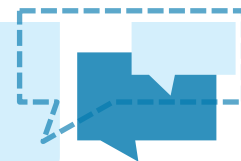


JARGON 101

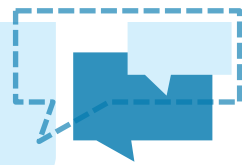
A/OA	Adult / Older Adult
AC	Accreditation Canada – organization that accredits hospitals and works with health authorities to improve quality, safety and efficiency.
ACP	Advance Care Planning – a process of planning for a time when you may not be able to speak for yourself about your health care wishes.
Acute Care	Usually delivered in a hospital-like setting, acute care is the type of care that your healthcare team will provide if you are sick or injured, or recovering from a treatment such as surgery. When you are admitted to an acute care hospital to receive care, you are usually called an “inpatient”.
Agenda	A document that states where and when a meeting will take place and what will be discussed.
AHSI	Aboriginal Health Strategic Initiative
Allied Health	Health care professions distinct from nursing, medicine and pharmacy. Allied health professionals work in health care teams to make the health care system function by providing a range of diagnostic, technical, therapeutic and direct patient care and support services that are critical to the other health professionals they work with and the patients they serve (for example, Social Work, Occupational Therapy, Physical Therapy, Respiratory Therapy)
ALC	Alternate Level of Care
ALOS	Average Length of Stay
AMA	Against Medical Advice
AMAC	Area Medical Advisory Committee
Ambulatory Care	All types of health services that are provided on an outpatient basis, in contrast to services provided in the home or to persons who are inpatients. While many inpatients may be ambulatory, the term ambulatory care usually implies that the patient must travel to a location to receive services that do not require an overnight stay.
ARNBC	Association of Registered Nurses of BC
Attachment	Connecting every citizen with a primary healthcare provider who provides him or her with comprehensive, ongoing care.
BCAS	B.C. Ambulance Service
BCCA	BC Cancer Agency
BCCDC	BC Centre for Disease Control
BC Children’s Hospital	Providing care for the most seriously ill or injured children from across BC
BCEHS	BC Emergency Health Services
BCGEU	BC Government Employees Union
BCNU	BC Nurses Union
BCPSQC	BC Patient Safety Quality Council - Created in 2008 by the BC provincial government,

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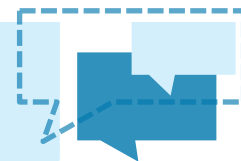
	the BCPSQC provides leadership across BC's health care system to efforts that support improvements in the quality of care.
BC Women's Hospital & Health Centre	Offering comprehensive maternity care and a range of programs and clinics dedicated to improving the health women, newborns and their families.
CAT Scan	Computerized Axial Tomography Scan
CCMI	Centre for Collaboration, Motivation & Innovation
CCU	Critical Care Unit
CDM/CDSM	Chronic Disease Management / Chronic Disease Self-Management
CDN	Chronic Disease Nurse
CE	Community Engagement
CEAN	Community Engagement Advisory Network
CEO	Chief Executive Officer
CHA	Community Health Area – a geographic division of a community of care that determines the boundaries for delivery of local health services
Chairperson	The person who is in charge of running the meeting. This may be the same for each meeting or the group may have a different chair for each meeting.
CHC	Community Health Centres (i.e. Raven Song CHC, etc.) - CHCs provide a wide range of health services which may include prenatal, postpartum, health promotion, disease and injury prevention, bereavement services, communicable disease and school health, immunization and many other community care public health and wellness programs.
CIHR	Canadian Institutes of Health Research
Clinician	A doctor, nurse practitioner, physician assistant or other healthcare worker who provides patient care.
CMA	Canadian Medical Association
CMHA	Canadian Mental Health Association
CML	Care Management Leader
Coastal	Geographic area: North Shore, Sea to Sky, Sechelt, Powell River, Bella Bella/Bella Coala
COC	Community of Care (Richmond, Vancouver, Coastal)
Code Black	Bomb Threat
Code Blue	Cardiac Arrest
Code Brown	Chemical Spill
Code Green	Evacuation
Code Orange	Mass Incoming Casualty
Code Red	Fire
Code White	Aggressive Behaviour
Code Yellow	Missing Patient
Community Care	Health care services that are received while in the community (as an outpatient)
COO	Chief Operating Officer

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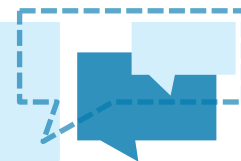


CP	Centennial Pavilion at VGH
CRN	Clinical Resource Nurse
CST	Clinical & Systems Transformation - The Clinical & Systems Transformation (CST) project is designed to improve the quality and consistency of patient care across Vancouver Coastal Health (VCH), the Provincial Health Services Authority (PHSA) and Providence Health Care (PHC). The project's clinical goals are to improve safety, reduce unnecessary work, increase consistency, provide more accurate information, and improve information system reliability and sustainability.
CTAS	Canadian Triage Acuity Scale
CUPE	Canadian Union of Public Employees
CVA	Cerebrovascular Accident (stroke)
CP	Centennial Pavilion (building on VGH Campus)
DCHC	Downtown Community Health Centre
DI	Diagnostic Image (X-ray, MRI, etc.)
Divisions of Family Practice	Divisions are groups of physicians organized at the local level in order to work together to address common health care goals for their communities. These goals reflect the needs of each Division's community and are achieved by connecting and collaborating with their local health authorities and other community organizations and services.
Doctors of BC	The Doctors of BC is a professional body of doctors in British Columbia
DP	Discharge Planning
DTES	Downtown Eastside
DTU	Diagnostic Treatment Unit
DVT	Deep Vein Thrombosis
ECU	Enhanced Cardiac Unit
ED	Emergency Department/Executive Director
EE	Employee Engagement
EIP	Early Intervention Program
ELOS	Estimated Length of Stay
EOI	Expression of Interest
EMR/EHR	Electronic Medical Record/Electronic Health Record
ER	Emergency Room/Department
FAC	Family Advisory Committee
FHA	Fraser Health Authority
FNHA	First Nations Health Authority
FOI	Freedom of Information
FOIPPA	Freedom of Information and Protection of Privacy Act
FP	Family Physician or Family Practice Physician
FTE	Full Time Equivalent (employee) working equivalent of 5 days a week
GFS	G.F. Strong Rehabilitation Centre
GP	General Practitioner
GPC	George Pearson Centre

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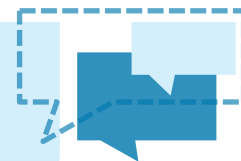


GPSC	General Practice Services Committee
Group Medical Visits	In Group Medical Visits, groups of patients get together with their doctor to learn about their condition, ask questions, share knowledge with other patients, and gain confidence in themselves and their ability to self-manage their chronic conditions.
GTN	Geriatric Transition (or Triage) Nurse
HA	Health Authority
HAMAC	Health Authority Medical Advisory Committee
HCC	Home and Community Care - Home and Community Care services provide a range of health care and support services to people who have acute, chronic, palliative or rehabilitative health care needs.
HCN	Home Care Nurse
HEABC	Health Employers Association of BC
Health Team	Clinicians and other professionals and non-professional “providers” of health care who are able to give the support, education, and technical care that was traditionally the strict domain of a “Doctor”.
HR	Human Resources
HSABC	Health Sciences Association
HSDA	Health Service Delivery Area
IAP2	International Association of Public Participation - IAP2 is the preeminent international organization advancing the practice of public participation. It created the well-known “Spectrum of Public Participation”.
ICON	InterCultural Online Health Network
ICORD	International Collaboration on Repair Discoveries (for Spinal Cord Centre)
IC	Infection Control
ICU	Intensive Care Unit
ICY	Infant/Children/Youth
IH	Island Health (Formerly VIHA)
IHA	Interior Health Authority
IHN	Integrated Health Network
Inpatient	If you are admitted to a hospital or healthcare facility to stay overnight (for at least one night or longer), so as to receive the care and treatment you need, you are called an “inpatient”.
IPCC	Integrated Primary and Community Care - includes efforts to shift the management and delivery of health services so that clients receive a continuum of preventive and curative services, according to their needs over time and across different levels of the health system.
IPFCC	Institute for Patient & Family Centred Care
JPP	Jim Pattison Pavilion at VGH (followed by N or S for north/south)
KPI	Key Performance Indicators
KRA	Key Results Area
LBMT	Leukemia/Bone Marrow Transplant



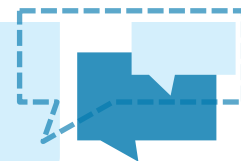
Lean	Process to achieve higher efficiency of service
LGBTQ2S	Lesbian, Gay, Bisexual, Transgender, Queer, 2-Spirited
LGH	Lions Gate Hospital
LOS	Length of Stay
LTC	Long Term Care - Long-term residential care services provide 24-hour professional supervision and care in a protective, supportive environment for people who have complex care needs and can no longer be cared for in their own homes or in an assisted living residence.
Mary Pack	Mary Pack Arthritis Centre
MCFD	Ministry of Children and Family Development
Meeting Minutes	The notes describing what took place during a meeting. Committee members are expected to have reviewed the minutes from the previous meeting before the next meeting, and let the note-taker know if any corrections are needed.
MH&A	Mental Health & Addictions
MHO	Medical Health Officer
MHSU	Mental Health & Substance Use
MIS	Minimally Invasive Surgery
MOA	Medical Office Assistant
MOCAP	Medical On Call Availability Program
MoHS	Ministry of Health Services
MRI	Magnetic Resonance Imaging
MRP	Most Responsible Physician
MRSA	Microbial (or Methicillin) Resistant Staphylococcus Aureus
MSJ	Mount Saint Joseph Hospital
NAOMI	North American Opiate Medication Initiative
NHA	Northern Health Authority
NHEN	National Health Engagement Network – a Canada-wide community of practice for people working in patient and public engagement in healthcare
NHS	National Health Service (U.K.)
OASIS	Osteo-Arthritis Service Integration System (OASIS)
OH&S	Occupational Health & Safety
ORMIS	Operating Room Management Information System
OT	Occupational Therapy
Outpatient	When a person is not admitted to the hospital for an overnight stay, but still comes to a physician’s office, clinic, hospital, day surgery office or other healthcare facility for diagnosis, treatment or to receive care, that patient is considered an “outpatient”
P3	Public Private Partnership
PACS	Picture Archive and Communications System (Radiology)
Palliative Care	Care and supports for patients and families who are dealing with a progressive, life-limiting illness.

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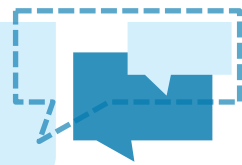


PARIS	Primary Access Regional Information System
PasP (Patients as Partners)	A program that supports healthcare providers to communicate and share information with patients and families in ways that are useful, helps individuals and families build on their own strengths, and increases their control and independence.
PCC/PFCC	Patient Centred Care/Patient & Family Centred Care - PCC and PFCC are closely related approaches that guide all aspects of planning, delivering and evaluating clinical care decisions and services. The focus is always on creating and nurturing mutually beneficial partnerships among the care providers and the patients they serve. It means providing care that is respectful, compassionate, culturally safe, and competent, while being responsive to patient needs, values, cultural backgrounds and beliefs, and preferences.
PCP	Primary Care Provider
PCQO	Patient Care Quality Office
PDSA	Plan Do Study Act (quality improvement process)
PET Scan	Positron Emission Tomography Scan
PHABC	Public Health Association of BC
PHC	Primary Health Care
PHSA	Provincial Health Services Authority
PNBF	Population Needs Based Funding
PPE	Patient Public Engagement
PPI	Patient Public Involvement
Primary Care	The health care provider who acts as a first point of contact for all patients (usually your regular doctor). Continuity of care is also a key characteristic of primary care)
Providence or PHC	Providence Health Care (St. Paul's Hospital, Mount St. Joseph's, St. Vincent's, Holy Family)
Provider	A term referring to doctors, nurses, and other health care workers who provide health care services.
PSC	Patient Services Coordinator
PSM	Patient Services Manager
Public Health	The science and practice of protecting and improving the health of a community according to the public health principles of disease prevention, health promotion and protection, and healthy public policy.
PVN	Patient Voices Network - A network of patients who help change the primary care system in BC through being active in patient advisory committees, speaking to decision makers, attending conferences, etc.
QA	Quality Assurance
Q&PS	Quality and Patient Safety
QI	Quality Improvement
Quality (in healthcare)	Quality of health care is a measure of how well it delivers care and serves the needs of the patients.
Quaternary Care	One of a kind service (not offered elsewhere in the province)

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RFP	Request for Proposal
RFQ	Request for Quotation - a standard business process whose purpose is to invite suppliers into a bidding process to bid on specific products or services
RH	Richmond Hospital
RHAC	Richmond Health Advisory Council (an official advisory group to VCH/Richmond)
RSEC	Regional Surgery Executive Council
RT2C	Releasing Time to Care
SBAR	Situation, Background, Assessment, Recommendation
SDC	Surgical Day Care
Secondary Care	Refers to first level specialty care provided by medical specialists who generally do not have first contact with patients (e.g. cardiologists)
Self-management	Self-management of self-care refers to what we do every day to maintain our health and manage long-term health problems.
SET	Senior Executive Team
SIF	Strategic Implementation Forum
SIS	Supervised Injection Site
SLT	Senior Leadership Team
SMART	Sharon Martin Community Health Trust Fund
SOB	Shortness of Breath
SPD	Sterile Processing Department
Spectrum of Participation	A tool created by the International Association of Public Participation (IAP2) which outlines the levels of public participation, their goals and the what the participants can expect at each level.
SPH	St. Paul's Hospital
SPOR	Strategy for Patient-Oriented Research - an initiative of the Canadian Institutes of Health Research (CIHR) Patient-oriented research refers to a continuum of research that engages patients as partners, focuses on patient-identified priorities and improves patient outcomes. In BC, SPOR is being activated through the BC SUPPORT Unit (BC Support for People and Patient-Oriented Research and Trials Unit), a multi-partner organization led by the Academic Health Science Network.
SSC	Specialist Services Committee
SSO	Shared Services Organization
STS	Sea to Sky
SW	Social Worker
TCU	Transitional Care Unit
Tertiary Care	Refers to subspecialty care by specialists, usually on referral from primary or secondary medical care personnel. (e.g. neurosurgery, burn care, etc.)
True North Goals	The VCH True North Goals were priorities introduced in 2013: Provide the best care, Promote better health for our communities, Innovate for sustainability, Develop the best workforce. These goals all sit on a platform of People First.
TIA	Transient Ischemic Attack (mini stroke)



TIP	Trauma Informed Practice
TPN	Total Parenteral Nutrition (IV feeding)
TST	Transition Services Team
UBCH	UBC Hospital
VA	Vancouver Acute – Services received in hospital
VC	Vancouver Community – Services received in the community
VCH	Vancouver Coastal Health
VCMHS	Vancouver Community Mental Health Services
VGH	Vancouver General Hospital
WorksafeBC	Formerly Workers Compensation Board
Webinar	Short for Web-based seminar, a webinar is a presentation, lecture, workshop or seminar that is transmitted over the Internet. In a Webinar, each participant sits at his or her own computer and is connected to other participants via the Internet and teleconference. A key feature of a Webinar is its interactive elements – the ability to give, receive and discuss information.