

## List of Terminologies

This document provides a comprehensive glossary of key terms and definitions commonly used in healthcare settings and accreditation processes. It serves as a quick reference guide to ensure uniform understanding and effective communication among hospital staff and stakeholders.

Terminology	Definition
Adverse Drug Events	An adverse drug event (ADE) is harm experienced by a patient as a result of exposure to a medication. ADEs can occur in various forms and are a significant public health concern. It can be in the form of Allergic Reaction, Side effects, Overmedication or Medication Error.
Biomedical Equipment	Any fixed or portable nondrug item used for diagnosis, treatment or monitoring of the patient.
Certification	Certification is a process where a third party (NABH) verifies that the SHCO (in this case), its service and its individuals meet specific standards and objective elements. This is done through an assessment by NABH & its Assessors
Confidentiality	Patient confidentiality is a fundamental principle in healthcare that ensures the privacy of individuals seeking medical care. There should be restricted access to information to individuals who have a need or a reason or permission for such access. It also includes an individual's rights to personal privacy and privacy of information related to his/ her healthcare records.
Critical result reporting	Critical result reporting-A critical result is a test result much beyond the normal variation with a high probability of a significant increase in morbidity and/or mortality, e.g. fasting blood sugar level of 600mg/dl, or a pneumothorax in a chest X-ray. Such critical values should be immediately informed to the concerned clinician so that immediate clinical intervention can be done.  A record of such intimation shall be maintained. Read back is done to confirm whether the person to whom this result has been informed has correctly understood the same.
Critical Results	A test result beyond the normal variation with a high probability of a significant increase in morbidity and/ or mortality in the foreseeable future. This requires rapid communication of results to the treating clinician / nurse so that immediate intervention can be done, failing which there is a danger of harm to patient.

Terminology	Definition
Equipment maintenance	Equipment maintenance is defined as any preventive or corrective process, cleaning, or update applied to SHCO's assets to keep them running smoothly to perform desired function.
Good linen	Linen may be classified in three categories- Clean linen, Used/Dirty Linen, Soiled Linen. Soiled linen is linen stained with blood or other body fluids, secretions, excreta etc which may contain infectious microorganisms
Hazardous Waste	Hazardous waste refers to waste materials that are potentially dangerous or harmful to human health or the environment. These wastes can be in the form of liquids, solids, or contained gases. Such material requires special precautions for disposal. They include biological waste that can transmit disease, radioactive material and toxic chemicals.
Inventory Control	Inventory control is the process of managing and regulating the supply, storage, and accessibility of items to ensure that the right amount of inventory is available at the right time. It also includes inventory Tracking by using systems and technologies to track inventory in real-time, ensuring accuracy and efficiency and implementing measures to prevent theft, damage, and loss of inventory.
Medical Records	Medical records are comprehensive documents that contain a patient's medical history, diagnoses, treatments, test results, and other health-related information. It contains the chronological sequence of events that a patient undergoes during his /her stay in the SHCO.
Medication Error	Medication Errors is a mistake in prescribing, dispensing, or administering medication that result in harm. Such events may be related to professional practice, procedures and systems, including prescribing, order communication, product labelling, packaging and nomenclature, compounding, dispensing, distribution, administration and use, and its monitoring.
Medication Recall	A medication recall is an action taken to remove a defective or potentially harmful drug from the SHCO. This can be initiated by the pharmaceutical company or mandated by regulatory drug authorities. The pharmacist is responsible for the recall of Medication.
Organogram	An organogram is a visual representation of an organization's structure. It shows the hierarchy and relationships between different roles, departments, and employees within the SHCO.
Outcome	This measures the effects of healthcare on the health status of patients and populations. Outcomes can include clinical endpoints like recovery rates, mortality rates, and patient satisfaction

Terminology	Definition
Patient Assessment	Patient Assessment: All activities related to patient, including history taking, physical examination and laboratory & radiological investigations that determine the prevailing clinical condition of patient.
Patient, Family and Caregiver Education	It includes information about how infections are spread, how they can be prevented, and what signs or symptoms should prompt revaluation and notification of the patient's healthcare provider. Instructional materials and delivery should address varied levels of education, language comprehension and cultural diversity.
Personal Protective Measures	Personal protective measures are actions individuals can take to reduce their risk of exposure to hazards, including infectious diseases.
Plan of Care	A plan of care is a detailed, individualized plan developed by healthcare providers to address a patient's specific health needs. It outlines the goals, interventions, and expected outcomes for the patient's treatment.
Policy	Policy is a deliberate system of guidelines to guide decisions and achieve rational outcomes in SHCO. A policy is a statement of intent and is implemented as a procedure or protocol.
Procedure	A procedure is a set of actions conducted in a certain order or manner to achieve a specific result. Medical Procedures include surgeries, diagnostic tests, and treatments performed to address health issues.
Process	This involves the methods and procedures used in delivering care. It includes all the actions taken to provide care, such as diagnosis, treatment, preventive measures, and patient education
Prophylaxis	Prophylaxis refers to measures taken to prevent disease or a specific health condition.
Quality of care	Quality of care can be defined as 'the degree to which health services for individuals and populations increase the likelihood of desired health outcomes and are consistent with current professional knowledge'
Risk Assessment	Risk assessment is a systematic process of identifying, evaluating, and prioritizing risks to minimize the impact of potential hazards. In healthcare settings it is related to Assessing risks related to patient care, hazardous materials, and equipment maintenance.

Terminology	Definition
Risk Reduction	Risk reduction involves implementing strategies and measures to minimize the likelihood and impact of potential risks. In SHCO it involves implementing infection control protocols, regular staff training, and patient safety initiatives to reduce medical errors and infections.
Scope of Service	The scope of service in a hospital outlines the range of services and care provided to patients. It defines the hospital's capabilities, including the types of medical conditions it can treat, the facilities available, and the expertise of its staff. It includes clinical services (Specialty & Super-specialty Services as per NMC norms), Diagnostic Services, Therapeutic Services & Support Services.
Standard Precautions	Standard Precautions are the basic practices that apply to all patient care, regardless of the patient's suspected or confirmed infectious state, and apply to all settings where care is delivered. These practices protect healthcare personnel and prevent healthcare personnel or the environment from transmitting infections to other patients.
Structure	This refers to the attributes of the settings where care occurs. It includes the physical and organizational infrastructure, such as facilities, equipment, staff qualifications, and administrative systems.
Triage	Medical triage is the process of determining the priority of patients' treatments based on the severity of their condition. This system ensures that those who need immediate medical attention receive it first, especially in situations where resources are limited.
Turn-around Time (TAT)	TAT-Turn-around time(TAT) is the time taken from start of a diagnostic test till report generation. TAT for various tests need to be defined in advance, both for routine and emergency tests. The TAT is monitored to ensure that the TAT is within defined range. If not, analysis and corrective action is taken for the same

## Disclaimer

The contents are sample references to aid understanding of the Standards and are not prescribed by NABH as mandatory practices. Healthcare organizations are encouraged to modify them as per their scope and practices. NABH is not liable for misinterpretation, erroneous use, or non-conformities during assessment due to unmodified use of these contents.