

National Administrator-in-Training Program Manual

MODULE 4:

Glossary

Prefixes

Suffixes

Abbreviations

Therapeutic actions

Common Diagnoses



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Glossary

Term	Meaning/Explanation/Definition	Primary Related Domain
Abuse	The willful infliction of injury, unreasonable confinement, intimidation, or punishment with resulting physical harm, pain or mental anguish. Abuse also includes the deprivation by an individual, including a caretaker, of goods or services that are necessary to attain or maintain physical, mental, and psychosocial well-being. Instances of abuse of all care recipients, irrespective of any mental or physical condition, cause physical harm, pain or mental anguish. It includes verbal abuse, sexual abuse, physical abuse, and mental abuse including abuse facilitated or enabled through the use of technology. Willful, as used in this definition of abuse, means the individual must have acted deliberately, not that the individual must have intended to inflict injury or harm.	1 - Care, Services and Supports
Access	The ability of a person needing services to obtain those services.	1 - Care, Services and Supports
Acquired Immune Deficiency Syndrome (AIDS)	AIDS develops when a person infected with the human immunodeficiency virus (HIV) undergoes a breakdown and becomes susceptible to serious illness and death from other viruses, parasites, fungi, and bacteria.	1 - Care, Services and Supports
Activities	Refer to any endeavor, other than routine activities of daily living, in which a resident participates that is intended to enhance his/her sense of well-being and to promote or enhance physical, cognitive, and emotional health. These include, but are not limited to, activities that promote self-esteem, pleasure, comfort, education, creativity, success, and independence.	1 - Care, Services and Supports
Activities of Daily Living (ADL)	Individual self-performance skills needed in everyday life such as ambulation/locomotion, eating, toileting, grooming/personal hygiene, and bathing.	1 - Care, Services and Supports
Activity Therapist (AT)	An allied health professional trained to develop and provide leisure time activities for facility residents (patients).	1 - Care, Services and Supports
Acuity	The level of severity of a patient's condition. For example, patients who require intensive services are referred to as those having a higher level of acuity in relation to those who require less care.	1 - Care, Services and Supports
Acute Care	Short-term, intense medical care for an episode of illness or injury often requiring hospitalization.	1 - Care, Services and Supports
Acute Conditions	Episodic conditions that require short-term but intensive medical interventions.	1 - Care, Services and Supports
Administer	The direct application of a vaccine or prescribed drug or device, whether by injection, ingestion or any other means, to the body of a resident (patient).	1 - Care, Services and Supports
Administrator	See NURSING HOME ADMINISTRATOR/NURSING FACILITY ADMINISTRATOR	1 - Care, Services and Supports

Admission Agreement	A contract that spells out the services the nursing home will provide and the cost of those services.	1 - Care, Services and Supports
Adult Day Care	A daytime program of nursing, rehabilitation therapies, supervision and socialization that enables elderly people to remain in the community and live with family. Services are generally provided on weekdays from 7 am to 6 pm to individuals who return home in the evening.	1 - Care, Services and Supports
Advance Directive	Written instruction, such as a living will or durable power of attorney for health care, recognized under State law (whether statutory or as recognized by the courts of the State), relating to the provision of health care when the individual is incapacitated.	1 - Care, Services and Supports
Adverse Drug Reaction (ADR)	Any unintended response to a drug which is injurious or harmful to health and which occurs at normal doses.	1 - Care, Services and Supports
Aged	People who by definition in their culture have reached an advanced age during which they may become less productive. In the U.S. they are often referred to as senior citizens, especially after reaching age 65.	1 - Care, Services and Supports
Ageism	Prejudicial treatment of the elderly based on stereotypes and misconceptions.	1 - Care, Services and Supports
Aging-in-place	Accommodating the changing needs of older adults while living in familiar surroundings.	1 - Care, Services and Supports
Agitation	Verbal, vocal, and motor activities that are repetitive and outside of socially acceptable norms.	1 - Care, Services and Supports
Allopathic Medicine	Medical approach--as practiced by physicians trained as doctors of medicine (MDs)--that views medical treatment as active intervention to produce a counteracting reaction in an attempt to neutralize the effects of disease.	1 - Care, Services and Supports
Alzheimer's Disease	A progressive degenerative disease of the brain, producing memory loss, confusion, irritability, and severe functional decline. The disease becomes progressively worse and eventually results in death.	1 - Care, Services and Supports
Ambulation	Moving about.	1 - Care, Services and Supports
Ambulatory	Able to walk with or without difficulty or help.	1 - Care, Services and Supports
Ambulatory Care (Ambulatory Services)	Medical care given in an outpatient setting (where the care recipient is not admitted to a facility). This is usually a doctor's office or clinic, but may be a hospital. It includes diagnosis, observation (watching), treatment, and rehabilitation. The term comes from the word "ambulation" (walking), even though many care recipients who cannot walk are treated in ambulatory care settings.	1 - Care, Services and Supports
Annual Assessment	An annual assessment of a resident's (patient's) physical, mental, emotional, cognitive, and functional status.	1 - Care, Services and Supports
Antianxiety Medication	Psychoactive medications given to reduce anxiety (e.g., Ativan, Valium, Xanax)	1 - Care, Services and Supports
Antisepsis	Removing or destroying microorganisms.	1 - Care, Services and Supports
Aphasia	Impaired ability to communicate.	1 - Care, Services and Supports
Apraxia	A speech disorder in which the tongue, lips, and vocal chords are unable to work together. As a result, the person is unable to say what he or she wants to say.	1 - Care, Services and Supports
Asepsis	Absence of harmful micro-organisms called pathogens. It refers to the practice of clean procedures, such as hand-washing.	1 - Care, Services and Supports

Aspiration	The inhaling of foreign objects, such as food or beverages if swallowed incorrectly into the lungs; results in introduction of bacteria from the mouth and stomach into the lungs which can lead to pulmonary bacterial infection known as aspiration pneumonia.	1 - Care, Services and Supports
Assessment	The process by which health care professionals attempt to reliably characterize the patient's physical health, functional abilities, cognitive functioning, psychological state, social well-being, and past and current use of formal services.	1 - Care, Services and Supports
Audiologist	A health care professional who is specially trained and licensed to provide direct clinical services to individuals with hearing or balance disorders.	1 - Care, Services and Supports
Autism	A complex developmental disability that typically appears during the first three years of life and is the result of a brain disorder. It affects the person's social interaction and communication.	1 - Care, Services and Supports
Autonomy	A cluster of notions that include self-determination, freedom, independence, and liberty of choice or actions.	1 - Care, Services and Supports
Bed-hold	A term used in skilled nursing facilities to define the length of time the facility will hold a resident's bed in case he or she has to leave the facility for care elsewhere, such as hospital, or for any other reason. There is a fee for holding a bed and each facility has its own policies and fees. If a resident has to leave the facility and did not secure a bed hold, there is no guarantee that he or she will be able to return to that facility for continuation of care and treatment.	1 - Care, Services and Supports
Bedsore	See PRESSURE SORE/ULCER	1 - Care, Services and Supports
Behavioral Intervention	Non-drug interventions used to change the resident's (patient's) behavior or environment to lessen or accommodate the resident's (patient's) behavioral symptoms.	1 - Care, Services and Supports
Biophilia	The human tendency to pay attention to, affiliate with and respond positively to nature.	1 - Care, Services and Supports
Boarding Home	A facility that offers room, and board and sometimes supervision of daily activities. It does NOT offer health care.	1 - Care, Services and Supports
Cardiologist	A physician who specializes in the treatment of heart diseases.	1 - Care, Services and Supports
Care Plan	A plan designed to meet all of a resident's (patient's) identified physical, mental, emotional, cognitive, and functional needs. The care plan is generally the result of assessment and collaboration by an interdisciplinary team of provider staff (also known as the Plan of Care).	1 - Care, Services and Supports
Case Mix	A system that uses resident (patient) attributes (e.g., functional status in ADLs or cognitive abilities) to classify residents (patients) for purposes such as reimbursement. OR A measure of the intensity of care and services used by a group of residents in a nursing facility. "Case" refers to the overall data collected and used regarding an individual person under study. "Used" describes the combination of variables (observations) used for classifying an observation according to distinctive characteristics on the basis of a dependent variable, such as time or costs.	1 - Care, Services and Supports
Case Mix Index	Each RUG group is assigned a weight, or numeric score, which reflects the relative resources predicted to provide care to a resident. The higher the case mix index (weight), the greater the resource requirements are for the resident. Payment for each resident is made monthly to the facility based on the case mix index for the facility.	1 - Care, Services and Supports

Centers for Medicare & Medicaid Services (CMS)	Federal agency responsible for administering the Federal Medicare and Medicaid programs. CMS headquarters is located in Baltimore, Maryland. Formerly the Health Care Financing Administration, or HCFA). Also administers Child Health Insurance Programs.	1 - Care, Services and Supports
Certification	The process by which federal and state governments determine if a health care facility meets Medicare and/or Medicaid standards.	1 - Care, Services and Supports
Certified Nursing Assistant (CNA)	A nurse aide who has completed at least the minimum training required by regulations.	1 - Care, Services and Supports
Charge Nurse	The nurse in charge or supervising a particular part of a facility for a given time shift.	1 - Care, Services and Supports
Chemical Restraint	A psychoactive drug used to sedate a care recipient to restrict their freedom or movement out of convenience rather than for medical treatment.	1 - Care, Services and Supports
Chronic	Continuing over a long period of time or recurring frequently. Chronic conditions often begin inconspicuously and symptoms are less pronounced than in acute conditions.	1 - Care, Services and Supports
Chronic Care	Care for residents (patients) who enter a nursing facility typically because they have chronic illnesses that require more assistance than they have available in their own home. The residents (patients) tend to remain in the facility for several months to years.	1 - Care, Services and Supports
Clinical Information System	Information technology that is designed to be used by various clinicians to support the delivery of patient care.	1 - Care, Services and Supports
Clinical Pathway	A care-planning tool that outlines in a time sequence important aspects of care necessary for meeting specific outcomes.	1 - Care, Services and Supports
Clinical Practice Guidelines	Evidence-based standardized protocols indicated for the treatment of specific health conditions.	1 - Care, Services and Supports
Code of Federal Regulations (CFR)	The federal Congress passes laws for which implementing rules are written and enforced...these are The Federal Requirements and Guidelines to Surveyors; guidelines issued by the federal government interpreting how a given law is to be administered.	1 - Care, Services and Supports
Comorbidity	The simultaneous presence of two or more health problems.	1 - Care, Services and Supports
Consultant Pharmacist	Pharmacist who is contracted by the nursing home to do drug regimen reviews and provide other services.	1 - Care, Services and Supports
Continence	The ability to self-regulate bladder and bowel elimination.	1 - Care, Services and Supports
Continuing Care Retirement Community (CCRC)	Also called a life-care community, it is an organization that integrates and coordinates the independent living and other institution-based components of the LTC continuum. Different levels of services are generally housed in separate buildings, all located on one campus.	1 - Care, Services and Supports
Continuum of long-term care	The full range of long-term care services that increase in the level of acuity and complexity from one end to the other -- from informal and community-based services at one end of the continuum to the institutional system at the other end.	1 - Care, Services and Supports
Controlled Substance	A drug, substance or immediate precursor included in Schedules I to V of the Controlled Substance Act (e.g., morphine, acetaminophen with codeine, oxycodone). Except as provided under the law, their possession and use are illegal.	1 - Care, Services and Supports
Cross-contamination	Transfer of disease causing organisms through contact with a dirty surface, unwashed hands, or insects.	1 - Care, Services and Supports

Culture	A society's typical ways of behaving; its customs, mores and beliefs	1 - Care, Services and Supports
Custodial Care	Nonmedical care that includes routine assistance with the ADLs but does not include active nursing or rehabilitative treatments. Such care is provided to maintain function because the person's overall condition is not likely to improve.	1 - Care, Services and Supports
Data Assessment and Verification (DAVE)	A program administered by CMS designed to ensure accuracy of MDS data accomplished through data analysis, off-site review, on-site review, and provider education.	1 - Care, Services and Supports
Debilitated	Weak and infirm, unable to care for many personal needs	1 - Care, Services and Supports
Degenerative	Disorders in which tissue or an organ deteriorates and vitality is diminished.	1 - Care, Services and Supports
Dehydration	A loss of the body's normal water content which can affect both physical and mental functions. Individuals with brain, kidney, or gastrointestinal disease may find it difficult to maintain a normal amount of water in the body with the aid of medications.	1 - Care, Services and Supports
Dementia	A general term to describe a group of symptoms related to loss of memory, judgment, language, complex motor skills, and other intellectual function, caused by the permanent damage or death of the brain's nerve cells, or neurons. However, dementia is not a specific disease. There are many types and causes of dementia with varying symptomatology and rates of progression.	1 - Care, Services and Supports
Dentition	The makeup of a set of teeth including their kind, number, arrangement and usability.	1 - Care, Services and Supports
Depression	An abnormal state of mind in which a person usually becomes inactive and disinterested in his environment and lacks motivation.	1 - Care, Services and Supports
Dermatologist	A specialist physician who treats infections, growths, injuries, and other disorders related to the skin.	1 - Care, Services and Supports
Dietary history	A review of a resident's usual food intake patterns, including any food preferences, chewing and swallowing problems, or difficulties with self-feeding that might affect overall food intake.	1 - Care, Services and Supports
Dietitian	Sometime referred to as nutritionist, a dietitian provides nutritional information and diet-related services to residents/patients.	1 - Care, Services and Supports
Director of Nursing (DON)	A registered nurse responsible for supervising the activities, functions, and training of nursing personnel.	1 - Care, Services and Supports
Director of Nursing Services (DNS)	See DIRECTOR OF NURSING (DON).	1 - Care, Services and Supports
Discharge Planning	A process that generally begins on admission and involves identifying each care recipient's discharge goals and needs, developing and implementing interventions to address them, and continuously evaluating them throughout the resident's stay to ensure a successful discharge.	1 - Care, Services and Supports
Dispense	To deliver a prescribed drug to an ultimate user, including the compounding, packaging, and labeling necessary to prepare the prescribed drug.	1 - Care, Services and Supports
Do-Not-Resuscitate (DNR) Order	An advance directive in which a person specifies that he or she does not wish to have heartbeat or breathing restored in the event of a cardiac or respiratory arrest.	1 - Care, Services and Supports

Drug	Any substance intended for use in the diagnosis, cure, mitigation, treatment, or prevention of disease or other conditions in persons. Any substance other than a device or food intended to affect the structure or any function of the body of persons. In the survey guidelines, drug is used in most cases to mean medication.	1 - Care, Services and Supports
Drug Irregularity	A drug that is given without a medical reason, in an excessive or inadequate dose or duration of therapy, where side effects indicate that a dose modification or drug discontinuation is indicated, or inadequate monitoring for effect of manufacturer's recommendations for laboratory monitoring. This therapy results in potential negative outcomes or is not achieving the stated objectives of the prescriber. The consulting pharmacist should address this potential drug therapy problem at the time of their drug regimen review.	1 - Care, Services and Supports
Drug Regimen Review (DRR)	The review of drugs being used by a resident (patient) to determine effect and potential for harmful effects.	1 - Care, Services and Supports
Drug Utilization Review (DUR)	The study of drug use patterns in a facility.	1 - Care, Services and Supports
Dysarthria	Slurred or unintelligible speech due to muscle weakness or other problem.	1 - Care, Services and Supports
Dysphagia	Difficulty in swallowing due to a dysfunction in any phase of the swallowing process.	1 - Care, Services and Supports
Eden Alternative	A cultural change that entails viewing the surroundings in facilities as habitats for human beings rather than as facilities for the frail and elderly, as well as applying the lessons of nature in creating vibrant and vigorous settings.	1 - Care, Services and Supports
Emphysema	A chronic condition characterized by damaged air sacs in the lungs. The resulting reduction of surface area available for gas exchange makes breathing difficult and makes the heart work harder to circulate blood through the lungs. All these changes make less oxygen available to the body.	1 - Care, Services and Supports
Energy metabolism	The process in the body of breaking down calories consumed into usable energy to allow the body to perform normal body functions.	1 - Care, Services and Supports
Enforcement Grid	A table developed by the Center for Medicare and Medicaid Services that defines severity and scope of federal deficiencies and indicates whether plans of correction and remedies are necessary. (See the SHSRA website glossary for more detailed info).	1 - Care, Services and Supports
Enteral Feeding	Delivery of liquid food through a tube directly into the stomach.	1 - Care, Services and Supports
Epidemic	Excessive prevalence of a negative health condition.	1 - Care, Services and Supports
Epilepsy	A brain disorder in which signals sent by nerve cells become disturbed, causing strange sensations, emotions, convulsions, muscle spasms, or loss of consciousness.	1 - Care, Services and Supports
Esophagostomy Tube	A small tube that enters a surgical incision on the side of the neck and is generally removed after each feeding. The tube allows food to enter the esophagus and then flow down into the stomach.	1 - Care, Services and Supports
Ethics Committee	A multidisciplinary forum that is generally called upon to make decisions in the patient's best interest, particularly when legal avenues are not clear-cut.	1 - Care, Services and Supports
Evidence-Based Care	Delivery of services using best practices that have been established through clinical research.	1 - Care, Services and Supports
Exempt Employees	Salaried workers who are exempt from overtime provisions of the Fair Labor Standards Act.	1 - Care, Services and Supports

Extended Survey	A federal survey conducted within 14 days of a finding of substandard care during a standard federal survey (see also STANDARD SURVEY).	1 - Care, Services and Supports
Extrapyramidal Symptoms (EPS)	Abnormal movements of the mouth or tongue, pill rolling, tremors, rigid movements, mask-like face, constant movement of legs or body, tics, blinking, pacing, eyes rolled up, drooling.	1 - Care, Services and Supports
Gait	How a person walks.	1 - Care, Services and Supports
Gastrostomy Tube (G-tube)	A mechanism for delivering nutrition through a tube that passes through a surgical opening in the abdomen and into the stomach.	1 - Care, Services and Supports
Geriatric Medicine	Also called geriatrics . The medical knowledge of physical disability in older persons—including diagnosis, treatment, and prevention of disorders. Geriatric medicine recognizes aging as a normal process, not a disease state.	1 - Care, Services and Supports
Geriatrician	A physician with special training in geriatric medicine. In earlier years, this training was self-taught through the special attention physicians gave their older patients. Now, one- and three-year training programs, which follow the regular medical curriculum, are established in a number of teaching medical centers.	1 - Care, Services and Supports
Gerontology	The study of aging from the broadest perspective. Gerontologists examine not only the clinical and biological aspects of aging but also psychosocial, and historical conditions.	1 - Care, Services and Supports
Green House	A small freestanding facility designed to house 7 to 10 residents who live together in a homelike setting. Generally, a number of Green Houses are arranged around a central skilled nursing facility that provides support services.	1 - Care, Services and Supports
Guardian	Legal representative, appointed by a court, to make decisions for a person not competent to make their own decisions. Generally, resident (patient) guardians have all of the legal rights normally granted to competent residents (patients).	1 - Care, Services and Supports
Harm	Negative effect that has occurred to a resident (patient), infringement of a resident's (patient's) rights, or compromising of a resident's (patient's) ability to meet their highest practicable level of physical, mental or psychosocial well being.	1 - Care, Services and Supports
Hierarchy	A Research Utilization Group methodology of assessment classification where an assessment is placed in the first classification category (there are over 40 reimbursement categories) and where a match is found by evaluating resident conditions and services. They are normally ordered from highest to lowest, for example extensive services, rehabilitation, special care, clinically complex, impaired cognition, behavioral problems, and reduced physical functions. These categories vary from time to time.	1 - Care, Services and Supports
Holistic Model	A philosophy that emphasizes that health care delivery should focus not merely on a person's physical and mental needs, but should also emphasize well-being in every aspect of what makes a person whole and complete.	1 - Care, Services and Supports
Home Health Care	Home health care is health care that occurs within one's home. The term home health care and homecare are often interchanged; however, home health care refers to medical-related homecare while homecare refers to non-medical homecare services. A home health care company provides services that include caregiver services, home health nursing, home therapists, home health aides, and more. For insurance to pay for these services, they must be ordered by a doctor. Certified home health agencies often provide and coordinate these services.	1 - Care, Services and Supports

Home Telehealth Systems	Use of telecommunication technology for the distance monitoring of patients and delivery of health care with or without the use of video technology.	1 - Care, Services and Supports
Hospice Care	Hospice is an organization or institution that provides comfort (i.e. palliative) care for dying individuals when medical treatment is no longer expected to cure the disease or prolong life. Hospice focuses on relieving symptoms and supporting patients with a life expectancy of months, not years. Hospice involves a team-oriented approach to expert medical care, pain management and emotional and spiritual support. Hospice offers emotional (feelings) and spiritual (faith) support. The emphasis is on caring, not curing. Hospice care can be provided to a care recipient in his or her own home, in freestanding hospice facilities, hospitals, nursing homes or other long-term care facilities.	1 - Care, Services and Supports
Human Immunodeficiency Virus (HIV)	A virus that gradually destroys the body's natural immune system designed to fight infections and disease.	1 - Care, Services and Supports
Hypertension	High blood pressure.	1 - Care, Services and Supports
Hypnotic Medication	A psychoactive medication given to sedate or calm (e.g., Sonata, Restoril, Ambien).	1 - Care, Services and Supports
Iatrogenic	Complications caused by the process of medical care.	1 - Care, Services and Supports
ICF/MR	A federal certification for an Intermediate Care Facility for the Mentally Retarded.	1 - Care, Services and Supports
Incidence	A type of CHSRA QI that provides a description of what has taken place with a resident (patient) over the course of the last two MDS or OASIS assessments.	1 - Care, Services and Supports
Incontinence	Lacking voluntary control over the bladder or bowel. In most people incontinence can be treated and controlled, if not cured. Specific changes in body function, often resulting from disease or the use of medications, are the cause of incontinence.	1 - Care, Services and Supports
Individual Program Plan	A written statement of the services to be provided, as developed by an interdisciplinary team, and based on a comprehensive functional assessment of an individual's active treatment needs.	1 - Care, Services and Supports
Indwelling Catheter	A catheter that remains in the bladder to drain urine into a bag.	1 - Care, Services and Supports
Infantilization	Treating older adults as children.	1 - Care, Services and Supports
Infection Control	A comprehensive program to prevent the transmission of infections protecting the residents, the staff, and visitors from contracting infections while in the facility.	1 - Care, Services and Supports
Infectious Waste	Hazardous waste that can pose health risks from communicable infectious agents.	1 - Care, Services and Supports
Informed Consent	The person giving consent receives information necessary to make a health care decision, including information about the benefits, reasonable risks, alternatives, the right to refuse, and consequences of any treatment or service.	1 - Care, Services and Supports
Initial Survey	An on-site federal survey to determine whether a provider meets the requirements to begin participating in the Medicare and/or Medicaid programs.	1 - Care, Services and Supports
Injury	Physical, financial, or emotional harm.	1 - Care, Services and Supports

Instrumental Activities of Daily Living (IADLs)	Activities that include meal preparation, housework (e.g., cooking), managing finances (e.g., keeping a checkbook) or medications, telephone use, shopping, and transportation (e.g., how one moves up and down stairs, how one moves in and out of cars).	1 - Care, Services and Supports
Interdependence	A state of living together (symbiosis) in a mutually beneficial relationship.	1 - Care, Services and Supports
Interdisciplinary Team	A facility team which allows involvement of multiple medical disciplines in providing patient care; can consist of all or some of the following professionals: physician, nurse, social worker/case manager, dietitian, therapists, pharmacists, etc.	1 - Care, Services and Supports
Internist	A physician who specializes in treating diseases related to the internal organs of the body.	1 - Care, Services and Supports
Interoperable	Electronic medical information that is available simultaneously to various health care providers.	1 - Care, Services and Supports
Jejunostomy tube (J-tube)	A surgically placed tube that enters the small intestine for the delivery of specialized nutritional formulas.	1 - Care, Services and Supports
Learned Helplessness	A psychological state in which patients believe that they can no longer do anything for themselves and must depend on others.	1 - Care, Services and Supports
License	A duly-issued certificate that permits a person to practice or a nursing home to operate in a given state.	1 - Care, Services and Supports
Licensed Practical Nurse (LPN)	A person licensed as a practical nurse by state statute. An LPN performs simple acts in the care of convalescent, sub-acute or chronically ill patients; or provides care to acutely ill patients under the specific direction of a registered nurse, physician, podiatrist or dentist. Similar to an LVN (Licensed Vocational Nurse) in some states.	1 - Care, Services and Supports
Licensure	The granting of a license to a provider that has been determined to meet a state's requirements for operation.	1 - Care, Services and Supports
Living Will	An advance directive specifying a person's wishes regarding medical treatment in the event this person becomes incompetent.	1 - Care, Services and Supports
Long Term Care (LTC)	A general term used to describe care in nursing homes. This term is also used to describe a broader continuum of care for chronic and disabled persons that include nursing homes, assisted living facilities, board and care facilities, and community care such as home health agencies. It is a variety of individualized and well-coordinated total care services that promote the maximum possible independence for people with functional limitations and that are provided over an extended period of time, using appropriate current technology and available evidence-based practices, in accordance with a holistic approach while maximizing both the quality of clinical care and the individual's quality of life.	1 - Care, Services and Supports
Long Term Care Facility	An institution, commonly referred to as a nursing home, that is duly licensed to provide long-term care services.	1 - Care, Services and Supports
Maintenance Rehabilitation	Rehabilitation that is aimed at preserving the present level of function and preventing secondary complications.	1 - Care, Services and Supports
Malpractice	Negligence or carelessness in the delivery of services according to accepted standards of care so that harm is caused to the recipient of care.	1 - Care, Services and Supports
Managed Care	An approach to delivering a comprehensive array of health care services to a defined group of enrolled members through efficient management of service utilization and payment to providers.	1 - Care, Services and Supports
MDS Completion Date	The date at which the RN assessment coordinator attests that all portions of the MDS have been completed.	1 - Care, Services and Supports

Medicaid	A state program that provides medical services to clients of the state public assistance program and, at the state's option, other needy individuals, as well as supplements hospital and nursing facility (NF) services that are mandated under Medicaid. States may decide on the amount, duration, and scope of additional services. Generally, the only types of institutions participating solely in Medicaid are Nursing Facilities (NFs) and Intermediate Care Facilities for the Mentally Retarded (ICF/MR). Also called Title 19 of the Social Security Act, it is a jointly funded federal-state health insurance program for the indigent .	1 - Care, Services and Supports
Medical Model	Delivery of health care that places its primary emphasis on the treatment of disease, relief of symptoms, and intensive use of medical technology, with little emphasis on the promotion of optimum health in a holistic context.	1 - Care, Services and Supports
Medical Nutrition Therapy	A diet ordered by a physician as part of treatment for a disease or clinical condition, or to eliminate, decrease or increase specific nutrients in the diet. (May also be called Therapeutic Diet).	1 - Care, Services and Supports
Medicare	A federal insurance program providing a wide range of benefits for specific periods of time through providers and suppliers participating in the program. Providers, in Medicare, are patient care institutions such as hospitals, hospices, nursing homes, and home health agencies. Benefits are payable for most people over age 65, Social Security beneficiaries under 65 entitle to disability benefits, and individuals needing renal dialysis or renal transplantation. Payment for services is made by the federal government through designated fiscal intermediaries (FIs) and carriers to the providers and suppliers. Title 18 of the Social Security Act to cover health care services for the elderly, certain disabled people, and those who have end-stage renal disease.	1 - Care, Services and Supports
Medicare Data Communication Network (MDCN)	(MDCN). A secure connection that is used to transmit MDS data to each state's repository. A user ID and password is issued for each person who requires access to the CMS MDS intranet.	1 - Care, Services and Supports
Medication Error	Medications not given as intended by the prescriber, as required by the drug manufacturer, or according to acceptable professional standards.	1 - Care, Services and Supports
Mental Retardation	Below-average intellectual functioning that is long term and incurable.	1 - Care, Services and Supports
Minimum Data Set (MDS)	The Minimum Data Set (MDS) is part of the U.S. federally mandated process for clinical assessment of all residents in Medicare or Medicaid-certified nursing homes. It is a core set of screening, clinical and functional status elements, including common definitions and coding categories, which forms the foundation of a comprehensive assessment.	1 - Care, Services and Supports
Misappropriation	The deliberate misplacement, exploitation, or wrongful, temporary or permanent use of a resident's (patient's) belongings or money without their consent.	1 - Care, Services and Supports
Multidisciplinary (or interdisciplinary)	A team approach to problem solving or delivery of care in which all key disciplines, such as nursing, food service, therapy, social work, and activities, participate and make joint decisions.	1 - Customer Care, Supports and Services
Multisensory Stimulation (MSS)	Also known as "multisensory behavior therapy (MSBT)," it involves stimulation of all the primary senses through a combined effect of textured objects, soft music, colored lighting, aromas, and favorite foods. Snoezelen is the Dutch term for this.	1 - Customer Care, Supports and Services
Nasoduodenal Tube	A mechanism for delivering nutrition through a tube that passes through the patient's nose and goes down into the duodenum, the first part of the small intestine.	1 - Customer Care, Supports and Services
Nasogastric tube (NG-tube)	A method of delivering nutrition through a tube that passes through the nasal openings, down to the esophagus, and into the stomach.	1 - Customer Care, Supports and Services

Neglect	Failure of the facility, its employees or service providers to provide goods and services to a care recipient that are necessary to avoid physical harm, pain, mental anguish, or emotional distress.	1 - Customer Care, Supports and Services
Negligence	Failure to exercise the degree of care that a reasonable person would exercise in similar circumstances.	1 - Customer Care, Supports and Services
Nephrologist	A physician who specializes in kidney diseases, kidney transplantation, and dialysis therapy. Nephrology is classified as an internal medicine subspecialty.	1 - Customer Care, Supports and Services
Nosocomial Infection in the LTC Facility	An infection that develops after admission to the LTCF. Infections that are incubating at the time of admission, or develop within 48 to 72 hours of admission, usually are community-acquired or hospital associated if the person was transferred from the hospital.	1 - Customer Care, Supports and Services
Nurse Aide Competency	Federal and/or state training and capability requirements needed for employment of nurse aides in nursing homes.	1 - Customer Care, Supports and Services
Nurse Aide Registry	A listing of nurse aides who have met Federal and/or State training and competency requirements needed for employment in nursing homes.	1 - Customer Care, Supports and Services
Nurse Aide, Nursing Assistant (NA)	Any individual providing nursing or nursing- related services to care recipients in a facility. This term may also include an individual who provides these services through an agency or under a contract with the facility, but is not a licensed health professional, a registered dietitian, or someone who volunteers to provide such services without pay. Nurse aides do not include those individuals who furnish services to residents only as paid feeding assistants.	1 - Customer Care, Supports and Services
Nurse Practitioner	A registered nurse with advanced training and experience. NPs can diagnose and manage most common, and many chronic, illnesses. They do so alone or along with the health care team. In many states NPs can prescribe medications and provide certain medical services that used to be done only by physicians. A nurse practitioner is a registered professional nurse currently licensed to practice in the State and who meets the State's requirements governing the qualification of nurse practitioners.	1 - Customer Care, Supports and Services
Nursing Facility (NF)	A nursing home that meets the requirements for Medicaid certification as defined in 1919(a) of the Federal Social Security Act.	1 - Customer Care, Supports and Services
Nursing Home Administrator - NHA (Nursing Facility Administrator - NFA, AKA LTCA or Long-Term Care Administrator)	The person charged to operate a nursing home and licensed by the state. "As the nursing home evolved, the title of the person was changed from operator to nursing home administrator. Since then the term nursing home has changed to nursing facility. A few states changed nursing HOME administrator to nursing FACILITY administrator. However, the term nursing facility has not become popular. Predominantly they are called nursing HOMES, so the title nursing homes administrator (NHA) is likely to remain in vogue." (Townsend, et al, page 7).	1 - Customer Care, Supports and Services
Nursing Home Quality Improvement Initiative	A program of the CMS and U.S. Department of Health and Human Services that compile information about nursing home residents on eight situations/conditions called quality measures (QMs) and makes the information available to consumers.	1 - Customer Care, Supports and Services
Occupational Therapist (OT)	A person licensed, certified, or registered under state statutes to perform as an occupational therapist. Generally these individuals are certified by the American Occupational Therapy Association (AOTA).	1 - Customer Care, Supports and Services

Occupational Therapy	Specializes in the adaptive use of the upper extremities for performing various tasks...evaluating and treating functional impairments in the ADLs. Occupational therapists (OTs)also play a vital role in evaluating the independent living environment when the patient is scheduled for discharge to home.	1 - Customer Care, Supports and Services
Ombudsman	Paid or voluntary staff that investigate nursing home complaints from residents and their families and act as resident advocates addressing concerns of nursing home residents. Many Ombudsman programs are associated with state department or boards of aging. An ombudsman is a trained professional who works independently with area nursing home residents and their families to resolve concerns they may have about their lives in a facility.	1 - Customer Care, Supports and Services
Omnibus Budget Reconciliation Act of 1987 (OBRA)	Changes to the Federal Social Security Act that significantly changed how nursing homes and home health agencies are regulated for Medicare and Medicaid certification. A law that enacted reforms in nursing facility care and provided the statutory authority for the MDS.	1 - Customer Care, Supports and Services
Oncology	A medical specialty dealing with cancers and tumors.	1 - Customer Care, Supports and Services
One-to-one Programming	Refers to programming provided to residents who will not, or cannot, effectively plan their own activity pursuits, or residents needing specialized or extended programs to enhance overall daily routine and activity pursuit needs.	1 - Customer Care, Supports and Services
Online Survey/ Certification and Reporting (OSCAR)	CMS database that includes Medicare and Medicaid certified facility demographic information, results of on-site surveys, and aggregate nursing home resident characteristics for comparison with state and national peer information.	1 - Customer Care, Supports and Services
Ophthalmologist	A physician who specializes in the treatment of diseases and injuries of the eye.	1 - Customer Care, Supports and Services
Optician	An optical technician who generally hold an associate's degree in opticianry. An optician dispenses and fits eyeglasses.	1 - Customer Care, Supports and Services
Optometrist	A licensed professional who holds a doctor of optometry (OD) degree and is trained to diagnose and treat vision problems and other eye disorders. They most commonly prescribe eyeglasses and contact lenses.	1 - Customer Care, Supports and Services
Orthopedist	A physician who specializes in correcting deformities of the skeletal system and may surgically repair bones and joints.	1 - Customer Care, Supports and Services
Osteopathic Medicine	Medical approach -- practiced by doctors of osteopathic medicine (DOs) -- that emphasizes the musculoskeletal system of the body such as correction of joints and tissues.	1 - Customer Care, Supports and Services
Outcome	The status of care provided to a resident (patient).	1 - Customer Care, Supports and Services
Palliation	Medical care that is focused on relieving unpleasant symptoms such as pain, discomfort, and nausea.	1 - Customer Care, Supports and Services
Palliative Care	Care recipient and family-centered care that optimizes quality of life by anticipating, preventing, and treating suffering. Palliative care throughout the continuum of illness involves addressing physical, intellectual, emotional, social, and spiritual needs and to facilitate care recipient autonomy, access to information, and choice.	1 - Customer Care, Supports and Services
Parenteral Nutrition (PN)	Delivering a special liquid nutritional formulation directly into the blood stream, when the gastrointestinal tract is not functioning properly.	1 - Customer Care, Supports and Services

Parkinson's Disease	A progressive disorder of the central nervous system. Clinically, the disease is characterized by a decrease in spontaneous movements, gait difficulty, postural instability, rigidity and tremor. Parkinson's disease is caused by the degeneration of certain neurons in the brain.	1 - Customer Care, Supports and Services
Passivity	A decline in human emotions, withdrawal from interactions with others and surroundings, and a decrease in motor activity.	1 - Customer Care, Supports and Services
Pathogen	Disease-causing organism.	1 - Customer Care, Supports and Services
Pathological Waste	Human waste that may contain human tissue, blood, or body fluids.	1 - Customer Care, Supports and Services
Percentile Rank	For the CHSRA QIs, a means of ranking providers based on how they compare with each other on each separate QI. The higher a provider's percentile ranking, the more apt the provider is to have a care concern.	1 - Customer Care, Supports and Services
Person Appropriate Activities	Refers to the idea that each resident has a personal identity and history that involves more than just his/her medical illnesses or functional impairments. (Miller, cited in <i>The Long Term Care Survey</i> , 2008, page 86).	1 - Customer Care, Supports and Services
Physiatrist	A physician who has specialized in physical medicine and rehabilitation.	1 - Customer Care, Supports and Services
Physical Restraint	Any manual method, physical or mechanical device, equipment, or material that meets all of the following criteria: <ul style="list-style-type: none"> • Is attached or adjacent to the resident's body; • Cannot be removed easily by the care recipient; and • Restricts the resident's freedom of movement or normal access to his/her body. 	1 - Customer Care, Supports and Services
Physical Therapist (PT)	A person licensed, certified, or registered by state statute to perform as a physical therapist. Generally, these individuals are certified by the American Physical Therapy Association (APTA).	1 - Customer Care, Supports and Services
Physical Therapy	Focuses on evaluating and treating musculoskeletal disorder... geared toward improving ambulation, joint mobility, and balance; strength training; fitting and using artificial limbs; training to use canes and walkers. (Singh, 2008, page 296).	1 - Customer Care, Supports and Services
Physician Assistant (PA)	A person who meets the applicable State requirements governing the qualifications for assistants to primary care physicians.	1 - Customer Care, Supports and Services
Pioneer Network	A national organization that began as a grassroots movement of caregivers, consumer advocates, and other who were concerned about the quality of life in nursing homes. The organization advocates cultural change in nursing facilities through educating, sharing of ideas, and forming coalitions with stakeholders such as regulators, ombudsmen, consumers, and care professionals.	1 - Customer Care, Supports and Services
Plan of Correction (POC)	A provider's plan for how and when it will correct federal deficiencies and/or state violations.	1 - Customer Care, Supports and Services
Podiatrist	A physician who treats patients with diseases or deformities of the feet.	1 - Customer Care, Supports and Services
Post-Acute Care	Care for residents (patients) who are admitted to a facility following an acute care hospitalization. Care may involve high-intensity rehabilitation or clinically complex care. Most post-acute stays are for less than 30 days. Some post-acute stays lead to long term admissions for chronic care.	1 - Customer Care, Supports and Services
Post-Survey Revisit	An on-site provider visit intended to verify correction of deficiencies and/or violations cited during a survey.	1 - Customer Care, Supports and Services

Preadmission Screening/ Annual Resident Review (PASARR)	A federal requirement to help ensure that individuals who have a mental disorder or intellectual disabilities are not inappropriately placed in nursing homes for long term care. PASARR requires that 1) all applicants to a Medicaid-certified nursing facility be evaluated for a serious mental disorder and/or intellectual disability; 2) be offered the most appropriate setting for their needs (in the community, a nursing facility, or acute care setting); and 3) receive the services they need in those settings	1 - Customer Care, Supports and Services
Pressure Sore/Ulcer	Localized damage to the skin and/or underlying soft tissue usually over a bony prominence or related to a medical or other device. A pressure injury will present as intact skin and may be painful. A pressure ulcer will present as an open ulcer, the appearance of which will vary depending on the stage and may be painful. The injury occurs as a result of intense and/or prolonged pressure or pressure in combination with shear. The tolerance of soft tissue for pressure and shear may also be affected by skin temperature and moisture, nutrition, perfusion, co-morbidities and condition of the soft tissue.	1 - Customer Care, Supports and Services
Prevalence	A type of QI or QM that provides a description of a resident or patient at a point.	1 - Customer Care, Supports and Services
Primary Care	Basic, routine, continuous, and coordinated medical care rendered by a primary care physician or a mid-level provider such as a physician's assistant or nurse practitioner.	1 - Customer Care, Supports and Services
Prior Assessment	The assessment that occurs in the most recent four months (46-165 days) preceding the target assessment (See Assessment and Target Assessment).	1 - Customer Care, Supports and Services
Program of Activities	Includes a combination of large and small group, one-to-one, and self-directed activities; and a system that supports the development, implementation, and evaluation of the activities provided to the residents in the facilities.	1 - Customer Care, Supports and Services
Provider Initiative Project (PIP)	A quality indicator information system for long term care developed by the Center for Health Systems Research and Analysis (CHSRA) at the University of Wisconsin-Madison that utilizes MDS assessment data.	1 - Customer Care, Supports and Services
Psychoactive Medication	Medications used to change, modify, or alter an individual's behavior or mood. This general term includes antianxiety, antidepressant, antipsychotic, and hypnotic medications.	1 - Customer Care, Supports and Services
Psychotropic Medications	Psychoactive medications used to change, modify, or alter an individual's behavior or mood. This general term includes antianxiety, antidepressant, antipsychotic, and hypnotic medications.	1 - Customer Care, Supports and Services
Personal User Identification (PUID)	The personal user ID (PUID) is an individual logon that is unique to each staff member who uses the ePIP system. New IDs can be requested at any time by contacting the ePIP help desk.	1 - Customer Care, Supports and Services
QI Domain	For the CHSRA QIs, the broad areas of care that represent the common conditions and important aspects of care and life to nursing home residents. Each domain is represented by one or more QIs.	1 - Customer Care, Supports and Services
Quality Assurance (QA)	The specification of standards for quality of care, service and outcomes, and systems throughout the facility for assuring that care is maintained at acceptable levels in relation to those standards. QA is on-going and both anticipatory and retrospective in its efforts to identify how the organization is performing, including where and why facility performance is at risk or has failed to meet standards.	1 - Customer Care, Supports and Services

Quality Indicators (QIs)	CHSRA's indicators of provider level and resident (patient) level status derived from MDS (OASIS) information. The QIs are pointers or signposts of resident (patient) and/or provider care problems. QIs are used by surveyors to help structure the survey process and can be used by the provider to help monitor and improve their own performance.	1 - Customer Care, Supports and Services
Quality Indicator Survey (QIS)	CMS intends to move surveys in the facility to a process of doing surveys on laptops using wireless technology. This will enable the surveyors to communicate with each other via laptop throughout the survey process itself.	1 - Customer Care, Supports and Services
Quality Measures (QMs)	Publicly reported information made available by CMS to help consumers assess the quality of nursing home care. There are two categories of quality measures: (1) conditions relevant primarily to long-term residents (patients) (chronic care), including decline in late loss ADLs, pressure sores, residents with pain, physical restraints, and prevalence of infections; and (2) short-stay (temporary) residents (patients) (post-acute care), specifically prevalence of delirium, residents with pain, and improvements in walking. Many of the QMs are based on, and virtually identical to, QIs.	1 - Customer Care, Supports and Services
Quality of Care	General area of the federal nursing home requirements that addresses specific issues.	1 - Customer Care, Supports and Services
Quality of Life	General area of the federal nursing home regulations that addresses resident (patient) life issues such as dignity, participation in activities, social services, accommodation of needs, and the facility's environment such as lighting, sound, temperature and homelike environment.	1 - Customer Care, Supports and Services
Quarterly Assessments	MDS assessments required each quarter for all residents (patients) in Medicare and/or Medicaid facilities.	1 - Customer Care, Supports and Services
Range of Motion (ROM)	The extent or magnitude of a resident's (patient's) joint movement.	1 - Customer Care, Supports and Services
Reality Orientation	A form of therapy for confused or disoriented individuals that consists of reiteration of the person's identity, orientation to time and place, and reinforcement of consistency in daily routine. Repeated attempts are made to draw the person into conversation, using simple questions, pictures, or whatever may spark their interest.	1 - Customer Care, Supports and Services
Recreational Therapist (RT)	A person certified, by a recognized certifying organization, to perform as a recreational therapist.	1 - Customer Care, Supports and Services
Registered Dietitian	The health professional designated to oversee food and nutrition services in acute and long-term care settings by both the Centers for Medicare and Medicaid Services and the Joint Commission on Accreditation of Healthcare Organizations; the professional has received a degree in nutrition science, completed a 1,000-hour dietetic internship, and passed a comprehensive national registration examination - a minimum of 15 continuing education hours must be obtained and approved by the Commission on Dietetic Registration for the registered dietitian credentials to be maintained.	1 - Customer Care, Supports and Services
Registered Dietitian (RD)	A person registered as a dietitian by state statute or the American Dietetics Association.	1 - Customer Care, Supports and Services
Registered Nurse (RN)	A person registered as a nurse by state statute.	1 - Customer Care, Supports and Services
Registered Pharmacist (RPh)	A person registered as a pharmacist by state statute.	1 - Customer Care, Supports and Services
Regulations	Federal requirements promulgated to "flesh out" the statutory requirements in the Social Security Act (see also Rules and Statutory Requirement).	1 - Customer Care, Supports and Services

Resident Assessment Instrument (RAI)	Consists of three basic components: the Minimum Data Set (MDS) version 3.0, the Care Area Assessment (CAA) process and the RAI utilization guidelines. The utilization of these components of the RAI yields information about a resident's functional status, strengths, weaknesses, and preferences, as well as offering guidance on further assessment once problems have been identified.	1 - Customer Care, Supports and Services
Resident Assessment Protocols (RAPs)	Eighteen problem-oriented guides for care planning with "trigger" conditions to signal the need for additional assessment and review (e.g., activities RAP, mood state RAP, pressure ulcer RAP, etc.). Checking certain boxes or combination of boxes upon filling out the MDS form trigger the requirement for that resident's care plan to address condition(s) identified as in need of special attention.	1 - Customer Care, Supports and Services
Resident Centered Care	Practices that encourage residents to be involved in making decisions about their care and daily activities; examples of resident-centered dietary functions include cook-to-order eating schedules, resident-involved menu planning, and buffet style or family dining meal service.	1 - Customer Care, Supports and Services
Resource Utilization Groups (RUGs)	A collection of nursing facility resident classification systems used in a variety of case mix indexed reimbursement systems. Using assessment tools like the MDS 2.0, these systems group residents by expected level of resource utilization, usually based upon staff time measurements per resident per day. Relative resource utilization is reflected in a case mix index (CMI) value assigned to each RUG cell.	1 - Customer Care, Supports and Services
Respite Care	Temporary (a few hours or up to a few days) care to offer relief for the family caregiver. Respite care may be given in the patient's home, or the care recipient may have a short stay somewhere else. It can be scheduled regularly (for example, two hours a week) or provided only when needed. Respite care is typically 14 to 21 days of care per year and can be provided in a nursing home, adult day service center, or at home by a private party.	1 - Customer Care, Supports and Services
Scope	The extent or magnitude of deficient facility practice on resident (patient) outcome. There are three levels of scope as described in the Federal Enforcement Grid (see also ENFORCEMENT GRID).	1 - Customer Care, Supports and Services
Sentinel Health Events	Significant conditions or events that exist for only a single case or a few cases. For the CHSRA QI, they may represent a significant problem that needs to be investigated (e.g., fecal impaction, dehydration, pressure ulcers—low risk).	1 - Customer Care, Supports and Services
Septicemia	Also called "blood poisoning," it is a rapidly progressing and life threatening infection due to the presence of bacteria in the blood.	1 - Customer Care, Supports and Services
Severity	The effect of seriousness of deficient facility practice on resident (patient) outcome. There are four levels of severity as described in the Federal Enforcement Grid (see also ENFORCEMENT GRID).	1 - Customer Care, Supports and Services
Shelf-Stable Food	Preserved (often canned or boxed) food which is able to be stored at room temperature for long periods and made ready for service in an emergency situation without the use of electricity.	1 - Customer Care, Supports and Services
Short-Term Stay	Admission and discharge of a nursing home resident (patient) that occurs in less than 14 days.	1 - Customer Care, Supports and Services
Side Effect	Undesirable effect of a medication that causes minimal discomfort in some people.	1 - Customer Care, Supports and Services

Significant Change	A major decline or improvement in a resident's status that 1) will not normally resolve itself without intervention by staff or by implementing standard disease-related clinical interventions; the decline is not considered "self-limiting"; 2) impacts more than one area of the resident's health status; and 3) requires interdisciplinary review and/or revision of the care plan.	1 - Customer Care, Supports and Services
Significant Change in Condition	A substantial modification in a resident's (patient's) physical, mental, emotional, cognitive, or functional status that requires a new assessment using the MDS instrument, and also generally requires notification of the resident's (patient's) attending physician, family, or guardian.	1 - Customer Care, Supports and Services
Significant Medication Error	Medication error that cause a resident (patient) discomfort and/or jeopardizes his/her health and safety.	1 - Customer Care, Supports and Services
Significant Weight Loss	The threshold used to determine when intervention and documentation is required to prevent under-nutrition from excessive weight loss; in the long term care setting, significant weight loss is 5% in 30 days, 7.5% in 90 days and 10% in 180 days.	1 - Customer Care, Supports and Services Skilled Nursing Facility (SNF)
Skilled Nursing Facility (SNF)	A nursing home that meets the requirements for Medicaid certification as defined in 1819(a) of the Federal Social Security Act. Also the term used by most states to define the type of nursing home that is licensed to provide the highest level of care.	1 - Customer Care, Supports and Services
Social Security Act	Federal statutory law that includes the requirements for participation in the Medicare and Medicaid programs.	1 - Customer Care, Supports and Services
Speech Language Pathology	Encompasses evaluation and treatment of speech, language, and cognitive disorders...treats several kinds of disorders such as aphasia, dysarthria, and dysphagia.	1 - Customer Care, Supports and Services
Speech Pathologist (SP)	A person licensed, certified, or registered by state statute to perform as a speech pathologist.	1 - Customer Care, Supports and Services
Speech Therapist (ST)	A person licensed, certified, or registered by state statute to perform as a speech therapist.	1 - Customer Care, Supports and Services
Standard of Care	The duty to have and to use the degree of knowledge and skill that is usually possessed and used by competent, prudent similar health care providers in like or similar circumstances.	1 - Customer Care, Supports and Services
Standard Precautions (SP)	Infection prevention practices that apply to all care recipients, regardless of suspected or confirmed diagnosis or presumed infection status. Standard precautions are based on the principle that all blood, body fluids, secretions, excretions except sweat, regardless of whether they contain visible blood, non-intact skin, and mucous membranes may contain transmissible infectious agents. Furthermore, equipment or items in the care recipient environment likely to have been contaminated with infectious body fluids must be handled in a manner to prevent transmission of infectious agents. Standard precautions include but are not limited to hand hygiene; use of gloves, gown, mask, eye protection, or face shield, depending on the anticipated exposure; safe injection practices, and respiratory hygiene/ cough etiquette.	1 - Customer Care, Supports and Services
Standard Survey	An on-site federal survey of nursing homes conducted every 9-15 months to determine compliance with federal regulations for Medicare and/or Medicaid.	1 - Customer Care, Supports and Services
State Operations Manual (SOM)	The title given to the current set of requirements and guidelines to surveyors. Current edition with changes in red can be downloaded from the CMS web site, www.cms.gov	1 - Customer Care, Supports and Services

Statement of Deficiency (SOD)	A written summary of noncompliance with regulations found during a federal provider survey or complaint investigation (see also VIOLATION). Statements of deficiency are written on a CMS 2567 form.	1 - Customer Care, Supports and Services
Stoma	An artificially created opening in the body.	1 - Customer Care, Supports and Services
Stroke	A sudden interruption in the blood supply of the brain. Most strokes are caused by an abrupt blockage of arteries leading to the brain (ischemic stroke). Other strokes are caused by bleeding into brain tissue when a blood vessel bursts (hemorrhagic stroke).	1 - Customer Care, Supports and Services
Subacute	Type of nursing home care that is generally considered above skilled nursing but below acute hospital care.	1 - Customer Care, Supports and Services

Substandard Quality of Care	Substandard quality of care is any deficiency in 42 CFR 483.13 -- Resident Behavior and Facility Practice, 42 CFR 483.15 -- Quality of Life or 42 CFR 483.25 -- Quality of Care that constitutes immediate jeopardy to resident (patient) health or safety; or a pattern of or widespread actual harm that is not immediate jeopardy; or a widespread potential for more than minimal harm that is not immediate jeopardy, with no actual harm. On the Federal Enforcement Grid, substandard care equates to boxes F, H, I, J, K and L, and also results in imposition of penalties (see also ENFORCEMENT GRID). Four elements are required for a civil lawsuit: (1) duty owed, (2) breach or violation of that duty, (3) damage or injury, and (4) causation.	1 - Customer Care, Supports and Services
Substantial Compliance	Minor deficiencies or violations, but a facility generally meets the intent of federal or state regulations. On the Federal Enforcement Grid, Substantial Compliance is equated to boxes A-C (see also ENFORCEMENT GRID).	1 - Customer Care, Supports and Services
Target Assessment	The most recent full or quarterly assessment that is available for the time in which the QM score is calculated (see ASSESSMENT and PRIOR ASSESSMENT).	1 - Customer Care, Supports and Services
Temperature Danger Zone	The temperature range of 40F (5C) and 140F (60C) in which food bacteria thrive and multiply rapidly.	1 - Customer Care, Supports and Services
Terminal Care	Care provided to a dying resident (patient) that may or may no include hospice care (see also HOSPICE CARE).	1 - Customer Care, Supports and Services
Texture Modification	Changing the consistency of food offered to a resident to help accommodate difficulties in chewing or swallowing; textures can include chopped food (the size of green peas), ground food (the size of apple seeds), and pureed food (the consistency of smooth mashed potatoes).	1 - Customer Care, Supports and Services
Therapeutic Diet	A diet ordered by a physician or other delegated provider that is part of the treatment for a disease or clinical condition, to eliminate, decrease, or increase certain substances in the diet (e.g., sodium or potassium), or to provide mechanically altered food when indicated.	1 - Customer Care, Supports and Services
Threshold	A set point for each CHSRA QI at which the likelihood of a problem is sufficient to warrant further investigation. There may also be a concern below the threshold especially if the percentile rank is close to the threshold. Generally, the threshold point is set at the 90th percentile (see also PERCENTILE RANK).	1 - Customer Care, Supports and Services
Transfer	(1) Movement of a patient from one surface to another, such as from a bed to a chair, or from a wheelchair to a car seat. (2) Movement of a patient from one facility to another.	1 - Customer Care, Supports and Services
Transitional Care Unit (TCU)	A skilled nursing unit located within a hospital.	1 - Customer Care, Supports and Services
Transmission-based Precautions	Infection control precautions to follow when caring for patients who have communicable disease. These precautions are used in addition to standard precautions.	1 - Customer Care, Supports and Services
Universal Precautions	Measures taken to prevent transmission of infection from contact with blood or other body fluids or materials having blood or other body fluids on them, as recommended by the U.S. Public Health Services Centers for Disease Control and adopted by the US Occupational Safety and Health Administration (OSHA) as 29 CFR 1910.1030.	1 - Customer Care, Supports and Services
Unnecessary Drug	Any of the following: drug that is given without a medical reason; drug given in excessive doses; drug given for an excessive amount of time; drug without adequate monitoring; drug given with side effects and/or adverse drug reactions indicate the drug should be reduced or discontinued.	1 - Customer Care, Supports and Services

Validation Therapy	A type of therapy in which a person's belief that he or she is actually living in the past is accepted and validated by staff members working with the patient.	1 - Customer Care, Supports and Services
Variance	The granting of an alternate requirement in place of a federal or state regulation.	1 - Customer Care, Supports and Services
Ventilator	A small machine that takes over the breathing function by automatically moving air into and out of the patient's lungs.	1 - Customer Care, Supports and Services
Violation	A written summary of noncompliance with regulations found during a state provider survey or complaint investigation (see also STATEMENT OF DEFICIENCY). The written document is generally called a Notice of Violation.	1 - Customer Care, Supports and Services
Vital Signs	Generally, body temperature, pulse rate, blood pressure, and respiratory rate are referred to as vital signs. Any abnormalities in these measures triggers further clinical evaluation.	1 - Customer Care, Supports and Services
Waiver	The granting of an exemption from a federal or state regulation (see also VARIANCE).	1 - Customer Care, Supports and Services
Immediate Jeopardy (IJ)	A situation in which a provider's noncompliance with one or more regulations has caused, or is likely to cause, serious injury, harm, impairment, or death to a resident (patient). (42 CFR Part 489.3.)	1 - Customer Care, Supports and Services & 4 - Leadership & Strategy
Adverse Impact	Under the Civil Rights Act of 1964 and its amendments, adverse impact occurs whenever the selection rate for any protected group is less than 80% of the rate for the group with the highest rate. The focus is on the hiring standard used by the employer as a method of screening applicants. "The burden of proof is on the employer to show that a hiring standard is job related."	2 - Operations
Affirmative Action	Review of a facility's hiring practices (recruiting, advertising, and data on the applicants) by the federal government to ensure conformity to the 1964 Civil Rights Act and its amendments. Legal violations can be processed if it is determined that the facility has discriminated based on age, sex, marital status, race, religion, handicap or national origin.	2 - Operations
Arbitration	Utilization of a third party to resolve disputes. As used here, this concept is related to facilities that have unions. The third party hears the arguments on both sides and then makes a decision which is binding on both the union and the facility.	2 - Operations
Bargaining Unit	Determination by the National Labor Relations Board of which workers will be grouped together for the purposes of forming or taking steps towards forming a union.	2 - Operations
Benefits (Fringe Benefits)	Compensation other than wages paid to workers, such as paid vacation/leave, paid health insurance, and retirement plans.	2 - Operations
Career Ladder	Paths or promotion routes established by the organization along which employees can seek to progress, such as financial assistance and release time to CNAs who seek to become a licensed nurse, or a licensed practical nurse who seeks to become a registered nurse.	2 - Operations
Career Paths	Defined avenues for upward mobility available to employees within an organization (similar to career ladder)	2 - Operations
Clinical Approach to Hiring Decision	A hiring technique in which the employer makes the decision after reviewing all the information in hand about the match of the applicant and the job (see also STATISTICAL APPROACH)	2 - Operations

Coaching	Either help given by a superior to a subordinate, or personal assistance from a person who is not the employee's supervisor, but may be a manager of another division or from outside the company.	2 - Operations
Collective Bargaining	Bargaining by groups of workers recognized and constituted through supervised election procedures under the National Labor Relations Board.	2 - Operations
Compensation Management	Determining and administering wage, incentive, and benefit programs for a facility.	2 - Operations
Compensation Theory	Ideas or approaches to the functions of wages and benefits in motivating employees to meet the requirements of the employer (see e.g., EQUITY THEORY).	2 - Operations
Controlling	(as a managerial behavior) Determination by administration of how well jobs have been done and what progress is being made to achieve the organization goals, then taking necessary corrective actions to achieve these goals. It is the process of monitoring, evaluating and correcting.	2 - Operations
Cost of Living Allowance (COLA)	Upward adjustments in wages during times of inflation to assist workers to maintain their purchasing power.	2 - Operations
Cultural Competency	The ability of service agencies to understand the world view of clients of different cultures, and adapt practices to ensure their effectiveness.	2 - Operations
Cultural Diversity	The mosaic of individuals and groups with varying backgrounds, experiences, styles, perceptions, values and beliefs.	2 - Operations
Discrimination	The use of any selection procedure which has an adverse impact on the hiring, promotion or other employment or membership opportunities of members of any race, age, religion, marital status, sex, or national origin.	2 - Operations
Employee Assistance Program (EAP)	24-hour, 7-day-a-week confidential telephone service providing assistance to employees on matters such as child and elder care, substance abuse, financial counseling, etc.	2 - Operations
Employee Handbook	A compilation of the facility policies that directly relate to work conditions. It is often treated as a binding contract by the courts.	2 - Operations
Empowerment	The concept of encouraging and authorizing workers to take the initiative to improve operations, reduce costs, and improve quality of services.	2 - Operations
Equal Employment Opportunities Commission (EEOC)	The organization was created by the Civil Rights Act of 1964 to carry out the provisions of that act. Also administers ADA, ADEA, Equal Pay Act, Pregnancy Discrimination, GINA, and other acts.	2 - Operations
Equity Theory	Concept that employees seek an exchange in which their wages and benefits are equal to their work effort, especially when compared to wages and benefits being paid to similarly situated co-workers.	2 - Operations
Error of Central Tendency	Error by supervisors using rating scales in employee evaluations when consistently giving only moderate scores to employees on performance appraisals, regardless of whether the employee is a poor or an outstanding performer.	2 - Operations
Expectancy Theory	Belief that the level of motivation to perform (make an effort at work) is a mathematical function of the expectations individuals have about future outcomes multiplied by the value the employee places on these outcomes.	2 - Operations
Federal Mediation and Conciliation Service (FMCS)	A federal agency making government facilities available for conciliation, mediation and voluntary arbitration of labor disputes.	2 - Operations
Flex Time	A program allowing employees to choose the hours they work, so long as they put in the expected number of hours per time period.	2 - Operations

Flexible Spending Account	An optional benefit in which employees can set aside a designated amount of funds for future medical services. As medical services are incurred, the charge is made against the account. The funds are usually a pre-tax withdrawal from the employees check. This optional benefit must be a careful calculation and is usually for persons that have consistent or relatively high medical expenses. There is an administrative fee from the processing agent and funds not used can't be carried over to the next year.	2 - Operations
Global Rating	A summary score based on the components of a performance appraisal.	2 - Operations
Goal Setting	Setting of objectives to be achieved by an employee before the next performance appraisal.	2 - Operations
Grievance Procedure	The established method, and outlined in the employee handbook, by which an employee can have any decision of a supervisor reviewed by higher level management with the organization.	2 - Operations
Halo Effect	Error made by supervisors using rating scales in an employee evaluation where they value one particular type of job behavior and permit the presence or absence of that one trait to color several or most other trait ratings.	2 - Operations
Health Insurance	A fringe benefit available to many nursing facility employees. Typically the employee is covered free or shares in the cost, and can obtain family coverage for an additional periodic payment.	2 - Operations
Health Insurance Portability and Accountability Act (HIPAA)	Established principles of patient privacy and confidentiality regarding use and misuse of their personal medical information and records, as well as standards for communication, storage and transmission of information.	2 - Operations
Human Resource Management	The organizational function of planning for human resource needs, recruitment, selection, compensation, development, evaluation, and handling of grievances and labor relations.	2 - Operations
In Migration--Out Migration	Movement of laborers into or out of the geographic area within which a facility is recruiting for specific positions.	2 - Operations
Individual Bargaining	Individuals with skills especially needed by a facility may be able to negotiate a higher wage than other employees in similar positions.	2 - Operations
In-Service Training	Seminars, online programs, DVDs, workshops, etc., offered during the work career of the employee. An "in-service" is an educational session.	2 - Operations
Job	A collection of tasks assigned to an employee.	2 - Operations
Job Analysis	The process of defining a position in terms of tasks or behaviors required, specifying the qualification of the employee to be assigned those duties.	2 - Operations
Job Bidding	The practice of posting available jobs on bulletin boards and encouraging employees to apply or bid for openings.	2 - Operations
Job Description	A statement of the tasks to be done based on the job analysis, usually including a list of duties and responsibilities of the position in order of importance.	2 - Operations
Job Evaluation	The process of assessing and rating all jobs in an organization as a basis for the wage and salary system.	2 - Operations
Job Family	A group of two or more jobs that have similar duties, for example, the duties of the registered nurse and licensed nurse practitioners.	2 - Operations
Job Posting	Same as job bidding; a form of internal recruitment in which the job opening is literally posted on the bulletin boards, inviting employees to bid.	2 - Operations

Job Specification	A statement of the skills, education, and experience required to perform the work. This is derived from the job description.	2 - Operations
Job Title	Naming of the job to distinguish that job from all other jobs, often indicating level, e.g., Supervisor II.	2 - Operations
Job Worth	Establishing the value of a job by comparing it to all other jobs to be accomplished by an organization.	2 - Operations
Key Job Comparison	A method of establishing wage rates for jobs, based on comparing all jobs in the organization to a touchstone job in the facility, such as nursing.	2 - Operations
Labor Market	The geographic area from which applicants for positions are to be recruited.	2 - Operations
Layoff	Temporary dismissal of workers from their jobs due to lack of work, not "for cause."	2 - Operations
Leniency Error	Consistently giving high ratings to all employees when evaluating employees in an attempt to avoid conflict.	2 - Operations
Life Insurance	Some facilities offer free or shared fees for life insurance (a specific payment amount upon the death of the insured), usually term type life insurance, as a benefit. Term insurance features low premiums or high-dollar coverage, but has no cash, loan or other value.	2 - Operations
Line Manager	Person responsible for performing most of the personnel functions, who is delegated authority by the administrator to make decisions on his/her behalf and authority to commit facility resources.	2 - Operations
Manpower Inventory	A projection of the present and future availability of qualified personnel in a number sufficient to meet facility needs.	2 - Operations
Mediation	Another concept that is related to facilities that are unionized. In this case, the third party seeks to reach a settlement between the union and the facility on an issue.	2 - Operations
Mentor	An individual who agrees to advise a person over a set period of time.	2 - Operations
National Labor Relations Board	An organized panel set up to administer the process under the National Labor Relations Act, under which unions become certified as the bargaining agents for groups of workers.	2 - Operations
Nepotism	Favoring one's family members in hiring practices.	2 - Operations
On-The-Job-Training	Assignment of employee to one staff member who assists the employee to acquire the capabilities required in a position in the facility.	2 - Operations
Organizing	(a managerial behavior) The grouping of activities and people who will carry them out, assigning roles and delegating authority.	2 - Operations
Ownership	Term coined to suggest giving employees a proprietary sense of participation in the facility and its goals through treating employees as members of a team.	2 - Operations
Performance Evaluation	Usually an annual evaluation of employees in which the performance of the employee is formalized into written appraisals or rating scales by the administrator and given to the employee prior to a face-to-face meeting to review the evaluation and allow the employee to respond to the comments or rating. This evaluation is based on clear measures and goals set the previous year. Setting work goals for the next evaluation period is also part of this evaluation process.	2 - Operations
Performance Feedback	Same as performance evaluation; comments by the employee on the employee on the evaluation by the administrator.	2 - Operations

Performance-Centered Objectives	Stating training goals in terms of behaviors that can be learned and observed by supervisors or others, e.g., ability to demonstrate proper procedures for turning a resident suffering from pressure ulcers.	2 - Operations
Personnel Manager	A staff function. Assists line managers in record keeping, recruitment, selection, training and retaining employees as well as compensation management and performance evaluation. This person is most responsible for the human resources function.	2 - Operations
Planning	(as a managerial behavior) Deciding what is to be done, setting short- and long-term objectives, then identifying the means for achieving them. Requires forecasting the economic, social, and political environment anticipated for the organization and the resources that will be available to it.	2 - Operations
Position	The responsibilities and duties performed by one individual. There are as many positions as there are employees.	2 - Operations
Preliminary Interview	A short questionnaire and interview used by some facilities to help screen out unsuitable applicants for a position.	2 - Operations
Prevailing Wage Rate	The wages paid by the predominant number of facilities in a community. Most businesses indicate they pay the prevailing wage rate or a competitive rate.	2 - Operations
Preventive Labor Relations	Maximizing the communication and facility acceptance by non-unionized employees in hope that they will feel no need to form a union to achieve their work goals.	2 - Operations
Progressive Discipline	Use of a specified number of verbal, then more stern written warnings for each offense of the same rule before suspending or firing an employee.	2 - Operations
Rate Range	The pay variation permitted within a class or grade of jobs.	2 - Operations
Rating Scale	Listing a number of characteristics, traits and/or requirements of an employee's position on a line or scale which is checked off by the rater as the degree to which the employee does or does not possess a specified characteristic, trait, or ability to fill a slated requirement.	2 - Operations
Ratio Hiring	Requirement by a government agency that an employer increase the proportion of women or minority persons in the employer's workforce.	2 - Operations
Reasonable Accommodation	Actions such as alteration of facilities and the work environment as well as job restructuring to focus on the essential functions, and altering or eliminating nonessential aspects of a job in order to accommodate a disabled employee.	2 - Operations
Referrals	Recommendations by others of a person for a position at a facility.	2 - Operations
Search Firm	Employment agency which usually focuses its efforts on middle and upper level positions, often conducting national searches, charging the employer for the services.	2 - Operations
Staffing	Involves such activities as recruiting, orienting, training, rating, disciplining and terminating employees.	2 - Operations
Statistical Approach to Hiring	Identifying the most valid predictors of job success, then using weights in a formula to choose among applicants for a position (see also CLINICAL APPROACH).	2 - Operations
Task	A coordinated and aggregated series of work elements used to produce an output (e.g., making beds).	2 - Operations
Task Analysis	Review of job descriptions and activities essential for performing each job (step two of establishing training needs).	2 - Operations

Uniform Guidelines on Employee Selection Procedures	A publication of four federal agencies in 1987 setting standards by which federal agencies determine the acceptability of validation procedures used for written tests and other selection devices.	2 - Operations
Wage Class	Establishment of pay grades and rates by employers to both achieve equity and offer some flexibility to supervisors in setting an employee's wage.	2 - Operations
Wage Mix	Determination of wage rates by considering the labor market, prevailing wage rates, cost of living, ability to pay, collective bargaining agreements, individual bargaining agreements, and value of the job.	2 - Operations
Wage Policy	Decisions by management on the rate of pay for the facility staff, the amount of discretion supervisors may use in setting individual salaries, the spread between pay rates for long-time and new employees, and the periods between pay raises together.	2 - Operations
Accelerated Method of Depreciation	A depreciation method that allows for larger amounts of depreciation in early years and smaller amounts in later years. The double declining-balance method is an example. (This enables the owner to receive tax and/or reimbursement benefits more quickly than using the straight line method.	2 - Operations
Accounting	The process of identifying, recording, and communicating information about the financial position and results of operations of a business entity, using principles designed to facilitate informed decision-making by the entity's managers as well as by external groups.	2 - Operations
Accounting Equation	$Assets = Liabilities + Owners' Equity (capital)$. This equation states that the assets of a firm are equal to the claims of the creditors plus the claims of the owners. The balance sheet is a detailed statement of this equation.	2 - Operations
Accounts Payable	Amounts owed to suppliers for goods and services.	2 - Operations
Accounts Receivable	Amounts owed to the facility for services or for the sale of goods.	2 - Operations
Accrual Basis of Accounting	A system of accounting in which revenues are recorded in the period earned, and expenses are recorded in the period incurred even if cash is received or paid in a later or earlier time period. (Contrast with CASH BASIS of accounting).	2 - Operations
Accumulated Depreciation	The total depreciation from the start of the life of a plant asset to any point in time. On the balance sheet, there is a deduction for accumulated depreciation taken from the gross evaluation of depreciable plant and equipment to yield a net evaluation.	2 - Operations
Acid-Test Ratio (or Quick Ratio)	Cash and other current assets that can be converted to cash right away (such as marketable securities and current receivables) divided by current liabilities. A measure of the ability of a firm to pay its current liabilities in the very short term (see also CURRENT RATIO).	2 - Operations
Adjusting Entries	Entries made at the end of an accounting period to record certain transactions or other accounting events that have not been recorded or have been improperly recorded during the accounting period. Examples include entries for depreciation expense and unused portions of prepaid expenses.	2 - Operations
Administrative Information System	Information technology that is designed to assist in carrying out financial and administrative support activities such as payroll, patient accounting, billing, accounts receivable, materials management, budgeting, cost control and office automation.	2 - Operations

Aging of Accounts Receivable	Summarizing unpaid balances in terms of age groups, such as: currently due, 1-30 days past due, 31-60 days past due each of the remaining 30-day periods through 151-180 days past due, and finally past due more than 180 days. This classification may be broken down by type of debtor. Aging receivables is a step in the collections effort, in reporting on the balance sheet a deduction from accounts receivable for estimated bad debt, and in making write-off decisions.	2 - Operations
Aging Schedule	Also called an "aging report," it shows the length of time that various amounts within each patient's account have been outstanding (not paid).	2 - Operations
Allowable Charge	The maximum fee that a third party will use in reimbursing or paying a provider for a service rendered.	2 - Operations
Allowable Costs	Costs that are reimbursable under a third-party payment formula.	2 - Operations
Amortization of Debt	The periodic reduction of a debt by regular payments applied to both principal and interest over a scheduled period.	2 - Operations
Ancillary Charges	Extra charges for supplies and services, e.g., drugs and lab tests, that are not included in the per diem rate.	2 - Operations
Anti-Kickback Law	The Medicare and Medicaid Anti-Kickback Law penalizes anyone who knowingly and willfully solicits, receives, offers, or pays a remuneration in cash or in kind to induce, or in return for: A. Referring and individual to a person for the furnishing, or arranging of the furnishing, of an item or service to be paid for by the Medicare or Medicaid program; or B. Arranging or recommending the purchase, lease, or order of goods or services to be paid for under Medicare or Medicaid. Violators are subject to criminal penalties or exclusion from participation in the Medicare and Medicaid programs, or both (see also SAFE HARBORS).	2 - Operations
Assets	Resources owned by a business that are measured in monetary terms. On a balance sheet, assets are generally classified into current and noncurrent portions. Current Assets are cash, accounts receivable, supply inventories, and prepaid expenses. Noncurrent assets include Property, Plant & Equipment (PP&E) (also referred to as fixed assets, capital assets, or plant assets) which are assets having an estimated life in excess of one year and not intended for sale in the ordinary course of operations.	2 - Operations
Assisted Living Facility (ALF)	Term applied to broad array of residential options for frail senior who need assistance with one or more activities of daily living, such as dressing or bathing, but do not require continuous skilled nursing care. ALF's generally emphasize a homelike environment offering a maximum amount of independence, privacy, and choice.	2 - Operations
Audit	Examination of accounting systems, controls, and records to ascertain their conformity to legal and professional standards and their adequacy in protecting against loss of assets by fraud and waste.	2 - Operations
Average Daily Census	The average number of patients per day over a specified period of time such as a week, a month, or a year.	2 - Operations
Baby Boomers	People born between 1946 and 1964. This age group constitutes approximately 70 million Americans who will start retiring around 2010. By 2030, when all the Baby Boomers will have retired, experts predict that they will severely strain the nation's health care system.	2 - Operations
Bad Debt	An account receivable determined to be uncollectible.	2 - Operations

Balance Sheet (or Statement of Financial Position)	A report summarizing a firm's assets, liabilities, and owners' equity at a specific date.	2 - Operations
Bank Statement	Statement sent by a bank to a bank account holder showing beginning and ending balances, and all transactions in the account for a month.	2 - Operations
Bank Statement Reconciliation	Process of explaining and correcting any discrepancies between a bank statement balance and the depositor's record of the cash balance.	2 - Operations
Benefit Period	Period of consecutive days during which covered services furnished to a patient, up to certain specified maximum amounts, may be paid for by an insurance plan. Each insurance carrier has its own definition of benefit period.	2 - Operations
Bidding	The process of requesting from vendors a response (bid or offer) to provide goods or services according to written specifications. The bidding may be closed (directed to select bidders) or open (to all bidders). The bids may be negotiated (as to price, payment terms, etc.) before a contract is finalized.	2 - Operations
Bonds	Interest-bearing notes, usually in \$1,000 or \$5,000 amounts, in which the issuer (borrower) promises to repay the bondholder (lender) the principal and interest of a loan according to a schedule.	2 - Operations
Bookkeeping	The clerical process of recording the financial transactions of an organization.	2 - Operations
Break-Even Point	The point at which total revenues for a firm or a program are equal to the total expenses incurred. This may be illustrated on a graph where revenues (and expenses) are plotted on the vertical axis while resident-days are plotted on the horizontal axis. Look for the point where the line representing total cost (fixed plus variable) intersects with the line representing total revenue. The number of resident-days indicated by the point on the horizontal axis directly below this intersection is the number of resident days needed for the firm or program to break even, i.e., neither incur any loss nor make any profit.	2 - Operations
Budget	A tool for exercising financial control. It sets expectations that become financial objectives that the administrator is responsible for achieving. "Budgeting" is the process of financial planning.	2 - Operations
Case-Mix-Based Payment Systems	Payment systems used by Medicare and many state Medicaid programs under which the per diem rates for each nursing facility are determined in part by some measure of the acuity, and thus the likely resource consumption, of each covered resident in the facility. Assessments are conducted to classify covered residents into defined groups based primarily on functional disability scores, but certain diagnoses, service needs and behavioral problems may also be considered. The per diem rate is different for each group, with higher rates paid for residents needing and receiving more services.	2 - Operations
Cash Basis of Accounting	A system of accounting in which revenues are recorded when cash is received, and expenses are recorded when cash is paid (contrast with accrual basis of accounting).	2 - Operations
Cash Flow	Cash inflows from collections of revenues and other sources minus cash outflows for payments of expenses and liabilities. A cash budget of cash-flow forecast projects these amounts, whereas a cash flow report shows actual experience.	2 - Operations
Census	Number of patients in a facility on a given day.	2 - Operations
Charity Care	Care provided to a patient who does not have the capacity to pay.	2 - Operations

Chart of Accounts	A list of names and numbers of all the accounts used in a business. There typically are accounts for various subcategories of each of the following: assets, liabilities, owner's equity, revenues, and expenses.	2 - Operations
Civil Law	Body of laws governing private legal affairs, such as private rights and duties, contracts, and commercial relations.	2 - Operations
Civil Liability	The three primary sources in health care malpractice lawsuits are: (1) failure to obtain consent before intervening in the life of the resident; (2) breach or violation of a contract or promise; and (3) the rendering of substandard, poor-quality care.	2 - Operations
Claim	A bill submitted to the fiscal intermediary claiming payment for services provided.	2 - Operations
Collection period	Number of days' worth of revenue that is accounts receivable.	2 - Operations
Contractual Discount	The difference between the rate the facility normally charges for services to its self-pay residents, and the lower rate that the facility has agreed to receive as reimbursement from Medicare, Medicaid, or other third-party payers. For external reporting purposes, revenues are recorded as the amount to be actually collected. However, for internal reporting purposes, management may record such contractual discounts as deductions from operating revenues on the income statement and accounts receivable on the balance sheet so that the amount of discounts given to each payer class is known.	2 - Operations
Controller (or Comptroller)	The chief accountant of a firm.	2 - Operations
Cost Center	An organizational unit charged with responsibility for controlling its own costs, and so its costs (for salaries, supplies, etc.) are separately accumulated in the accounts. A cost center may or may not be a revenue center, i.e., a unit providing direct services to patients for which they are charged.	2 - Operations
Cost Shifting	Practice by health care providers of charging private-pay patients more than the actual costs of their care, in order to compensate for shortfalls in payments for patients covered by Medicaid and other government programs which may pay less than actual costs.	2 - Operations
Current Ratio	Current assets divided by current liabilities. A measure of a firm's ability to pay current debts. A current ratio much below 1.00 (or 1:1) may indicate problems in meeting current liabilities as they become due. (see also ACID-TEST RATIO).	2 - Operations
Days in Resident Accounts Receivable	The number of days during which expenses could be paid using the cash on hand. It is: $\frac{\text{Cash} + \text{Marketable Securities}}{\text{Total operating expenses minus depreciation}} \times 365$	2 - Operations
Days of Care	Also called "Patient Days." Cumulative census over a specified period of time.	2 - Operations
Debt Service Coverage Ratio	Projected annual cash flow (i.e., excess of cash receipts over cash expenses), divided by required annual debt payments. Measure used by potential lenders of the credit-worthiness of an entity.	2 - Operations
Debt-to-Assets Ratio	A measure of the relative obligations of a facility. Generally, the lower the debt ratio, the more financially sound the facility is believed to be. The ratio is calculated by: $\frac{\text{Current Liabilities} + \text{Noncurrent Liabilities}}{\text{Total Assets}}$	2 - Operations

Deemed Status	Medicare rule that a hospital accredited by the Joint Commission on Accreditation of Healthcare Organizations is deemed to have met the Medicare certification criteria.	2 - Operations
Depreciation	The systematic allocation of the cost of a fixed asset to expense over its useful life.	2 - Operations
Differentiation	A competitive strategy in which a facility creates distinctive features that allow customers to distinguish the facility's offer from that of its competitors.	2 - Operations
Dividend	A distribution of earnings to shareholders of a corporation.	2 - Operations
Double-entry Accounting	The system of recording transactions that requires each transaction to be recorded at least twice: as an addition or subtraction to one account (and that is called a debit), and as an addition or subtraction to at least one other account (and that is called a credit). This system provides a logical way to record much information. At the end of a period, after all adjusting entries are made, the sum of the debits should equal the sum of the credits. When a trial balance indicates that these two totals are equal, the "books balance" and financial statements can be prepared. Failure to find this equality is an indicator that one or more recording errors were made.	2 - Operations
Double-entry Rules	Increases in asset accounts and expense accounts are recorded as debits; decreases are credits. Increases in liability, revenue, and owners' equity accounts are credits, decreases are credits.	2 - Operations
Durable Power of Attorney	Appointment of an agent who is empowered to act on behalf of the person creating the power in the case of future incompetence. (Ordinary POA ends when the person creating the power becomes incompetent).	2 - Operations
Earnings Before Interest, Taxes, Depreciation, Amortization, and Rent (EBITDAR)	Earnings before interest, taxes, depreciation, amortization, and rent. This shows cash flow available to pay interest, rent and taxes after paying operational costs. It is a measure used by potential lenders of the credit-worthiness of an entity.	2 - Operations
Elimination Period	In a long-term care insurance plan, the initial waiting period during which LTC services are used but not covered by insurance.	2 - Operations
Equity	The excess of a firm's assets over its liabilities equals the owner's equity (in a for-profit corporation).	2 - Operations
False Claims Act	Federal law that provide for civil or criminal penalties for individuals and entities for submitting a false claim, or causing a false claim to be submitted, to a federal health care program. False or fraudulent claims include claims for items not provided or not provided as claimed, claims for services that are not medically necessary, and claims when there has been a failure of care. Many states have a parallel law that applies to the state Medicaid and other state health care programs.	2 - Operations
First In, First Out (FIFO)	<ol style="list-style-type: none"> Inventory usage ideal of using the oldest supplies first (as long as the use-by or expiration date has not been reached). To facilitate this, new supplies are shelved based on the use-by or expiration date, so that the oldest products are stored in front of, or otherwise made more accessible than, more recently acquired products. Inventory costing method for balance sheet purposes that assumes that the first goods purchased (first-in) are the first goods used (first-out), so the ending inventory should be valued at the cost of the most recent goods purchased. The Last In, Last Out method assumes the opposite, and values ending inventory at the cost of the earliest goods purchased. 	2 - Operations
Fixed Costs	Costs that do not vary with the number of patients. These costs are not controllable.	2 - Operations

Flexible Budget	An adjusted budget in which the budgeted costs are raised or lowered to reflect the actual census.	2 - Operations
Fraud	Deliberate deceit by providers or consumers in obtaining payment for services that were not actually delivered or received, or in claiming program eligibility. To be distinguished from abuse, which refers to improper or excessive use of program benefits, resources, or services by either providers or consumers. Abuse is not necessarily intentional or illegal.	2 - Operations
Funded Depreciation	The setting aside of a portion of retained earnings (equal to a depreciation expense) in a separate account designated to be used only for the purchase of replacement capital assets.	2 - Operations
General Ledger	Financial record, consisting of a collection of accounts, that summarizes all the entries in each of the journals for an accounting period, for the purpose of keeping a continuous record of account balances and arriving at a trial balance.	2 - Operations
Generally Accepted Accounting Principles (GAAP)	The policies, standards, and rules followed by accountants in the preparation of financial statements and in recording and summarizing transactions.	2 - Operations
Health Maintenance Organization (HMO)	An organization that has management responsibility for providing comprehensive health care services on a prepayment basis to voluntarily enrolled persons within a designated population.	2 - Operations
Historical Cost (or Acquisition Cost)	Cost of acquiring a depreciable asset, which includes not only the purchase price but also the cost of taxes, shipping, assembly and installation.	2 - Operations
Home- and Community-Based Services (HCBS) Waiver	Enacted under Section 1915(c) of the Social Security Act, the program allows states to offer LTC services that are not otherwise available through the Medicaid program. The latter had authorized payments for institutional care only.	2 - Operations
Income	An increase in owner's equity resulting from services rendered or goods provided.	2 - Operations
Income Statement (or Statement of Revenue and Expenses)	A report which lists in summary form revenues and expenses for a certain time period, such as a month or a year. A profit results from an excess of revenues over expenses for the period, and a loss occurs when expenses exceed revenues. So the income statement also shows profit or loss, and is therefore also called the profit-and-loss (or P-and-L) statement.	2 - Operations
Independent Contractors	Category of persons providing services who are not considered by the IRS as employees. Therefore, employers generally do not have to withhold federal income tax or FICA taxes on payments to independent contractors. The IRS offers 20 guidelines for determining whether an individual falls into this category. The general rule is that independent contractors "follow independent trade, business or profession in which they offer their services to the general public," and those who pay for their services "have the right to control or direct only the result of the work and not the means and methods of accomplishing the result." However, employers who pay an independent contractor \$600 or more during a year must issue and file a Form 1099-MISC.	2 - Operations
Intangible Asset	An item or right that has no physical substance and provides an economic benefit. The reputation of a nursing facility as the best caregiver in the community is a valuable intangible asset, for example.	2 - Operations
Inventory	The goods and materials on hand which are to be used in producing services or held for resale.	2 - Operations
Invoice	Document prepared by a seller for a buyer that describes goods sold or services rendered and the terms for payment.	2 - Operations

Journal	Book of original entry, the first place in which transactions are formally recorded. Entries are in chronological order. A separate journal is generally maintained for the following categories of transactions: cash receipts, cash payments, billings, accounts payable, and payroll. A General Journal is used for entries that do not properly belong in any of the other journals, and for adjusting entries. Adjusting entries include entries for depreciation, prepaid expenses, and inventory usage.	2 - Operations
Kerr-Mills Act	Congressional legislation that made federal funds available to states for health care for the needy.	2 - Operations
Kickback	A portion of a fee, salary, or other payment that is given to a third party for having assisted—or refrained from preventing—the payment in the first place. Most types of kickbacks are unethical or illegal.	2 - Operations
Lease	A contract requiring the lessee (user) to make periodic payments (rentals) for a specified period of time to the lessor (owner) for the use of an asset. Operating leases are generally for a short term or limited number of years. A capital lease is a long-term lease agreement extending generally for the entire life of equipment or property leased. Operating lease expenses are listed on the income statement. Capital leases should be reported as assets and as long-term liabilities on the balance sheet. The asset (capital lease) is amortized for depreciation based on its useful life.	2 - Operations
Liabilities	Debts owed by a firm to a persons or firms other than its owners. On a balance sheet, liabilities are classified as current if they are due within one year from the balance sheet date, and long-term (or non-current) if they are due more than one year from the balance sheet date.	2 - Operations
Line of Credit	Form of financing in which a financial institution commits itself to make a loan to a company up to a specified maximum amount. The company may choose to use its line of credit, subject to the terms of credit, when and if the need arises.	2 - Operations
List of Excluded Individuals/ Entities	Online database maintained by the OIG (www.hhs.gov/oig) providing information regarding over 15,000 individuals and entities that are excluded from participation in Medicare, Medicaid and other federal health care programs. Certified facilities should check (and periodically recheck) this list and must refrain from contracting with or otherwise doing business with anyone on it in the course of providing items or services for which payment may be made under a federal health care program. Providers are advised to check also the General Services Administration (GSA) monthly “List of Parties Excluded From Federal Procurement and Non-procurement Programs.”	2 - Operations
Loan-to-Value Percentage	The maximum loan amount based on a percentage of the borrowing facility's appraised value.	2 - Operations
Long-Term Asset	An asset with future economic benefits that are expected for a number of years. Long-term assets are reported on the balance sheet as noncurrent assets and include buildings and equipment. A new central building for a life care community may have a long-term expected asset value for perhaps 40 or more years to come.	2 - Operations
Managed Care Organization (MCO)	Entity that integrates the financing and delivery of health care to covered individuals by means of arrangements with a limited number of selected providers. It provides financial incentives for membership, quality assurance programs, and formal utilization management programs (i.e., processes to evaluate the necessity, appropriateness, and efficacy of health care services). (see also Medicaid MCO).	2 - Operations

Medicaid Managed Care Organization (MCO)	Entity that has entered into a risk contract with a state Medicaid agency to provide a specified package of benefits to Medicaid enrollees in exchange for a monthly capitation payment on behalf of each enrollee. These plans may include or carve out acute care services. Some MCOs coordinate Medicare and Medicaid services for dually eligible beneficiaries. Such arrangements may include a capitated amount for both Medicare and Medicaid services or only Medicaid with an additional fee paid to the MCO to coordinate Medicare services that are not part of the plan.	2 - Operations
Mortgage	A written promise giving a creditor an interest in the debtor's property as security (collateral) for a debt.	2 - Operations
Net present value	In corporate finance, the present value (i.e., the value of cash to be received in the future expressed in current dollars) of an investment in excess of the initial amount invested. When a proposed project, such as building a new wing has a positive net present value, it should perhaps proceed; when a proposed wing shows a negative net present value, it should perhaps be delayed or abandoned.	2 - Operations
Note	A written promise to pay a specific sum with or without interest at a fixed future date.	2 - Operations
Occupancy Rate	The ratio of actual number of resident days to the total possible resident days, usually expressed as a percentage. Alternatively, the ratio of occupied beds to available licensed beds. For example, if a facility has 100 beds and 80 are occupied for a day, the occupancy rate is 80/100 or 80%. This may be reported as the average of the daily occupancy rates for a period, such as 30 days or a year. A particular resident's bed may be considered an occupied bed in calculating this rate even though that resident is in the hospital or temporarily discharged for some other reason, if the facility is receiving a "bed-hold" or "bed-reserve" rate and/or is reserving the bed for that resident.	2 - Operations
Office of Inspector General (OIG)	Office in the US Department of Health and Human Services charged with identifying and eliminating fraud, abuse and waste in the Medicare, Medicaid, and other DHHS programs. The OIG carries out this mission through a nationwide program of audits, inspections, and investigations, and through issuance of Special Fraud Alerts .	2 - Operations
Operating Margin	Total profit (or loss) as a percent of total revenue.	2 - Operations
Opportunity Cost	The value of the benefits sacrificed when money or other asset is used one way rather than in an alternative way. It is the net benefits that might have been obtained had the money been spent on the next best use. For example, if \$1,000 is spent for activity program supplies, the opportunity cost of NOT having the benefits of \$1,000 worth of food or landscaping services, or of not earning the interest had the money simply been left in the bank.	2 - Operations
Payback Period	A simple device for comparing investment proposals. It is the time in years for the net cash inflow from a capital investment to be equal to its cost, that is for the item to "pay for itself." It is criticized for failure to consider the time value of money, expected net cash flows after the payback period, and some key benefits from use of an item. The estimated net cash receipts are the same amount each year, the payback period is calculated by dividing the total investment by the expected annual savings or increase in net cash inflow. Depreciation does not affect cash flow, so it is ignored. EXAMPLE: A machine is purchased for \$30,000 to replace a worker earning \$20,000 per year. Payback period = $\frac{\text{Total Investment}}{\text{Annual savings or increased net cash flow}}$ = $\frac{\$30,000}{\$20,000}$ = 1.5 years	2 - Operations

Pledging of Accounts Receivable	Use of receivables as security or collateral for a loan. When this is done "with recourse," the borrower remains responsible for collecting the receivables but promises to use the proceeds for repaying the debt. In contrast, factoring of receivables is the sale of receivables as a means of short-term financing. When this is done "without recourse," the seller transfers not only the receivables but also the risk of default.	2 - Operations
Posting	A step the accounting process when journal entries are transferred (posted) to accounts in the general ledger in order to summarize information such as cash on hand.	2 - Operations
Prepaid Expense	Expenses paid in advance for several months, e.g., building rental payments, journal subscriptions, insurance premiums. These expenses are allocated to the months by adjusting entries.	2 - Operations
Prospective Payment System (PPS)	A payment system developed for Medicare for skilled nursing facilities that pays facilities an all-inclusive rate for all Medicare Part A beneficiary services. Payment is determined by a case mix classification system (RUGs).	2 - Operations
Prospective Rate-Setting	Practice by Medicare and most state Medicaid programs of using predetermined rates to reimburse nursing facilities without adjusting payment to cover actual costs. The states use a wide variety of methodologies to develop these rates. If the provider can keep costs below the formula determined rate, a profit can be made. If the provider's costs exceed the rate, a loss is incurred.	2 - Operations
Purchase Order	Document from a prospective purchaser requesting a seller to provide certain quantities of described goods or services at a given price, with payment to be made later.	2 - Operations
Reserve	Funds set aside to meet some future obligation.	2 - Operations
Restricted Funds	Funds established to account for assets with uses limited by the requirements of donors or grantees. For example, a fund may be restricted to plant replacement. If the donor has specified that the principal must be maintained perpetually, and only the investment income it generates may be expended, the principal is accounted for as an endowment fund .	2 - Operations
Retained Earnings	(or earned surplus, undistributed profits): The income left to a company after taxes and dividends have been paid and that are a major source of funds for the company's expansion.	2 - Operations
Return on Equity (ROE)	A means of assessing a company's profitability. It is calculated by dividing the firm's annual net income by total shareholder's equity.	2 - Operations

Revenues	<p>Income earned from carrying out the activities of a firm. Revenues of health care institutions are typically reported in terms of these three components:</p> <p>a. Patient service revenues may be divided into the “room, board, and general nursing services” covered by rates billed to all patients; and ancillary services, such as physical therapy or pharmacy, which are billed to only some patients. Patient service revenues accounts may also be segregated by level of care (skilled, intermediate) or by payer status (self-pay, Medicare, Medicaid, commercial insurance).</p> <p>b. Other operating revenues are revenues earned incidental to the main purpose of rendering patient care, such as revenues from the employee cafeteria, beauty shop, and other concessions.</p> <p>c. Non-operating revenues may include separate line items for interest and other investment income, unrestricted gift income or gains (or losses) on sales of property.</p>	2 - Operations
RUG Creep	A form of upcoding under the Medicare prospective Payment System for SNFs which occurs when the SNF falsely or fraudulently completes the MDS, and this results in incorrect assignment of a resident to a higher-paying RUG category.	2 - Operations
Safe Harbors	Federal regulations that define practices that, if fully followed, will not be considered violations of the federal anti-kickback. There are regulations, for example, that describe conditions under which discounts may be received from equipment suppliers, and conditions under which payments may be made to operators of referral services.	2 - Operations
Self-Insurance	An alternative to purchased insurance. An entity assumes its own expenses relative to a specific risk of loss by periodically setting aside an actuarially determined amount of money, which may be held by a trustee.	2 - Operations
Special Fraud Alerts	Statements issued by the Office of Inspector General (OIG) to the general health care community addressing national trends of health care fraud and providing guidance relative to violations of the anti-kickback statute and other federal laws.	2 - Operations
Stark Act	Common name for a set of laws, including the Ethics in Patient Referrals Act of 1989, that prohibits the practice of “self-referral” by physicians, that is, referrals of Medicare and Medicaid patients to a provider of services paid for by government programs, when the physician has a direct or indirect ownership or investment interest in that provider. “Safe harbors” is the name given to permissible referral practices, as outlined in laws. Some states have a law limiting “self-referral” regardless of payer source.	2 - Operations

Statement of Cash Flows	Financial statement that displays how the cash balance has changed during a fiscal period. Cash increases and decreases are reported in three categories of activities: operating, investing, and financing. This information can be useful in assessing the entity's ability to generate positive future net cash flows, meet its financial obligations, and pay dividends.	2 - Operations
Statement of Changes in Owners' Equity (or Fund Balance)	A financial statement that reflects the beginning owner's equity, the profit or loss of the current period, and the ending owner's equity as of the Balance Sheet date. Not-for-profits use "fund balance" instead of "owner's equity."	2 - Operations
Straight-line Method of Depreciation	A depreciation method that allocates equal amounts of depreciation expense to each full period of the asset's life: Annual Depreciation Expense = (Historical cost) / (Years of estimated useful life)	2 - Operations
Subacute Care	As defined by the American Health Care Association, this is: "a comprehensive inpatient program designed for the individual who: (1) has had an acute event as a result of an illness, injury or exacerbation of a disease process; (2) has a determined course of treatment; and (3) does not require intensive diagnostic and/or invasive procedures." Sub-acute medical and rehabilitative care programs in nursing facilities may include specialty programs for: Post-operative recovery, extensive wound care, ventilator support, brain injury care, hospice care, and respiratory or pulmonary management.	2 - Operations
Supplies	Items consumed in the normal course of business operations, e.g., bandages and soap. Projected supply expenses are included in the operating budget, not the capital budget.	2 - Operations
Swapping	Practice of a supplier giving a nursing facility excessive discounts on Medicare Part A items and services in return for the ability to service and bill nursing facility residents with part B coverage. This may be considered an illegal inducement.	2 - Operations
Third Party Payer	Commercial insurer or other private or public entity (such as Medicare and Medicaid) which pays for all or part of the charges for a resident.	2 - Operations
Upcoding	The selection, when a claim is submitted to a third-party payer, of a billing code that is not the most appropriate descriptor of a service or condition and that may result in an overpayment to the provider. One type of upcoding is RUG creep .	2 - Operations
Useful Life (or Service Life)	The period of time a fixed asset (such as a building, piece of equipment, or vehicle) can be used by its owner in the production or sale of other assets or services. In order to allocate depreciation over time, total service life must be estimated when a fixed asset is purchased.	2 - Operations
Variable Cost	A cost that varies with the change in the number of patients.	2 - Operations
Variance Analysis	A control technique that evaluates significant differences between budgeted and actual revenues and expenses.	2 - Operations
W-2	Form that the IRS requires an employer to give each employee by January 31 that shows the employee's earnings and income tax and FICA tax deductions for the past year.	2 - Operations
W-4	Form that the IRS requires an employer to allow each employee to submit on which the employee indicates marital status and number of withholding allowances claimed. This information must be used by the employer in determining amount of income tax to withhold.	2 - Operations

Working Capital	The excess of current assets over current liabilities. Working capital management is the effort to increase this desirable excess by increasing current assets in various ways and decreasing current liabilities in various ways.	2 - Operations
Write-off	Removing an uncollectible account from the accounts receivable. Bad debts expense is increased and the asset, account receivable, is decreased when the account receivable is written off.	2 - Operations
Accident	Any unexpected or unintentional incident, which may result in injury or illness to a resident. This does not include adverse outcomes from treatment or care.	3 - Environment & Quality
Area of refuge	A zone of safety within a building that is protected from the effects of fire and smoke that provides direct access to an exit.	3 - Environment & Quality
As-built plans	The blueprints or plans depicting the way the building was actually completed and approved.	3 - Environment & Quality
Avoidable Accident	An accident that occurred because the facility failed to identify a hazard, evaluate the hazard, implement interventions, and monitor the effectiveness.	3 - Environment & Quality
Bloodborne Pathogens	Pathogenic micro-organisms that are present in human blood and can cause disease in humans. These pathogens include, but are not limited to, hepatitis B virus (HBV) and human immunodeficiency Virus (HIV).	3 - Environment & Quality
Effective Pest Control Program	Measures used to eradicate and contain common household pests (e.g., roaches, ants, mosquitoes, flies, mice and rats).	3 - Environment & Quality
Environment	Refers to any area outside or inside the facility that is frequented by residents, staff, and guests and areas within the facility including the residents' rooms, bathrooms, hallways, dining and activity areas and therapy areas.	3 - Environment & Quality
Health Hazard Chemical	One for which there is significant evidence, based on at least one study conducted in accordance with established scientific principles, that an acute or chronic health effect may occur in exposed employees.	3 - Environment & Quality
Integrated Pest Management (IPM)	A program of Serve Safe that outlines procedures for controlling access of pests to the building.	3 - Environment & Quality
Life Safety Code	Rules and standards developed by the National Fire Protection Association to specify numerous fire safety and other elements of building construction, fixtures, and furnishings that nursing facilities must comply with.	3 - Environment & Quality
Nosocomial Infection	An infection that is acquired by a person within the facility.	3 - Environment & Quality
Physical Hazard Chemical	One for which there is scientifically valid evidence that it is combustible liquid, a compressed gas, explosive, flammable, or organic peroxide, an oxidizer, pyrophoric, unstable (reactive) or water-reactive.	3 - Environment & Quality
Preventive Maintenance	A program to assure that equipment and components operate in optimal conditions. This includes inspections of all systems and equipment on a scheduled basis and planned performance of certain tasks aimed at preventing unexpected equipment failures.	3 - Environment & Quality
Unavoidable Accident	An accident occurring despite the facility's efforts to identify a hazard, evaluate the hazard, implement interventions, and monitor the effectiveness.	3 - Environment & Quality
Accreditation	Accreditation of a nursing facility by the Joint Commission on Accreditation of Healthcare Organizations (JCAHO).	4 - Leadership & Strategy
Administrative Law	Rules and regulations formulated by departments or agencies of the executive branch of government to carry out the intent of statutory law.	4 - Leadership & Strategy

Agent	Someone authorized to act on behalf of another (a principal); for example, a corporation generally authorizes the administrator to represent it or act on its behalf.	4 - Leadership & Strategy
Best practices	Evidence-based practices.	4 - Leadership & Strategy
Board of Directors	Also “board of trustees” or “governing body.” It has the ultimate legal responsibility for a facility’s operations.	4 - Leadership & Strategy
Civil Money Penalties	A per day or per instance fine resulting from deficiencies in quality of care or resident safety following a CMS Survey.	4 - Leadership & Strategy
Community Advisory Board	Composed of key community leaders, the community advisory board functions as the “eyes and ears” for the facility. Through their influences, the advisory board members can also assist the administrator to form meaningful partnerships with community agencies.	4 - Leadership & Strategy
Culture Change (Cultural Change)	A course of action to move from one way of doing things to another. In long-term care, culture change is widely referred to as a process of transforming from an institutional to a homelike model. It is the integration of the three elements of person-centered care -- clinical care, socio-residential elements and human factors -- along with the enrichment of the environments in which people live and the empowerment of both clients and associates.	4 - Leadership & Strategy
Deficiency	A nursing facility’s failure to meet any of the standards as determined by a survey.	4 - Leadership & Strategy
Dual Certification	A facility that is dually certified as both a skilled nursing facility and a nursing facility. Such facilities can admit Medicare and Medicaid residents in any part of the facility.	4 - Leadership & Strategy
Good Faith	A legal term that refers to actions that are generally consistent with how a reasonable person would act under similar circumstances.	4 - Leadership & Strategy
Governance	The act of governing. It refers to trusteeship and stewardship of an organization’s resources and capabilities to benefit its stakeholders.	4 - Leadership & Strategy
Incident	Any unexpected negative occurrence involving a patient, family, or employee, or visitor.	4 - Leadership & Strategy
Leadership	The art of engaging colleagues, collaboratively toward a shared vision. As defined by Yukl, leadership is “the process of influencing others to understand and agree about what needs to be done and how to do it, and the process of facilitating individuals and collective efforts to accomplish shared objectives.” Alternatively defined, it is influencing people to act for certain goals that represent the values and motivations -- wants, needs, aspirations, and expectations -- of both leaders and followers.	4 - Leadership & Strategy
Management	Organization and coordination of the activities of a department or group of people in accordance with objectives, policies and procedures. It is what managers do to maintain an organization and to move it forward. Management is about getting things accomplished on a daily basis... as opposed to leadership, it’s “things” versus “people.” You lead people and manage things.	4 - Leadership & Strategy
Management By Objectives (MBO)	A system of management that is based on a joint agreement between supervisors and associates on what specific measurable objectives would be accomplished over a given period of time, at the end of which the supervisors evaluate individual associates on the basis of the accomplishment of these objectives.	4 - Leadership & Strategy
Management Information System (MIS)	A system for managing information to assist the organization in evaluating, planning, and implementation of daily work to improve processes and resident care.	4 - Leadership & Strategy

Minimum Data Set (MDS)	The MDS is a resident assessment tool, utilizing computerized resident information to assess and monitor resident care. Reports are electronically transmitted to CMS, as well, to classify a resident into a resource utilization group (RUG) which sets the reimbursement level for the patient's care. It is a core set of screening, clinical, and functional status elements, including common definitions and coding categories that form the foundation for the comprehensive assessment for all residents of long-term care facilities certified to participate in Medicare and/or Medicaid. It is, simply put, a set of standardized screening elements that must be assessed for each patient admitted to a SNF.	4 - Leadership & Strategy
National Institute of Occupational Safety and Health (NIOSH)	Federal agency formed under the Occupational Safety and Health Act (OSHA) to establish and monitor workplace safety standards.	4 - Leadership & Strategy
Nursing Facility (NF)	A facility licensed to provide assistance with activities of daily living such as bathing, dressing, eating (often referred to as custodial care) in addition to providing general nursing and medical care. A nursing facility must be certified to receive Medicaid reimbursement.	4 - Leadership & Strategy
Nursing Home Compare	A public website, www.medicare.gov , which includes facility information and previous survey results from the Online Survey Certification and Reporting data (OSCAR) and other facility performance measures from the Minimum Data Set (MDS) for consumer review.	4 - Leadership & Strategy
Online Survey/ Certification and Reporting (OSCAR)	A database of facility characteristics and previous inspection results related to nursing facility performance. The OSCAR 3 report summarizes a facility's regulatory compliance history. The OSCAR 4 reports the facility's recent survey results and provides an opportunity for benchmarking by comparing those results to other facilities, statewide and nationwide.	4 - Leadership & Strategy
Person-Centered / Person-Directed Care	A philosophy of care in which the focus of the community is on meeting the expressed desires of the residents.	4 - Leadership & Strategy
Plan of Correction (POC)	A written plan developed by the facility, outlining steps the facility has taken or will take to correct deficiencies found during licensure or other surveys.	4 - Leadership & Strategy
Resource Utilization Group (RUG)	Group based on MDS information; utilized to determine reimbursement rates.	4 - Leadership & Strategy
Servant Leadership	Leadership in which the focus is on serving others.	4 - Leadership & Strategy
Sharps	A term used to describe medical devices such as needles, lancets and syringes, which put individuals at risk for "needle sticks," or the transmission of blood and bodily fluids from the device to an individual.	4 - Leadership & Strategy
Skilled Nursing Facility (SNF)	A facility licensed to provide nursing and medical care requiring a certain level of training and expertise. To qualify as a Medicare provider and receive Medicare reimbursement, a facility must be certified as a SNF.	4 - Leadership & Strategy
Substandard Quality of Care	One or more requirements were not met, resulting in immediate jeopardy to resident health or safety, and a scope or pattern of widespread actual harm, or a widespread potential for more than minimal harm.	4 - Leadership & Strategy
Survey	An inspection to verify compliance with state and federal standards.	4 - Leadership & Strategy
Transformation	The act or process of major or complete change.	4 - Leadership & Strategy
Transformational Leadership	A participatory, holistic, organizationally driven leadership model where the focus is on educating, supporting and caring for one another.	4 - Leadership & Strategy

Vision	A mental image or dream of what an organization is trying to create and become.	4 - Leadership & Strategy
Administrator In Training (AIT)	An internship with a certified preceptor required for an LTCA (NHA) license in some states; a person undertaking on-the-job training, or an internship, approved by a given state in preparation for licensing as a NHA.	
Americans with Disabilities Act (ADA)	Forced businesses and organizations to make significant changes in physical accessibility to their buildings and in the employment and customer service policies.	
Certificate of Need (CON)	Aimed at restraining health care facility costs and allowing coordinated planning of new services and construction. Laws authorizing such programs are one mechanism by which state governments seek to reduce overall health and medical costs. Require certain health care providers to obtain state approval before offering certain new or expanded services.	
Community-Based Care	See, similar idea, Adult Day Care	
Corporate Integrity Agreement	Agreement negotiated by the Office of the Inspector General (OIG) with a health care provider as part of the settlement of a federal health care program investigation arising under the False Claims Act. To avoid worse penalties, a company may agree to such compliance activities as: hire a compliance officer or appoint a compliance committee, develop written standards and policies, implement an employee training program, and/or retain an independent review organization to review claims submitted to federal health care programs.	
Functional Disabilities	Limitations on one's ability to function independently.	
National licensing exam	The examination handled by NAB (National Association of Long-Term-Care Administrator Board, a private organization) that an applicant must take to be a licensed NHA or ALA (two different exams).	
Preceptor	A LTC administrator who meets prescribed qualifications and has been certified to mentor interns in an AIT program.	
Utilization Review	Intended to ensure that the Medicare system did not pay for care beyond that which was determined to be necessary. In recent years, has seen increased involvement of other payers and the compressing of allowable lengths of stay.	

Prefixes

Prefixes	Meaning	Example
a-, an-	<i>without</i>	anorexia
ab-	<i>from, off, away</i>	abnormal
ad-	<i>toward, to, at</i>	advertise
an-	<i>without</i>	anoxia - absence of oxygen supply
adeno-	<i>gland</i>	adenoma - a benign epithelial tumor in which the cells form recognizable glandular structures
ambi-	<i>both</i>	ambilateral (both sides)
ana-	<i>up, toward</i>	anabolism (building up metabolism)
angio-	<i>relating to a vessel</i>	angiofibrosis (hardening of a vessel wall)
ante-	<i>in front of, before</i>	ante cibum (before a meal)
anti-	<i>against</i>	as antidote or antiseptic
arthro-	<i>pertaining to the joints</i>	arthropathy (any disease affecting the joints)
auto-	<i>self, same</i>	autoanalysis (analysis by a person of their own disorder)
bact	<i>relating to bacteria</i>	bacteruria (presence of bacteria in the urine)
bi-	<i>two</i>	bilateral (relating to both sides)
bio-	<i>relation to life</i>	biopsy (the process of removing tissue from living residents for a diagnostic examination)
brady-	<i>slow</i>	bradycardia (slow heart)
broncho-	<i>relating to the trachea or windpipe</i>	bronchoedema (swelling of the mucosa of the bronchial tube)
carcino-	<i>pertaining to cancer</i>	carcinogen (any cancer producing substance)
cardi or cardio-	<i>pertaining to the heart</i>	cardioplegia (paralysis of the heart)
cata-	<i>downward, against</i>	catabolism (the breaking down in the body of complex chemical compounds into simpler ones, often accompanied by the liberation of energy)
celio-	<i>pertaining to the abdomen</i>	celiectomy (excision of the stomach)
cephalo-	<i>head</i>	cephalogram (x-ray image of the structure of the head)
cervic-, cervici-, cervi-, cervico-	<i>neck OR cervix</i>	cervicovesical (pertaining to the urinary bladder and the cervix)
chiro-	<i>pertaining to the hand</i>	chiroplasty (plastic surgery on the hand)
chole-	<i>pertaining to bile</i>	cholecystotomy (incision into the gall bladder)
circum-	<i>around</i>	circumcorneal (around or about the cornea of the eye)
com-, con-	<i>with, together</i>	complication (a disease or adverse condition associated with another disease or adverse condition)
contra-	<i>against, opposite</i>	contraindicated (not recommended, advised against)

counter-	<i>against, opposite</i>	counteraction (action of a drug or agent opposed to that of some other drug or agent)
cranio-	<i>pertaining to the head</i>	cranioplasty (any plastic operation on the skull)
cyst-, cysti-, cystido-, cysto-	<i>pertaining to the bladder</i>	cystitis (inflammation of the urinary bladder)
cyto-	<i>relation to a cell</i>	cytolysis (the dissolution of a cell)
de-	<i>down, away from</i>	defibrillation (the arrest of fibrillation, that is irregular or rapid randomized contractions of the cardiac muscle restored to normal rhythm)
dent- or denti-	<i>teeth</i>	dentures
derm-, derma- or dermi-	<i>pertaining to the skin</i>	dermatitis (inflammation of the skin)
dextro-	<i>toward or on the right side</i>	dextrocardiogram (the part of the ECG that is derived from the right ventricle of the heart)
di-	<i>double, twice</i>	diarthric (relating to two joints)
dia-	<i>through, apart</i>	diagastric (through the stomach)
dys-	<i>painful, difficult</i>	dysphasia (difficulty in talking)
ecto-	<i>out, away from</i>	ectoderm (the outermost layer of the skin)
em-, en-	<i>in front of, before</i>	embolic (pushing or growing in)
encephalo-	<i>condition of the brain or head</i>	encephalomyolitis (an acute inflammation of the brain and spinal cord)
endo-	<i>within, inner</i>	endocarditis (inflammation of the endocardium or lining membrane of the heart) or endoscopy (an examination of lower intestinal tract)
entero-	<i>relating to the intestines</i>	enterocolitis (inflammation of the mucous membrane of both small and large intestines)
epi-	<i>above, upon, over</i>	epidermititis (inflammation of the epidermis or the superficial layer of the skin)
eu-	<i>good</i>	euphoria (a feeling of well-being, commonly exaggerated and not necessarily well founded)
fibro-	<i>pertaining to fiber</i>	fibromyalgia (a condition characterized by fatigue, stiffness, and chronic pain of the muscles, tendons and ligaments)
gastro-	<i>stomach</i>	gastrostomy (the establishment of an artificial opening into the stomach, usually for feeding purposes)
gero-	<i>old age</i>	as in gerontology
glyco-	<i>relationship to sweetness (sugar)</i>	glycogen (the chief carbohydrate storage material in animals formed by and largely stored in the liver and, to a lesser extent, in the muscles)
gyneco-, gyno-	<i>pertaining to a female</i>	gynecology (the science of diseases of women, especially those of the genital tract)
hemato-, hema- or hemo-	<i>pertaining to the blood</i>	hemorrhage (bleeding, a flow of blood); hematuria (blood in the urine)
hemi-	<i>half</i>	hemialgia (pain affecting one entire half of the body)
hepat-, hepatic-, hepato-	<i>liver</i>	hepatitis (inflammation of the liver)
histo-	<i>relationship to tissue</i>	histolysis (disintegration of the tissue)

hydro-	<i>pertaining to water</i>	hydrocyst (a cyst or sore with clear, watery contents)
hyper-	<i>excessive</i>	hyperesthesia (abnormal acuteness of sensitivity to touch, pain or other stimuli)
hypno(a)-	<i>relating to sleep</i>	hypnotherapy (the treatment of a disease by inducing prolonged sleep)
hypo-	<i>deficiency, lack of</i>	hypochondria (a false belief that one is suffering from a disease)
hystero-	<i>relating to the uterus</i>	hysteroogram (an x-ray of the uterus)
ileo-	<i>relating to the ileum (remote end of the small intestine)</i>	ileocolitis (inflammation of the mucous membrane of both ileum and colon)
infra-	<i>below, beneath</i>	infracardiac (beneath the heart, below the level of the heart)
inter-	<i>between</i>	intercostal (between the ribs)
intro-	<i>in, into</i>	introgastic (leading or passed into the stomach, such as a nasogastric tube for feeding)
kerato-	<i>relating to the cornea, or horny tissue</i>	keratoconjunctivitis (inflammation of the conjunctiva at the border of the cornea of the eye)
labio-	<i>relating to the lip</i>	labiocervical (pertaining to the lip and to the neck)
macro-	<i>large, long</i>	macrocyte (a giant red cell)
mast-	<i>relating to the breast</i>	mastectomy (amputation of the breast)
mega-	<i>large, oversize</i>	megacardia (enlargement of the heart)
meta-	<i>after, beyond, transformation</i>	metastasis (the shifting of a disease)
micro-	<i>small</i>	microinfarct (a very small infarct, ie, death of tissue due to lack of blood supply, due to obstruction of circulation in capillaries or small arteries)
mono-	<i>one or single</i>	monocular (refers to one eye)
multi-	<i>many</i>	multicellular (composed of many cells)
myel-	<i>pertaining to the spinal cord</i>	myeloplegia (spinal paralysis)
myo-	<i>relating to muscle</i>	myotrophy (muscular atrophy)
naso-	<i>pertaining to the nose and nasal passages</i>	nasogastric
necro-	<i>relating to death</i>	necrocytosis (death of cells)
neuro-	<i>relating to the nerves</i>	a neurogenic bladder is one that is controlled by the nervous system rather than by voluntary control by the person
nephro-	<i>pertaining to the kidney</i>	nephritis (inflammation of the kidney)
odont-	<i>relating to the teeth</i>	odontalgia (a toothache)
omo-	<i>pertaining to the shoulder</i>	omodynia (pain in the shoulder joint)
ophthalmo-	<i>relating to the eye</i>	ophthalmoplegia (paralysis of the motor nerves of the eye)
opto-	<i>relating to vision</i>	optometer (an instrument for determining the refraction of the eye)
ortho-	<i>straight</i>	orthostatic (standing upright from a sitting or reclining position)
osteo-	<i>pertaining to the bones</i>	osteoporosis (reduction in the quantity of bone or atrophy of skeletal tissue)
oto-	<i>pertaining to the ear</i>	otology
oxy-	<i>sharp, acute</i>	oxyesthesia (a condition of increased acuity of sensation)
pachy-	<i>thick</i>	pachylosis (a condition of roughness, dryness, and thickening of the skin)

pan-	<i>all</i>	pancarditis (diffuse inflammation of the heart)
para-	<i>two like parts</i>	paraplegia (both legs paralyzed)
patho-	<i>disease</i>	pathogenesis (the origin or development of a disease)
per-	<i>through</i>	perfusion (the act of pouring over or through, especially the passage of a fluid through the vessels of a specific organ)
peri-	<i>around</i>	peribronchitis (inflammation of the tissues surrounding the bronchial tubes)
phleb(o)-	<i>relating to a vein</i>	phlebitis (inflammation of a vein)
pneumo-	<i>lung</i>	pneumonia (inflammation of the lung)
poly-	<i>many, much</i>	polyarthritis (inflammation of several joints)
procto-	<i>relating to the anus</i>	proctoscope (a short tubular instrument with illumination for inspecting the rectum)
pseudo-	<i>false</i>	pseudo dementia (a condition of indifference to one's surroundings without actual mental impairment)
psycho-	<i>pertaining to the mind</i>	psychotherapy (counseling help)
pulmo-	<i>lung</i>	pulmonologist (a specialist in the anatomy, physiology, and pathology of the lungs)
pyo-	<i>signifying pus</i>	pyoderma (any infection of or on the skin that contains pus, that is, a collection of white blood cells and other materials generated by the immune response)
quadra-	<i>involving four</i>	as quadraplegia (all 4 limbs paralyzed)
rachi-	<i>spine</i>	rachiocampsis (curvature of the spine)
rhino-	<i>nose</i>	rhinoplasty (a repair of the nose)
semi-	<i>partial, not full</i>	semiconscious (only somewhat awake and able to understand what is happening around you)
sub-	<i>under</i>	subcutaneous (under the skin)
syn-	<i>loss</i>	syncope (to faint, a temporary loss of consciousness due to generalized cerebral ischemia, that is, too little blood getting to the brain.
tachy-	<i>rapid</i>	tachycardia (rapid beating of the heart)
thermo-	<i>heat</i>	thermophobia (morbid fear of heat)
thorac(i)-, thorac(o)-, thoracico-	<i>pertains to the chest or thorax</i>	thoracostomy (a small incision of the chest wall, with maintenance of the opening for drainage through a chest tube)
tri-	<i>three</i>	triceps (muscle with three heads)
uni-	<i>one</i>	unicellular (composed of one cell)
uro-	<i>relating to the urine</i>	urosepsis (septic poisoning from retained and absorbed urinary substances)
vaso-	<i>vessel</i>	vasoconstriction (narrowing of the blood vessels)

Suffixes

Suffixes	Meaning	Example
-ac	<i>pertaining to</i>	cardiac (pertaining to the heart)
-algia	<i>pain</i>	neuralgia (nerve pain)
-cele	<i>hernia, pouching</i>	hydrocele (a pathological accumulation of serous fluid in a body cavity)
-centesis	<i>surgical puncture</i>	paracentesis (puncture of the body cavity for removing fluid)
-clasis	<i>breaking</i>	thromboclasia (breaking up of a blood clot)
-clysis	<i>washing, irrigation</i>	enteroclysis (enema of the intestines)
-cyte	<i>cell</i>	hematocyte (any blood cell)
-ectasia	<i>dilation, stretching</i>	gastrectasia (dilation of the stomach)
-emesis, -emis	<i>vomiting</i>	hyperemesis (excessive vomiting)
-ectomy	<i>excision (cutting out)</i>	tonsillectomy (cutting out of the tonsils)
-emia	<i>denoting a condition of the blood</i>	glycemia (sugar in the blood)
-emis	<i>vomiting</i>	
-genesis	<i>condition of producing</i>	carcinogenesis (the origin or production of cancer)
-ism	<i>abnormal condition from excess of something</i>	alcoholism, botulism
-itis	<i>inflammation</i>	dermatitis (inflammation of the skin)
-lith	<i>stone</i>	nephrolith (kidney stone)
-lysis	<i>breakdown</i>	hemolysis (the destruction of red blood cells)
-malasia	<i>softening</i>	osteomalasia (a disease characterized by gradual softening and bending of the bones)
-mania	<i>madness or passion for</i>	as kleptomania (compulsive stealing)
-megaly	<i>enlargement</i>	cardiomegaly (enlargement of the heart)
-odynia	<i>painful condition</i>	cardiodynia (pain in the heart)
-ology	<i>study of</i>	as neurology (study of nervous system)
-oma	<i>tumor</i>	carcinoma (a malignant tumor)
-opsy	<i>examination or inspection</i>	biopsy (excision of a small piece of living tissue from a patient for microscopic examination)
-orexia	<i>appetite, desire</i>	anorexia (loss of appetite)
-orrhaphy	<i>suture</i>	gastrorrhaphy (the suture of a perforation of the stomach)
-orrhoea, -rrhea	<i>flow, discharge</i>	gastrorrhoea (excessive secretion of gastric juice or mucus by the stomach)
-osis	<i>abnormal or diseased condition</i>	as in osteoporosis (bone disease)
-ostomy	<i>to make a new opening</i>	colostomy (the establishment of an artificial anus by an opening into the colon)
-otomy	<i>incision, to cut into</i>	nephrotomy (an incision into the kidney)

-paresis	<i>partial or incomplete paralysis</i>	hemiparesis (weakness of the entire left or right side of the body)
-path	<i>morbid or diseased</i>	sociopath (a person who feels no remorse or guilt about behaving in socially unaccepted ways)
-pathy	<i>disease</i>	neuropathy (any nerve disease)
-penia	<i>deficiency</i>	leukopenia (any situation in which the total number of leukocytes (white blood cells) in the circulating blood is less than normal)
-pepsia	<i>digestion</i>	dyspepsia (indigestion or upset stomach)
-pexy	<i>fixation, to put into place</i>	nephropexy (surgical attachment of a floating kidney)
-philia	<i>a liking or affinity for</i>	as hemophilia (a bleeder)
-phobia	<i>fear</i>	claustrophobia (fear of being closed in a small space)
-plasty	<i>surgical repair</i>	thoracoplasty (reparative or plastic surgery to the chest)
-plegia	<i>paralysis</i>	as hemiplegia (a paralysis of one side of the body)
-pnea	<i>breath</i>	polypnea (very rapid breathing)
-rhythmia	<i>rhythmical</i>	arrhythmia (any variation from the normal rhythm of the heart)
-rrhage	<i>abnormal or excessive discharge or flow</i>	hemorrhage (bleeding)
-sclerosis	<i>hardening</i>	arteriosclerosis (hardening of the arteries)
-spasm	<i>sudden violent contraction of muscles</i>	myospasm (spasm of a muscle)
-stasis	<i>arrest, control</i>	cholestasia (an arrest in the flow of bile from the liver)
-taxis	<i>order, arrangement</i>	thermotaxis (regulation of the temperature of the body)
-tripsy	<i>crushing</i>	lithotripsy (the crushing of a stone in the kidney by a machine called a lithotripter, that uses sound waves to break stones into minute particles, which can then be passed in the urine)
-trophy	<i>development, nourishment</i>	hypertrophy (an overgrowth or increase in the bulk of a body part or organ)
-uria	<i>urine</i>	albuminuria (the presence of protein in urine, chiefly albumin; albumin is any protein that is soluble in water)

Abbreviations

aa	of each	COPD	chronic obstructive pulmonary disease
Abd	abdomen	CVA	cerebral vascular accident
ac	before meals	d/c	discontinued
AD	advance directive	decub	lying down
ADL	activities of daily living	Diab	diabetic
Ad lib	as much as desired, at pleasure	Diag or Dx	diagnosis
A/G	albumin/globulin ratio	Diff	differential blood count
AIDS	acquired immunity deficiency syndrome	Dil	dilute
A.M.A.	against medical advice	Disc	discontinue
AMD	age-related macular degeneration	Disch or D/C	discharge
amp	ampule	DM	diabetes mellitus
amt	amount	DNR	do not resuscitate
aq	water	dx	diagnosis
aq dist	distilled water	EEG	electroencephalogram
ASH.D.	arteriosclerotic heart disease	EKG or ECG	electrocardiogram
BE	barium enema	EMS	emergency medical service
bid	twice a day	ESRD	end stage renal disease
BMR	basal metabolic rate	exam	examination
BP or B/P	blood pressure	fl or fld	fluid
BRP	bathroom privileges	FUO	fever of unknown origin
c	with	Fx	fracture
Ca	carcinoma	GII	gastrointestinal
CAD	coronary artery disease	gm	gram
caps	capsules	gr	grain
cath	catheter	gtt or gtts	drop(s)
CBC	complete blood count	H or hr	hour
c c	cubic centimeter	HBP	high blood pressure
cf	compare	HBV	Hepatitis B virus that infects the liver; highly contagious
CHF	congestive heart failure	HIV	human immunodeficiency virus
CMP	comprehensive metabolic panel	hs	at bedtime
CNS	central nervous system	hypo	hypodermically
COLD	chronic obstructive lung disease, same as COPD	IDDM	insulin dependent diabetes mellitus
comp	compound	IM	intramuscular

inf	infusion	PX	physical exam
I & O	intake and output	qd	every day
IV	intravenous	qh	every hour
KUB	kidney-ureter-bladder	qhs	each bedtime
l	liter	qid	four times a day
lab	laboratory	qn	every night
Lat	lateral	qod	every other day
lb	pound	qs	sufficient quantity
liq	liquid	ROM	range of motion
mg	milligram	Rx	prescription
min	minute	s	without
ml	milliliter	SOB	shortness of breath
mm	millimeter	sol	solution
MN	midnight	sos	one dos, if necessary
MRSA	methicillin-resistant Staphylococcus aureus	spec	specimen
N	noon	SS	soap solution
NIDDM	noninsulin dependent diabetes mellitus	ss	half
no	number	stat	immediately
noct.	at night	surg	surgery
NPO	nothing by mouth	T	temperature
NV	nausea and vomiting	tab	tablet
od	right eye	TB	tuberculosis
OOB	out of bed	tid	three times a day
os	left eye	tinct or tr	tincture
OT	occupational therapy	TO	telephone order
ou	both eyes	TPR	temperature, pulse and respiration
oz	ounce	u	unit
p	pulse	ung	ointment
pc	after meal	URI	upper respiratory infection
PEARL	pupils equal and reactive to light	UTI	urinary tract infection
PEG	percutaneous endoscopic gastrostomy	VO	verbal order
po	by mouth	vol	volume
prn	as needed	vs	vital signs
prog	prognosis	WBC	white blood cells
PROM	passive range of motion	W/C	wheel chair
pt	pint	wt	weight
PT	physical therapy		

Therapeutic Actions

Drugs	Therapeutic Actions	Example (if applicable)
Analgesic	reduces pain (does not cure illness). Two types are (a) opiates as codeine, morphine, and Davon and (b) nonopiates as aspirin, Tylenol and Advil	See definition given for two types and examples
Antacid	neutralizes the acid in the stomach	Maalox®
Antianemic	used in treatment of anemia	liver extract
Antibiotic	destroys microorganisms in the body	penicillin, doxycycline, Keflex
Anticoagulant	depresses (slows) the clotting of blood	Coumadin (given orally) or heparin (injected)
Anticonvulsant	used to prevent or control convulsions	Dilantin, phenobarbital, and intravenous Valium
Antidepressant	given to relieve depression	Prozac, Zoloft, Paxil
Antidote	used to counteract poisons	
Antihistamine	used in certain allergy cases and to dry out nasal tissues to reduce postnasal drip	Benadryl, Chlortrimeton
Antiseptic	slows down growth of bacteria, but does not kill all of the bacteria	hydrogen peroxide
Antispasmodic	relieves smooth muscle spasm	Valium ® (diazepam)
Antipsychotic	drug given for mental disorders	Thorazine, loxitane, Mellaril
Antitoxin	neutralizes bacterial toxins in infections	tetanus antitoxin
Antitussive	given to control coughing	Robitussin ® and Phenergen expectorant
Astringent	used to constrict skin and mucous membranes by withdrawing water	alum
Carminative	an agent that reduces flatulence (gas) in the stomach or intestinal tract	Simethicone tabs
Cathartic	laxative, purgative, inducing bowel movements	casacara sagrada
Caustic	destroys tissue by local application	silver nitrate
Chemotherapeutics	chemicals used to treat illness	sulfanilamide for streptococcal infection
Coagulant	stimulates clotting of the blood	
Decongestant	constricts blood vessels in the nose and relieves nasal congestion	Sudafed, Afrinol
Diaphoretic	used to induce perspiration	Solution of acetate to ammonium (2 oz)
Disinfectant	destroys pathogenic organisms	Zephiran ® chloride

Diuretic	stimulates elimination of urine, often used with medications prescribed to reduce hypertension	diazide, Lasix, Diuril
Emetic	induces vomiting	warm salt water
Emollient	used to soften and soothe tissue	cold cream, petroleum jelly
Expectorant	used to induce coughing, an agent that increases bronchial secretion and facilitates its expulsion (coughing)	Robitussin ®
Generic Substitution	a different brand or an unbranded drug product substituted by the pharmacist for a trade-name drug product prescribed. The drugs are exactly the same chemically and in the same dosage form, but distributed by different drug companies.	
Hypertensive	helps raise blood pressure	
Hypnotic	assists patients/residents to fall asleep	Nembutal
Laxative	used to relieve constipation	Dulcolax, Doxidan, Metamucil
Miotic	constricts the pupil of the eye	
Mydriatic	dilates the pupil of the eye	
Palliative	relieves pain without curing	aspirin, Tylenol
Parenteral	drug or solution given by subcutaneous or intravenous injection	
Placebo	inactive medication having no physical healing effect. Usually given to satisfy the resident. Also used in drug studies to determine the effectiveness of another drug. May be given orally, by injection, as a suppository, or topically	
Sedative	relieves anxiety and emotional tensions	Seconal ®
Suppository	semisolid substance for introduction into the rectum, vagina or urethra where it is dissolved and absorbed.	
Suspension	medication served in a liquid form	
Tonic, or stimulant	used to stimulate body activity	Eldertonic ® or Ritalin ®
Topical medication	medication applied to an area of the skin, as ointments and lotions	
Vasoconstrictor	causes blood vessels to narrow or constrict	Pseudoephedrine
Vasodilator	expands or dilates blood vessels	
Vitamins	used in replacement therapy	vitamin C

Common Diagnoses

Acquired Immune Deficiency Syndrome (AIDS)	A syndrome that results in a person having little or no immunity to disease.
Alcoholism	A chronic, progressive, potentially fatal disease characterized by physical dependency and/or pathological organ changes due to ingestion of alcohol.
Alzheimer's disease	A chronic, progressive, degenerative cognitive disorder. It accounts for over 60% of all dementias, commonly occurring in people over 65. The disease is staged according to the behaviors exhibited by the victim. There are three stages, with Stage I considered the early stage and Stage III the late stage.
Age-related Macular Degeneration (AMD)	A disorder of the eye characterized by the inability to see anything that requires straight ahead vision, often resulting in blindness.
Angina pectoris	Severe pain about the heart, usually radiating to the left shoulder and down the arm.
Anorexia	Loss of appetite - serious psychological disorder.
Aphasia	Absence or impairment of the ability to communicate through oral and/or written language; it often occurs after brain damage in accidents and from strokes.
Apnea	Temporary cessation of breathing, a serious symptom sometimes occurring in the aged during profound sleep.
Arteriosclerosis	Thickening, hardening and loss of elasticity of the walls of the arteries; it is the most frequent metabolic disorder of the aged.
Arthritis	Inflammation of a joint, usually accompanied by pain, and frequently by changes in bone and joint structure.
Atrophy	A decrease in size of an organ or tissue that can result from a number of factors including malnutrition and inactivity.
Benign Disequilibrium of Aging (BDA)	A very common disorder in which the balance centers of the inner ear fail to function properly causing imbalance while walking.
Botulism	Food poisoning caused by toxin of bacillus that may infect preserved foods, sausage and canned meats.
Carcinoma	A new growth or malignant tumor that tends to give rise to metastasis; it is synonymous with the term cancer.
Cataract	The darkening of the lens of the eye or its capsule or both; very common in the aged; the most common cause of blindness of adults. The only effective treatment is surgery.
Cerebrovascular accident (CVA)	A cerebrovascular condition resulting from a hemorrhage, a stroke - may result in paralysis.
Congestive heart failure (CHF)	A condition characterized by weakness, breathlessness, abdominal discomfort, and edema in the lower portions of the body due to reduced outflow of blood from the heart.
Coronary heart disease	Myocardial damage due to insufficient blood supply, caused by pathological changes in the coronary arteries.
Cystitis	Inflammation of the bladder; also called a urinary tract infection (UTI).
Dementia	Impairment of mental powers due to organic causes.

Depression	An affective disorder characterized by feelings of hopelessness, sadness, and inadequacy. It is the most frequent mental problem in nursing facilities. Residents may withdraw, isolate themselves, lack motivation, and/or show agitation.
Diabetes	A general term for disease characterized by many symptoms, one of which is excessive urination. There are many types but usually refers to diabetes mellitus (sugar diabetes) in which there is a deficiency of insulin.
End-stage renal disease	A permanent failure of the kidneys to perform essential functions that results in a need for dialysis.
Epilepsy	A recurring paroxysmal disorder of the brain characterized by sudden, brief convulsive seizures, altered consciousness, motor activity, or sensory phenomena.
Fecal Impaction	Constipation caused by a firm mass of feces in the colon or rectum. The size or firmness prevents its passage. Common in nursing home residents.
Glaucoma	Disease of the eye characterized by increase in pressure within the eye; may result in blindness. It can be controlled but generally has no cure.
Heart attack	Descriptive term for a clinical condition caused by occlusion of a coronary artery(s), characterized by heavy pressure or squeezing pain in the chest that may spread to the shoulder and arm. There may also be sweating, nausea, vomiting, and shortness of breath.
Hemiparesis	Partial or incomplete paralysis of one side of the body.
Hemiplegia	Paralysis of one side of the body.
Hemophilia	Hereditary blood disease in which there is greatly prolonged coagulation time for blood; abnormal bleeding occurs.
Herpes	A general term used for a variety of infections of nerve endings caused by a number of different herpes viruses.
Hypertension	A condition in which a person has higher blood pressure than normal.
Methicillin-resistant Staphylococcus Aureus (MRSA)	Infection that is resistant to anti-infective agents. Patients with MRSA should be isolated in a manner consistent with the state of infection.
Multiple sclerosis	A chronic, slowly progressive disease of the nervous system, with many symptoms, that is degenerative.
Nephritis	Inflammation of the kidney.
Obesity	Abnormal amount of fat on the body, usually 20 to 30 percent over the average weight for a person's age, sex, and height.
Osteoporosis	Disease of the bone characterized by a reduction in bone density associated with loss of calcium.
Paraplegia	Paralysis of lower portion of the body and of both legs.
Parkinson's Disease	A chronic nervous system disease characterized by a fine slowly-spreading tremor, muscular weakness and rigidity, and peculiar gait; common in the aged.
Pulmonary conditions	Disorders of the lungs and bronchial tubes, as pneumonia, lung cancer and bronchitis.
Quadriplegia	Paralysis of all four limbs and usually the trunk of the body.
Senile dementia	Deteriorative mental state due to organic brain damage occurring in the aged, characterized by loss of memory.
Shingles	Acute inflammation of peripheral nerves in the trunk of the body, and sometimes elsewhere, by a herpes virus.
Standing Orders	Physician orders that nurses can activate in specific situations without first having to notify the physician. These orders are specific to the individual attending physician, and the scope of the orders may vary greatly from one doctor to the next.
Stroke	Sudden loss of consciousness followed by paralysis caused by hemorrhage into the brain, formation of a blood clot, or rupture of an artery in the brain; a cerebrovascular accident (CVA).
Syndrome	A group of signs and symptoms that collectively characterize or indicate a particular disease or abnormal condition, such as Down's Syndrome.