

# Glossary of Terms TICC Project

ADDENDUM TO W.H.O. GLOSSARY OF TERMS FOR COMMUNITY HEALTH CARE AND SERVICES FOR OLDER PERSONS

items addendum	description
(omaha) Assessment	The Omaha System is a standardized taxonomy used for planning, documenting, and analyzing client care. It includes a problem classification system (42 environmental, psychosocial, physiological, and health-related behavioral problems), an intervention scheme that covers different services, and an outcome-rating scale for knowledge, behavior, and health status. It is used not only for planning and documenting care but also for billing and analyses of patterns of services.
Bachelor nurse	A bachelor educated nurse
Back Office	The internal operations of an organization that are not accessible or visible to the general public, providing functions s.a.reception staff, rental office administration, payroll, personnel, accounting, client administration, logistics, assessment and intake, and Ecare Helpdesk
Care plans	Care created by a health or social care professional fo clients as a result of structured and standarized assessment of clients needs
Community care areas	Defined geographical areas of service delivery
Community health care (UK definition)	Focuses on the delivery of clinical/medical care only, in or close to the patient’s home, as opposed to WHO definition ( <i>“Includes health services and integrates social care. It promotes self care, independence and family support networks”</i> ). Commissioned and provided by the NHS or on its behalf.
Community dwelling	Old people who live in the community ( = the local community) on their own ( = without anybody's help) in their own private homes, as opposed to those (who are) taken care of in nursing homes.
Community health and welfare service	Community based services that deliver a wide range of services, from public health and preventive services in the community, to primary health care,
Community nurse (UK definition)	<p>Working in a variety of environments, from clinics and health centres to residential accommodation and patients' own homes, community nurses help meet the needs of elderly, disabled or vulnerable patients who may not be able to easily visit the hospital.</p> <p>Community nurses are trained to perform a variety of nursing procedures which may include:</p> <ul style="list-style-type: none"> <li>• basic care - such as checking temperature, blood pressure and breathing</li> <li>• administering injections</li> <li>• assisting doctors with examinations and medical procedures</li> <li>• cleaning and dressing wounds</li> <li>• setting up intravenous drips and monitoring ongoing care</li> </ul>

	source = <a href="https://www.nursingtimesjobs.com/article/the-role-of-a-community-nurse/">https://www.nursingtimesjobs.com/article/the-role-of-a-community-nurse/</a>
Domiciliary care (UK definition)	Supportive care provided in the home, usually by professional caregivers who provide daily assistance to ensure the activities of daily living are met. It generally involves non-medical care, custodial care, or private-duty care which refers to assistance and services provided by persons who are not nurses, doctors, or other licensed medical personnel. Note the broader definition of the WHO (“Care provided in an individual’s own home”). Commissioned by local authorities and provided by a mix of private, public and not-for-profit sector organisations. Source= <a href="https://en.wikipedia.org/wiki/Home_care">https://en.wikipedia.org/wiki/Home_care</a>
Diploma nurse	A professional educated (diploma-degree) nurse
District nurse (UK definition)	See Community nurse (UK definition). Sometimes a District Nurse is understood to be a more senior community nurse, who leads a team of nurses and support workers. Source = <a href="https://www.qni.org.uk/nursing-in-the-community/work-of-community-nurses/district-nurses/">https://www.qni.org.uk/nursing-in-the-community/work-of-community-nurses/district-nurses/</a>
Employment based worker	Health or social care professional that work for an employer and are paid directly by that employer.
Entrepreneur	Health or social care professional who starts and runs a business and is responsible for all the risks and rewards of his or her business venture
Federal health care administration	A public social security institution that manages and supervises the compulsory health care and benefits insurance
Fixed fee	A fixed amount specified in a contract including all services required to complete the care
Formal networks	The net of supportive formal caregivers
General practitioner	A physician whose practice is not oriented to a specific medical specialty but instead covers a variety of medical problems in patients of all ages. Also called family doctor.
Group practice	Community-based practice run by several health or social care professionals
Health care insurance	Insurance that covers the whole or a part of the risk of a person incurring medical expenses, spreading the risk over a large number of persons.
Heat shield	Will enable the nurses to develop the model in a protected environment, leaving them free to care for their patients without being drawn into the processes of the existing and complex system.
Home care (UK definition)	See Domiciliary care (UK definition)
Informal networks	The net of supportive informal caregivers
Integrated care in community	Integrated care is concerned with improving patient care through better coordination. A decision about the intensity of integration is essential, starting with links across services, coordinating teams or pooling resources.

Non-group practice	Community-based practice run by a single health or social care professional
Nurse-led community care	A nurse-led, nurse-run organization of self-managed teams that provide home care to patients in their neighborhoods.
Patient-centered care	In patient-centered care, an individual's specific health needs and desired health outcomes are the driving force behind all health care decisions and quality measurements. Patients are partners with their health care providers, and providers treat patients not only from a clinical perspective, but also from an emotional, mental, spiritual, social, and financial perspective.
Planned care	The care is scheduled in advance, and thus not an emergency
Professional competences	A cluster of knowledge, skills and attitude that enable a person to act effectively in a professional situation
Regional care areas	Regional defined geographical areas of service delivery
Regional coach	Supports self-managed teams in their performance, decision-making and team processes, leaves initiative with the teams, supports up to 50 teams in a region.
Regional coordinator	Supports self-managed teams, is involved in recruitment and absences, manages contacts with municipalities and other partners. (Role applies to Buurtdiensten and Familiehulp only). Are employed at headquarters, tend to have been nurses and support about 30 to 50 local teams.
SDMI	Solution Driven Method of Interaction – a communication tool used by Buurtzorg professionals to efficiently and effectively reach decisions by consensus
Self-management	Being in control of how core responsibilities are fulfilled and organised, and of the essential processes that support this core process, within the boundaries of a defined framework.
Self management client	Self-management relates to the tasks that an individual must undertake to live well with one or more chronic conditions. These tasks include gaining confidence to deal with medical management, role management, and emotional management
Self-managed teams	Small, local teams of 8-12 professionals who deliver care to people in their homes and manage all the processes surrounding this, including care co-ordination with other professionals and organisations, rostering, appointments, referrals, assessments, performance management, recruitment, office, admin, etc.
Small scale normalised living	Home-like, holistic and person-centred approach. Where participation in daily activities is stimulated. Groups are relatively small (usually 6 – 8). Day schedule according to resident's preferences. Environment is familiar and home-like. Staff tasks are integrated. More individual decision making by staff members.