

## **GLOSSARY**

Access	The capacity or potential to obtain a service or benefit. Access incorporates notions of geographical access, cultural access, service appropriateness and affordability.
Acute	Acute care is where the principal clinical intent is to do one or more of the following: manage labour (obstetric); cure illness or treat injury; perform surgery; relieve symptoms of illness or injury (excluding palliative care); reduce the severity of an illness or injury; protect against exacerbation and/or complications of an illness and/or injury; and perform diagnostic or therapeutic procedures.
All-Cause Mortality Rate	The rate at which a population in any particular region is dying, counting every cause of death.
Ambulatory Care	The delivery of health services in a variety of settings including outpatient departments, short stay/day only beds, specialists' rooms and the patient's home.
Balanced Scorecard	A management framework designed to translate an organisation's Vision and overall business strategy into specific, quantifiable goals, and to monitor the organisation's performance in terms of achieving those goals.
Best Practice	The care which will lead to the maximum benefit for an individual or a population.
Better Services Delivery Program	A Statewide Program which aims to improve communication and information management for government and non-government agencies in the NSW human services sector.
Clinical Governance	The process by which the health system is accountable for continuously improving the quality of services and safeguarding high standards of care.
Corporate Governance	The system and structure by which the Area Health Service is directed and controlled.
Evidence-Based Health Care	An approach to health care that requires the explicit, judicious and conscientious incorporation of the results of research in decision-making at all

	levels including individual patient care, public policy, planning and resource allocation.
Greater Western Sydney Quadrangle	Comprises South Western Sydney Area Health Service, Western Sydney Area Health Service, Wentworth Area Health Service, and the Children's Hospital Westmead.
Health Literacy	The capacity of an individual to obtain, interpret, and understand basic health information and services and the competence to use such information and services in ways which are health-enhancing.
Macarthur	Includes Camden, Campbelltown and Wollondilly Local Government Areas.
Morbidity Rate	The sickness rate, that is, the number of people who are sick compared with the total number of people.
Mortality Rate	The death rate, that is, the number of people who die of a certain disease compared with the total number of people.
Population Health	Population health refers to rates and other measures of health in a specified population that, in turn, represent the end-result of primary prevention, early intervention and rehabilitation provided through the organised efforts of a health care system.
Population Health Services	An agreed suite of programs and strategies designed to improve population health status, reduce inequalities between population groups and address gaps in services for groups with special needs.
Potential Years of Life Lost	Number of Potential Years of Life Lost due to Premature Death.
Premature Death	Dying before the age of 75 years.
Primary Care	The first point of access for the community to health services.
Primary Care Provider	Includes general practitioners, hospital emergency departments, community and allied health services, community pharmacists and non-government organisations.

Protective Factor	Characteristics, variables or circumstances which, if present for a given individual or population, will modify, ameliorate, or alter risk factors and make it less likely that this individual or population will develop health problems.
Risk factors	Characteristics, variables or hazards that, if present for a given individual or population, make it more likely that this individual or population will develop health problems. Risk factors include biological, psychological, social, economic and environmental factors.
South Western Sydney	The South Western Sydney Region comprises the Bankstown, Fairfield, Liverpool, Camden, Campbelltown, Wollondilly and Wingecarribee Local Government Areas.