the sale of either group or individual insurance and be the only period of a year when insurance is available.

Open systems theory: System that is a set of elements that interact with one another so that a change in any one of those elements brings about a corresponding alteration in other elements. Open systems take in and export energy through interfaces with the environment so that units within the system are also affected by changes in other systems.

Organization: A collection of people working together in a planned deliberate social structure to achieve a common goal.

Organizational behavior: Application of concepts and theories from the behavioral sciences to human behavior in organizations. Also known as Organizational Theory.

Organizational culture: The taken for granted values, underlying assumptions, expectations, and definitions present in an organization whose primary function is to provide meaning, stability, predictability, and comfort to an organization's participants through a process of shared learning that results in a common perspective. The culture permits an organization to act on opportunities and challenges in a coherent and consistent manner. In the context of healthcare, organizational culture is critical link between a healthcare organization's articulated strategy and attainment of its goals.

Organizational learning: Process of improving actions of an organization through better knowledge and understanding, and detecting an correcting errors, thereby increasing an organization ability to take effective action.

Organizational structure: The structure and/or hierarchy of an organization and how its component parts work together to achieve common goals.

Outlier\textsuperscript{8}: An observation that falls far from the main data set and can be highly influential on the mean of the data set.

Outpatient*: Patient who does not reside in the hospital where being treated.

Oututs*: Products, materials, services, or information provided to customers from a process.

P

Pacesetting leadership style: Style that is guided by the desire for high performance standards while maintaining a tight agenda. Is the most
effective among a group of a highly motivated and competent individuals who are in need of little direction.

**Pap test**: Short for Papanicolaou test. A procedure in which cells are scraped from the cervix for examination under a microscope. It is used to detect cancer and changes that may lead to cancer, as well as non-cancerous conditions such as infection or inflammation. Also called a Pap smear.

**Parent company**[^12]: A corporation that owns all or at least the majority (at least 51%) of the stock of another corporation (a subsidiary).

**Pareto chart**: A statistical method of measurement to identify the most important problems through various measurement scales, such as frequency or cost. It directs attention and efforts to the most significant problems and is one of the tools of problem identification that is available to Quality Engineers.

**Participant observation**: Hallmark of research in anthropology; studying a culture by living as a part of it.

**Pathogenicity**[^9]: Able to cause disease.

**Patient**[^1]: A person who has established a contractual relationship with a health care provider to care for that provider to care for that person.

**PDSA (Plan-Do-Study-Act)**: A structured, cyclical methodology for developing and implementing actions of any type. Plan for the action by collecting and analyzing data and developing alternatives; Do by implementing the selected alternative (preferably on a small scale); Study by evaluating results and comparing expected values; Act by standardizing action and/or starting over. When the term PDCA is used, the C refers to Check.

**Peer review**: An examination and evaluation of the performance of a professional or technician by a board or committee made up of people in the same occupation.

**Personalistic disease theories**: View of disease as caused by supernatural powers.

**Placebo**[^9]: 1. A substance that is medicinally inactive which is given as a medication for its suggestive effect. 2. A material given to a patient in order to distinguish drug actions versus suggestive effects of the compound being studied.

**Podiatry**: A branch of medicine concerned with the care and treatment of human feet in health and disease.
**Population**\(^3\): A statistical term used to refer to the total set of subjects or objects of interest in a study.

**Poverty**\(^*\): The condition of being without adequate food and money and is officially considered to be very poor and in need of help.

**Premium (health insurance)**\(^*\): The amount paid or payable, usually in regular installments, for an insurance policy. It is so called because it is paid primo, or before the contract shall take effect.

**Prepaid health plan**\(^1\): A health care plan in which the insurer agrees, for a fixed fee paid periodically in advance, to provide a specific array of services to the beneficiary.

**Prepayment plan**\(^1\): A contractual arrangement for health care in which a pre-negotiated payment is made in advance, covering a certain time period, and the provider agrees, for this payment, to furnish certain services to the beneficiary.

**Prescription drugs**\(^*\): A drug requiring a prescription, a physician's order.

**Press Kit**: Kit that contains brochures, newsletters and other information used in public relations efforts as well as contact information, press releases, and biographical sketches of key personnel. Helps an organization to remain prepared and present a consistent image when conducting multiple media events.

**Press release**: A brief news articles highlighting an important event, program, or piece of information by an organization that succinctly describes the who, what, where, when, why, and how of the story.

**Prevalence**\(^1\): A measure of the proportion of people in a population affected with a particular disease at a given time.

**Prevention**: A quality assurance strategy that attempts to identify and correct unacceptable or harmful services, products, or behaviors.

**Preventive action**\(^2\): Action taken to remove or improve harmful behaviors or processes to prevent potential future occurrence.

**Primary care**\(^2\): The care by a primary care physician. Care requiring more-specialized knowledge or skill is obtained by referral from the primary care physician to the specialist (secondary physician) for consultation or continued care.
Probability: The proportion of times a specific outcome would occur after a long period of repeated observations.

Process: A set of interrelated work activities characterized by a set of specific inputs and value-added tasks that produce a set of specific outputs.

Process evaluation: A strategy that looks to improving, rethinking, or restructuring a process in order to increase performance effectiveness. A key component of many public health programs, it helps generate timely refinements, guide future communication efforts, compare the quality of media coverage, and assess whether target audiences are being reached.

Process map: A type of flowchart depicting the steps in a process, with identification of responsibility for each step and the key measures.

Process reengineering: A breakthrough approach directed toward major rethinking and restructuring of a process; often referred to as a "clean sheet of paper" approach.

Prospective paying: Money is given at initial visit based on the diagnosis received.

Proximate cause: The internal mechanistic operations of an individual are the underlying cause of a certain outcome.

Psychological anthropology: Subfield of anthropology studying the interaction between mental processes and culture.

Public health: The organized efforts on the part of society to reduce disease and premature death, and the disability and discomfort produced by disease and other factors, such as injury or environmental hazards. Public health is also a branch of preventive medicine, a medical specialty. Specialization in public health also occurs in engineering, nursing, nutrition, law, and other disciplines.

Public health advertising: Advertising geared towards increasing awareness about public health issues and concerns.

Public health communications: The external communications of public relations, marketing, and media relations as it relates specifically to public health and public health organizations.

Public health marketing: Marketing that emphasizes public health to consumer or target audiences. Usually it is concerned with intangible products such as modifying risk behavior, a new public health policy, or changing public policy.
**Public health media plan:** Plan that helps an organization prepare for media attention while maintaining proactive media outreach, remain flexible in times of crises, and address new issues that arise over time.

**Public health promotion:** Advertising, public relations, special events, fundraising, and lobbying geared towards public health issues. In the public health context, promotion is best achieved through localized resources such as grass-roots campaigns and community driven initiatives.

**Public relations:** The efforts to communicate with the hospital's audiences and constituencies and to enhance the hospital's image.

**Public service announcement (PSA):** An announcement for which no charge is made and which promotes programs, activities, or services Federal, State, and Local Governments or the programs, activities or services of non-profit organizations and other announcements regarded as serving community interests.

**Quality cost:** The cost incurred by an organization to ensure that customers' requirements are met.

**Quality engineers:** Those who define the quality improvement cycle and implement a quality improvement plan. Seven classic tools are available to quality engineers: Pareto Charts, Fishbone Diagrams, Histograms, Run Charts, Checksheets, Flowcharts, and Control Charts.

**Quality improvement:** The process of developing a quality improvement plan linked to an organization's strategy, goals, and objectives in order to improve or increase the effectiveness of a program.

**Quality plan:** A document or set of documents that describes the standards, quality practices, resources, and processes pertinent to a specific product, service, or project.

**Quality tool:** An instrument or technique that is used to support and/or improve the activities of process quality management and improvement.

**Quarantine:** The limitation on the freedom of movement of an individual, for a period of time, to prevent spread of a contagious disease to other members of a population.
Randomization: Assignment of experimental research subjects by chance to different groups.

Range: The difference between the maximum and minimum observations.

Rationing: Limiting resources, including money, which go towards medical care in a way so not all care expected to be advantageous is provided to all patients; and the limited resources are distributed to individuals in an impartial way.

Reengineering: A breakthrough approach involving restructuring an entire organization and its processes. See also process reengineering.

Referral: The act of recommending a person to someone, such as a medical professional, for a particular purpose.

Regression: A statistical tool that measures the change in the unknown quantity or dependent variable that can be expected due to a unit increase in the value of a related quantity, the independent variable.

Reinsurance: 1) The acceptance by one or more insurers, called reinsurers, of a portion of the risk underwritten by another insurer who has contracted for the entire coverage; 2) The purchase of insurance by an insurance company from another insurance company (reinsurer) to provide it protection against large losses on cases it has already insured.

Relative value scale: Coded listings of physician or other professional services using units that indicate the relative value of the various services they perform. They take into account time, skill, and overhead cost required for each service, but generally do not consider the relative cost-effectiveness. Appropriate conversion factors can be used to translate the abstract units of the relative value scales into dollar fees for each service based on work expended, practice costs, and training costs.

Respite care: Planned, intermittent care provided to give caregivers relief from the daily responsibilities of care for the care recipient. (www.helguide.org)

Retrospective paying: Money is given after diagnosis and treatment.

Risk behavior: Engaging in behavior that is harmful or dangerous to oneself.

Role: Culturally prescribed set of expected behaviors attached to status.
Run chart: A chart showing a line connecting numerous data points collected from a process running over a period of time. Indicates variations and trends and the amount of change from one time period to another.

Rural*: Sparsely settled areas away from large cities, based on distance or population density criteria.

Sample*: The subset of the population that is used by the study for data collection.

Sandwich generation*: The generation of middle aged adults who are pressured to support both aging parents who require care and their own children.

Sapir-Whorf hypothesis: Theory that language influences the way that we cognitively perceive and categorize the world.

School health services*: Preventive health services provided for students, excluding college or university students.

Self-care*: Performance of activities or tasks traditionally performed by professional health care providers. The concept includes care of oneself or one’s family and friends.

Skilled nursing care facility*: A type of nursing home recognized by the Medicare and Medicaid systems as meeting long term health care needs for individuals who have the potential to function independently after a limited period of care.

Sliding fee scale*: A variable scale according to which specified wages, prices, etc., fluctuate in response to changes in some other factor, standard, or conditions.

Social Darwinism: Prior belief that cultures compete for survival of the fittest in the evolutionary sense.

Social marketing: Marketing that emphasizes that consumer or target audiences should be the focus of the planning, strategizing, and implementation of a marketing program.

Special district government: Groups created by the state to deal with a specific issue that spans other municipalities (Sewer District, Port of Authority).
**Spend down**²: A method by which an individual establishes eligibility for a medical care program by reducing gross income through incurring medical expenses until net income (after medical expenses) becomes low enough to make him eligible for the program. The individual, in effect, spends income down to a specified eligibility standard by paying for medical care until his bills become high enough in relation to income to allow him to qualify under the program’s standard of need, at which point the program benefits begin.

**Standard deviation**⁸: The square root of the variance.

**Statistical significance**: Quantitative differences that are due to more than coincidence or random error.

**Strategic planning**¹: The process by which an organizations, public health or otherwise, envisions its future and develops strategies, goals, objectives, and action plans to achieve that future.

**Statistical inference**⁸: The use of data to make predictions.

**Structuralism**: Analyzing cultural structure to discover themes and connections.

**Subsidiary**¹²: A company that is controlled by another company.

**Supportive behavior**: Two-way communication in which the leader of an organization encourages interaction by the follower in the decision-making process.

**Syncretism**: Selective cultural custom borrowing, adoption, and blending.

**System**: A completely functioning process dependent upon many parts to create results where each part has a central purpose that is linked to the global goal of the entire system and achievement of that goal is contingent upon the interaction of the parts.

**Systematic perspective**: View of change as producing corresponding and not always foreseen results within an entire system.

**Tampering***: The act of adjusting a stable process to try to compensate for a result that is undesirable or to obtain a result that is extremely good.

**Target audience**: See target market.
**Target market**: The particular segment of a total population on which organizations focus their marketing plan in order to satisfy that submarket and meet an organization’s profit or non-profit goals.

**Teaching hospital**: A hospital that is affiliated with a medical school and provides the means for medical education to students, interns, residents, and sometimes postgraduates; a hospital that also functions as a formal center of learning for the training of physicians, nurses, and allied health personnel.

**Telemedicine**: The use of telecommunication technology to provide or support health care services.

**Tertiary care**: Services provided by highly specialized providers. Such services frequently require highly sophisticated technological and support facilities. The development of these services has largely been a function of diagnostic and therapeutic advances attained through basic and clinical biomedical research.

**Third-party payer**: Any organization public or private, that pays or insures health or medical expenses on behalf of beneficiaries or recipients. The individual generally pays a premium for such coverage in all private and some public programs. The organization then pays bills on his behalf; such payments are called third party payments and are distinguished by the separation between the individual receiving the service, the individual or institution providing it, and the organization paying for it.

**Total Quality Management (TQM)**: The application of quality principles for the integration of all functions and processes of the organization to achieve the ultimate goal of customer satisfaction through continuous improvement.

**Tree diagram**: A management tool that depicts the hierarchy of tasks and subtasks needed to complete an objective.

**Triage**: 1) The principle or practice of prioritizing patients in an emergency situation in which there are a great number of injured or ill; 2) The principle or practice of allocating limited resources, as of food or foreign aid, on a basis of practicality rather than according to moral principles or the needs of the recipients.

**Ultimate cause**: The evolutionary and/or historical reason why something occurs the way it does.

**Unemployment**: The percentage of the labor force that is out of work.
**Unmet need**: Demands, desires, goals etc. that have not been dealt with or achieved.

**Upper control limit**: The control limit for points above the centerline of a control chart.

**Urban anthropology**: Field of anthropology focusing on residents of cities and urban areas.

**Utilization review**: The chapter giving the standards for this component of the hospital in the 1990 Accreditation Manual for Hospitals of the Joint Commission on the Accreditation of Healthcare Organizations.

**Vaccine**: A preparation which, when introduced into a human or other animal, stimulates the development of active immunity against specific infections. Most vaccines are either (1) killed bacteria or viruses of strains which, when alive, are able to cause the disease in question, or (2) live bacteria or viruses of attenuated (weakened) strains of the disease-causing organism (closely related bacteria or viruses which are not able to cause the disease but produce passive immunity; passive immunity is the result of introduction into the body of prefabricated immune serum against the disease in question.

**Validation**: The act of confirming that a product or service meets the requirements for which it was intended.

**Value added**: The parts of a process that add worth from the perspective of the external customer.

**Variable**: The characteristic that is measured for each subject within the sample, referring to the fact that the value varies among the subjects.

**Vector**: An invertebrate animal with the capacity to infect vertebrates with an infectious agent.

**Very low birth weight**: A weight of 1500 grams (3 lbs, 4.5 ounces) or less at birth. See [Low birth weight](#).

**Virulence**: The measurable power of a pathogen to cause a disease; it can be expressed numerically as a ratio of the number of overt infection cases versus the number infected.
**Vital statistics**: Statistics concerning the important events in human life such as the number of births, deaths, marriages, migrations, etc within a population.

**Voluntary hospital**: A non-profit hospital supported in part by voluntary contributions and under the control of a local, usually self-appointed, board of managers.

**Walk-in patient**: A person who desires medical treatment, especially in a hospital, without an initial consultation by a health professional.

**Ward patients**: Patients located in the same room or section of a hospital requiring similar kinds of care.

**Welfare**: Aid in the form of money or necessities that are distributed those in need by a governmental agency or program.

**Wellness programs**: Programs designed to promote healthcare wellness. Health promotion, disease prevention, and general wellness form the basis of many wellness programs. The programs commonly use behavior modification principles to promote positive changes in lifestyle and health behaviors. Steps of a wellness program often include Assessment of expenditures, health status of an individual or group, and available resources; Planning and Implementation of the program; and Monitoring and Evaluation of the results of the program.

**World Health Organization**: The division of the United Nations that is concerned with health.

**World system perspective**: View of the world as a single capitalist system solely seeking maximum profit, instead of the production of essential supplies.

**XYZ Zero Balanced Reimbursement Account (ZEBRA)**: A type of health care benefit plan provided by employers who are self-insured and pay for the care as it is given. The ceiling under such a plan is typically “unlimited”. The Internal Revenue Service has ruled that funds spent for a beneficiary under such a plan are taxable to the beneficiary, and that the employer is liable for withholding income tax on benefits, except for those benefits that are nontaxable under federal statutes.

**Zero defects**: A long-range goal or concept that implies the need for never-ending improvement.
*Online Dictionaries used to Synthesize terms:


Source Language: English  
Target Language: Mono-lingual  
Dictionary titles:  
FindLaw:  [http://www.findlaw.com](http://www.findlaw.com) (Stanford University, CA)  
Lawyers.com:  [http://www.m-w.com](http://www.m-w.com) (New Providence, NJ)  
Law.com:  [http://law.com](http://law.com) legal dictionary (San Francisco, CA)  
Merriam W. (med):  [http://www.m-w.com/](http://www.m-w.com/) (Springfield, Massachusetts)  
MebMD Health:  [http://my.webmd.com/health_guide_atoz](http://my.webmd.com/health_guide_atoz) (Main location, Unknown)  
OneLook:  [http://www.onelook.com](http://www.onelook.com) (Englewood, CO)  
WordReference:  [http://www.wordreference.com](http://www.wordreference.com) (Atlanta, GA)  
WordSmyth:  [http://www.wordsmyth.net](http://www.wordsmyth.net) (Main location, Unknown)  
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**Dictionary Reference Citations Used in Above Dictionary Terms With the Use of Superscripts:**


7 Webster’s New World Medical Dictionary, Mitz Waltz, IDG Books World Wide, Inc, Foster City, CA; 2000.


Acronyms

A

AA: Anesthesiologist’s Assistant
AAA: Area Agency on Aging
AAAS: American Association for the Advancement of Science
AACN: American Association of Colleges of Nursing
AACN: American Association of Critical-Care Nurses
AAFP: American Academy of Family Physicians
AAHA: American Association of Homes for the Aging
AAHC: American Association of Healthcare Consultants
AAHSA: American Association of Homes and Services for the Aging
AAMC: Association of American Medical Colleges
AAMD: American Academy of Medical Directors
AAN: American Academy of Nursing
AAP: American Academy of Pediatrics
AAP: Association of American Physicians
AARP: American Association of Retired Persons
ABMM: American Board of Medical Management
ABS: American Board of Surgery
ACCM: Accreditation Council for Continuing Medical Education
ACEP: American College of Emergency Physicians
ACF: Administration for Children and Families
ACHA: American College of Hospital Administrators
ACHE: American College of Healthcare Executives
ACNG: Association for Children’s Nutritional Growth
ACOG: American College of Obstetricians and Gynecologists
ACYF: Administration on Children, Youth and Families
ACR: Adjusted Community Rate
ACS: American Cancer Society
ADA: American Dietetic Association
ADA: Americans with Disabilities Act
ADAMHA: Alcohol, Drug Abuse, and Mental Health Administration
ADAP: AIDS Drug Assistance Program
ADC: Aid to Families with Dependent Children
ADD: Attention Deficit Disorder
ADE: Adverse Drug Event
ADFS: Alternative Delivery and Financing System
ADHD: Attention Deficit Hyperactivity Disorder
ADI: Acceptable Daily Intake
ADL: Activities of Daily Living
ADS: Alternative Delivery System
A-EMT: Advanced emergency medical technician
AFS: Alternative Financing System
AGA: Appropriate for Gestational Age
AGE: Americans for Generational Equity
AGI: Adjusted Gross Income
AHA Guide: Guide to the Health Care Field
AHA: American Hospital Association
AHCPR: Agency for Health Care Policy and Research
AHP: Allied Health Professional
AID: Artificial Insemination by Donor
AIDS: Acquired Immunodeficiency Syndrome
AIME: Adjusted Monthly Income Earnings
AL: Alcohol and Other Drug Dependence Services
ALOS: Average Length of Stay
ALR: American Law Reports
ALR: American Law Reports
ALS: Advanced Life Support
AMA: American Medical Association
AMH: Accreditation Manual for Hospitals
AmJur: American Jurisprudence
AMRA: American Medical Record Association
ANR: American Nonsmokers’ Rights Foundation
APHA: American Public Health Association
APO: Adverse Patient Occurrence
ARBD: Alcohol-Related Birth Defects
ARA: Alliance for Retired Americans
ART: Accredited Record Technician
ART: Antiretroviral Treatment
ARV: AIDS Related Virus
ASPH: Association of Schools of Public Health
ASTHO: Association of State and Territorial Health Officers

B

BBA: Balanced Budget Act
BCBSA: Blue Cross and Blue Shield Association
BHCAG: Buyers Health Care Action Group
BMI: Body Mass Index
BNDD: Bureau of Narcotics and Dangerous Drugs
BPR: Business Process Reengineering
BT: Bioterrorism

C

CACFP: Child and Adult Care Food Program
CAHEA: Committee on Allied Health Education and Accreditation
CAT Scan: Computed Tomography Imaging (see also CT Scan)
CCC: Council on Clinical Classifications
CCP: Community Care Plan
CCRC: Continuing Care Retirement Community
CCU: Cardiac Care Unit
CD: Chemical Dependency
CDC: Centers for Disease Control
CEO: Chief Executive Officer
CEPA: Children's Environmental Protection Act
CER: Capital Expenditure Review
CFHS: Child and Family Health Services
CHAP: Community Health Accreditation Program
CHC: Community Health Center
CHI: Consumer Health Informatics
CHIMIS: Community Health Integrated Management Information System
CHINS: Community Health Information Networks
CHIP: Children's Health Insurance Program
CHN: Community Health Network
CHP: Comprehensive Health Planning
CHSI: Community Health Status Indicators
CIAA: Clean Indoor Air Act
CII: Child Immunization Initiative
CISN: Community Integrated Service Networks
CISNET: Committee on International Science, Engineering and Technology
CJS: Corpus Juris Secundum
CME: Continuing Medical Education
CMHC: Community Mental Health Service Program
CMI: Case Management Institute
CMP: Competitive Medical Plan
CMSA: Coal Mine Safety Act
CNPP: Center for Policy Promotion
COBRA: Consolidated Omnibus Budget Reconciliation Act of 1985
CON: Certificate Of Need
CONAPP: Committee on Nutrition of the American Academy of Pediatrics
COO: Chief Operating Officer
CPG: Clinical Practice Guidelines
CPHA: Commission on Professional and Hospital Activities
CPR: Cardiopulmonary Resuscitation
CQI: Continuous Quality Improvement
CQM: Continuous Quality Management
CQMS: Cost Quality Management System
CRNA: Certified Registered Nurse Anesthetist
CS: Central Service Department
CSW: Commercial Sex Worker
CT Scan: Computed Tomography Imaging
CVS: Chorionic Villus Sampling
CVT: Cardiovascular Technologist

D
DALY: Disability adjusted life years
DATTA: Diagnostic and Therapeutic Technology Assessment Program
DC: Doctor of Chiropractic
DCG: Diagnostic Cost Groups
DEA: Drug Enforcement Administration
DHEW: Department of Health, Education and Welfare
DHHS: Department of Health and Human Services
DMA: Director of Medical Affairs
DME: Durable Medical Equipment
DMO: Disease Management Organization
DO: Doctor of Osteopathic Medicine
DOC: Department of Commerce
DOL: Department of Labor
DOTS: Directly Observed Treatment Short-course
DPT: Diphtheria, Pertussis, Tetanus
DR: Diagnostic Radiology Services
DRG: Diagnosis Related Group
DSS: Decision Support System
DT: Dietetic Technician
DTaP: Diphtheria, Tetanus, and Acellular Pertussis Vaccine

E
EAP: Employee Assistance Program
ECG: Electrocardiogram
ED: Emergency Department
EEG: Electroencephalogram
EFA: Education for All
EFNEP: Expanded Food and Nutrition Education Program
EIP: Early Intervention Program
EKG: Electrocardiogram
EMC: Emerging and other Communicable Diseases Surveillance and Control
EMCRO: Experimental Medical Care Review Organization
EMS or EMSS: Emergency Medical Service System
EMT: Emergency Medical Technician
EP: Emergency Physician
EPA: Environmental Protection Agency
EPHS: Essential Public Health Services
EPO: Exclusive Provider Organization
EPSDT: Early and Periodic Screening Diagnosis and Treatment Program
ERID: Emerging and Re-emerging Infectious Diseases
ERISA: Employee Retirement Income Securities Act; established gradual vesting and the PBGC
ESRD: End-Stage Renal Disease
ETS: Environmental Tobacco Smoke
EU: European Union

F

FA: Functional Administration
FACHA: Fellow of the American College of Hospital Administrators
FACHE: Fellow of the American College of Healthcare Executives
FACPE: Fellow of the American College of Physician Executives
FAS: Fetal Alcohol Syndrome
FASB: Financial Accounting Standards Board
FBO: Faith-based Organization
FCC: Federal Communications Commission
FCH: Family Care Home
FDA: Federal Drug Administration
FDA: Food and Drug Administration
FE: Frozen Embryo
FEC: Free-standing emergency center
FFS: Fee-for-Service
FICA: Federal Insurance Contributions Act Tax
FMC: Foundation for Medical Care
FNS: Food and Nutrition Services
FP: Family Practice
FPL: Federal Poverty Level
FSA: Flexible Savings Account
FSA: Flexible Spending Account
FTC: Federal Trade Commission
FTE: Full-time Equivalent
FTT: Failure to Thrive

G

GAO: General Accounting Office
GB: Governing Body
GBV: Gender-based Violence
GDP: Gross Domestic Product
GDP: Gross National Product
GFATM: Global Fund to Fight AIDS, Tuberculosis and Malaria
GHPM: General Health Policy Model
GI: Gastrointestinal
GI: Glycemic Index
GME: Graduate Medical Education
GMENAC: Graduate Medical Education National Advisory Committee
GP: General Practitioner

H

HAD: Health Care Alternatives Development
HAV: Hepatitis A Virus
HBV: Hepatitis B Virus
HCA: Home Care Agencies
HCFA: Health Care Financing Administration
HCO: Health Care Organization
HCQIA: Health Care Quality Improvement Act
HCV: Hepatitis C Virus
HEDIS: Health Plan Employer Data and Information Set
HEW: Department of Health, Education and Welfare
HHS: Department of Health and Human Services
HIAA: Health Insurance Association of America
Hib: Haemophilus Influenza B Vaccine
HIP: Hospital Insurance Program
HIS: Hospital Information System
HIV: Human Immunodeficiency Virus
HMO: Health Management Organization
HMRC: Health Management Research Center
HON: Health on the Net Foundation
HPA: Health Policy Agenda for the America People
HPHC: Harvard Pilgrim Health Care
HPV: Human Papiloma Virus
HRA: Health Record Analyst
HRAs: Health Risk Appraisals
HRO: High Reliability Organization
HRSA: Health Resources and Services Administration
HSA: Health Savings Account
HT: Histologic Technician/Technologist

IA: Intra-arterial
IADL: Instrumental Activities of Daily Living Scale
IC: Infection Control
ICCS: International Classification of Clinical Services
ICD: International Classification of Diseases
ICF: Intermediate Care Facility
ICP: Interdisciplinary Care Plan
ICU: Intensive Care Unit
IDHM: Institute for Diversity in Health Management
IDU: Injection Drug User
IG: Inspector General
IGO: Intergovernmental Organization
IHCA: Individual Health Care Account
IHR: International Health Regulations
IM: Implementation Monitoring
IM: Internal Medicine
IMC: Indigent Medical Care
IMD: Institution for Mental Diseases
IMF: International Monetary Fund
INSERM: Institut National de la Santé et de la Recherche Médicale (French Institute of Health and Medical Research)
INSPEAR: International Network for the Study and Prevention of Emerging Antimicrobial
IQ: Intellectual Quadrant
IRB: Institutional Review Board
IS: Information System
ISN: Integrated Service Networks
ITREID: International Training and Research in Emerging Infectious Diseases
IVF: In Vitro Fertilization

J

JAMA: Journal of American Medical Association
JCAH: Joint Commission on Accreditation of Hospitals
JCAHO: Joint Commission on the Accreditation of Healthcare Organizations

K

KCF: Key Clinical Findings
LAN: Local Area Network
LAV: Lymphadenopathy-Associated Virus
LBOH: Local Board of Health
LBW: Low Birth Weight
LCAO: Leadership Council of Aging Organizations
LDRS: Labor-Delivery-Recovery Suites
LHEG: Local Healthcare Executive Group
LO: a Learning Organization
LOS: Length of Stay
LP: Legal Periodicals
LPN: Licensed Practical Nurse
LTC: Long-term Care
LTCF: Long-term Care Facility
LTCI: Long-Term Care Insurance
LVN: Licensed Vocational Nurse

M&E: Monitoring and Evaluation
MA: Medical Assistant
MA: Medical Audit
MADPA: Medicaid Antidiscriminatory Drug Pricing and Patient Benefit Restoration Act
MAP: Medical Audit Program
MAS: Management and Administrative Services
MCAT: Medical College Admission Test
MCCA: Medicare Catastrophic Coverage Act
MCH: Maternal & Child Health Program
MCO: Managed Care Organization
MCP: Managed Care Plan
MCES: Medical Care evaluation Study
MD: Doctor of Medicine
MDC: Major Diagnostic Category
MDG: Millenium Development Goals
Medi-Cal: Medicaid in California
MGMA: Medical Group Management Association
MI: Medical Illustrator
MIG: Medicare Insured Group
MIS: Management Information System
MMA: Medical Management Analysis
MMO: Medical Mutual of Ohio
MMR: Measles, Mumps, Rubella
MMWR: Morbidity and Mortality Weekly Report (US CDC)
MOO: Manual of Operations
MRA: Medical Record Administrator
MRI: Magnetic Resonance Imaging
MS: Medical Staff
MSA: Metropolitan Statistical Area
MSDs: Musculoskeletal Disorders
MSM: Men who have Sex with Men
MSO: Medical Staff Organization
MTCT: Mother-to-child Transmission

N

N4A: National Association of Area Agencies on Aging
NACHRI: National Association of Children’s Hospitals and Related Institutions, Inc.
NAHMOR: National Association of HMO Regulators
NAIC: National Association of Insurance Companies
NAL: National Agricultural Library
NANASP: National Association of Nutrition and Aging Services Programs
NAQAP: National Association of Quality Assurance Professionals
NARFE: National Association of Retired Federal Employees
NASUA: National Association of State Units on Aging
NBME: National Board of Medical Examiners
NCBA: National Caucus and Center on Black Aged
NCBI: National Center for Biotechnology Information
NCHC: National Coalition on Health Care
NCI: National Cancer Institute
NCOA: National Council on the Aging
NCPIM: National Commission to Prevent Infant Mortality
NCPSM: National Committee to Preserve Social Security and Medicare
NCQA: National Community on Quality Assurance
ND: Naturopathic Medicine
NET: Nutrition Education and Training
NF: National Formulary
NGO: Non-governmental Organization
NGT: Nominal Group Technique
NHANES: National Health and Nutrition Examination Survey
NIAID: National Institute of Allergy and Infectious Diseases
NIDDK: National Institute of Diabetes, Digestive & Kidney Diseases
NIH: National Institute of Health
NII: National Information Infrastructure
NIOSH: the National Institute for Occupational Safety and Health
NLM: National Library of Medicine
NLMA: National Labor Management Association
NM: Nuclear Medicine Services
NMR Scanning: Nuclear Magnetic Resonance Scanning
NMRI: Nuclear Magnetic Resonance Imaging
NOEL: No Observable Effect Level
NP: Nurse Practitioner
NPHLDN: National Public Health Leadership Development Network
NPHPSP: National Public Health Performance Standards Program
NRCRDA: National Research Council Recommended Dietary Allowances
NTD: Neural Tube Defect

O

OAA: Older Americans Act
OASHDI: Old-age Survivors, Disability and Health Insurance Program
OASI: Older Americans Securities Act
OASIS: Outcome and Assessment Information Set
OBRA: Omnibus Budget Reconciliation Act
ODMH: Ohio Department of Mental Health
ODRC: Ohio Department of Rehabilitation and Correction
ODYS: Ohio Department of Youth Services
OECD: Organization for Economic Cooperation and Development
OMB: Office of Management and Budget
OMD: Doctor of Oriental Medicine
OMR: Online Medical Record
OP: Outpatient
OPA: Organ Procurement Agency
OPHS: Office of Public Health and Science
OR: Operating Room
OSHA: Occupational Safety and Health Act
OSHA: Occupational Safety and Health Administration
OT: Occupational Therapist
OTA: Office of Technology Assessment
OTC Drug: Over the Counter Drug
OVC: Orphans and Other Vulnerable Children

P

P&L: Profit and Loss Statement
P&T: Pharmacy and Therapeutics
PA: Physician Advisor
PA: Physician Assistant
PAC: Preadmission Certification
PAHO: Pan American Health Organization
PAP: Patient Assistance Program
PAT: Preadmission Testing
PAYGO: Pay-As-You-Go
PBGC: Pension Benefit Guarantee Corporation
PCA: Patient Care Audit
PCB: Polychlorinated Biphenyl
PCC: Primary Care Center
PCM: Patient Care Manager
PCU: Patient Care Unit
PDA: Personal Digital Assistant
PDD: Presidential Decision Directive
PDR: Physicians’ Desk Reference
PDSA: Plan, Do, Study, Act cycle
PEPFAR: President’s Emergency Plan for AIDS Relief
PH: Pharmaceutical Services
PhaRMA: Pharmaceutical Research and Manufacturers Association
PHF: Public Health Foundation
PHLI: Public Health Leadership Institute
PHN: Public Health Nurse
PHO: Physician-Hospital Organization
PHO: Public Health Organization
PHPPO: Public Health Program Practice Office
PHS: Public Health Service
PHSA: Public Health Service Act
PHTN: Public Health Training Network
PID: Pelvic Inflammatory Disease
PIP: Periodic Interim Payment
PLM: Product Line Management
PM: Post Mortem
PNP: Pediatric Nurse Practitioner
POMR: Problem-Oriented Medical Record
POR: Problem-Oriented Record
POS: Point of Scale
POS: Point of Service Option (Health Care Plan)
POS: Point of Service Plan
PPA: Pension Protection Act of 2006; this required all defined benefits plans to be fully funded in 7 years
PPO: Preferred Provider Organization
PPS: Prospective Payment System
PRO: Peer Review Organization
PRO: Public Relations Officer
Project ASSIST: American Stop Smoking Interventional Study for Cancer Prevention
PRVPS: Physicians Relative Value Payment System; a system of regional pricing for physicians
PSA: Public Service Announcements
PSRO: Professional Standards Review Organization
PTSD: Post Traumatic Stress Disorder
PTSM: Plant, Technology, and Safety Management
Q
QALY: Quality Adjusted Life Years
QAP: Quality Assurance Program
QC: Quality Control
QM: Quality Management
QMB: Qualified Medicare Beneficiary
QRB: Quality Review Bulletin
QRM: Quality and Resource Management
QWL: Quality of Working Life Movement

R
RD: Registered Dietitians
RMI: Repetitive motion injuries
RN: Registered Nurse
ROM: Results Oriented Management
RRA: Registered Review Committee
RRC: Residency Review Committee
RSI: Repetitive strain injury
RT: Respiratory Therapist
RVS: Relative Value Scale
RVU: Relative Value Unit

S
SALBOH: State Association of Local Boards of Health
SASS
SBHC: School-Based Health Care
SES: Socio-economic Status
SGA: Small for Gestational Age
SHC: State Health Coordinator
SIC: State Insurance Commission
SIDS: Sudden Infant Death Syndrome
SLMB: Specified Low-Income Medicare Beneficiary
SM: Surrogate Mother
SMI: Supplementary Medical Insurance
SNF: Skilled Nursing Facility
SNP: School Nurse Practitioner
SO: Social Work Services
SOP: Standard Operating Procedure
SPC: Statistical Process Control
SPF: Sun Protection Factor
SPSS: Statistical Package for the Social Sciences
SRH: Sexual and Reproductive Health
SSA: Social Security Administration
STD: Sexually Transmitted Disease
STI: Sexually Transmitted Infection
SUA: State Unit on Aging

T
TB Unit: Tuberculosis Unit
TEFRA: Tax Equity and Fiscal Responsibility Act
TPA: Third Party Administrator
TPR: Third Party Reimbursement
TQA: Total Quality Management
TQM: Total Quality Management

U
UCC: Uniform Commercial Code
UHDDS: Uniform Hospital Discharge Data Set
UN: United Nations
UNAIDS: United Nation program on AIDS
UR: Utilization Review
USAID: United States Agency for International Development
USDA: United States Department of Agriculture
USPSTF: United States Preventative Services Task Force
UV: Ultra Violet

V
VAD: Ventricular Assist Device
VCJD: Variant Creutzfeldt-Jakob Disease
VHA: Veterans Health Administration
VHC: Vaccine Health Centers
VLBW: Very Low Birth Weight
VPD: Vaccine-preventable disease

W
WHO: World Health Organization
WIC: Women, Infants, and Children

XYZ
YMCA: Young Men’s Christian Association
YWCA: Young Women’s Christian Association
YPLL: Years of Potential Life Lost
ZEBRA: Zero Balanced Reimbursement Account