

Letter	Abbreviation	Definition/Description
A	ABC	Access to Best Care
	Accreditation	A detailed comparison of an organization's services and method of operation against a set of national standards
	ACLS	Advanced Cardiac Life Support
	ACNP	Acute Care Nurse Practitioner
	ADM	Assistant Deputy Minister
	Advance Directives	Instructions given by a patient on how they wish their affairs to be managed in the event that they become incapable of making informed decisions.
	Adverse Event	A negative or unfavourable reaction or result that is unintended, unexpected or unplanned.
	AFA	Alternate Funding Agreement (for physicians)
	ALC	Alternative Level of Care - refers to a patient who is considered a non-acute treatment patient who occupies an acute care bed and is awaiting placement in a non-acute facility
	ALOS	Average Length of Stay - the average length of stay based on the national average for a typical case within a specific complexity/age group level
	Ambulatory Care	Services to patients not admitted to hospital or to a special clinic.
	ARO	Antibiotic Resistant Organism
B	BCLS	Basic Cardiac Life Support
	Balanced Scorecard	A concept that assists in translating strategy into action. Broad areas (quadrants) of activities and outcomes are assessed in the areas of Financial Performance, Clinical Utilization and Outcomes, System Integration and Change and Patient Satisfaction.
	Benchmark	The act of comparing the results of one service's evaluations to the results of other services, interventions, programs or organizations and examining one organization's processes against the processes of other organizations as a way of making improvements.
	Best practice	Approaches that have been shown to produce superior results.
	BPSAA	Broader Public Sector Accountability Act
C	CABG	Coronary Artery Bypass Graft – cardiac surgery
	CAPS/M-SAA	Community Annual Planning Submission Multi-Sector Service Accountability Agreement
	CAT or CT (SCAN)	Computer Assisted Tomography
	CCAC	Community Care Access Centre
	CCC	Complex and Continuing Care
	CCHSA	Canadian Council on Health Services Accreditation
	CCHL	Canadian College of Health Leaders
	CCN	Cardiac Care Network of Ontario
	CCO	Cancer Care Ontario
	CCU	Coronary Care Unit
	C.diff	Clostridium Difficile (super bug)
	CEO	Chief Executive Officer

	CFO	Chief Financial Officer
	CHAO	Catholic Health Association of Ontario
	CHF	Congestive Heart Failure
	CIHI	Canadian Institute for Health Information - a national body that coordinates development and maintenance of a comprehensive and integrated health information system for Canada.
	CIO	Chief Information Officer
	Clinical Pathway	Interdisciplinary evidence based tools developed to define and coordinate optimal sequencing and timing of interventions.
	CMG	Case Mix Group - a patient classification system which groups acute in-patients into homogeneous groups from a clinical (age, co-morbid conditions, etc.) and resource use (length of stay, number of procedures) perspective.
	CMH	Cambridge Memorial Hospital
	CMIO	Chief Medical Information Officer
	CMPA	Canadian Medical Protective Association
	CNE	Chief Nursing Executive
	CNO	College of Nurses of Ontario
	Comorbidity	The presence of more than one disease or health condition in a person at a given time.
	Consent	A voluntary agreement or approval given by a patient who understands the information given about their condition, proposed service and inherent risks, benefits, outcomes, options, alternatives and if any, consequences of accepting or refusing the proposed service.
	COPD	Chronic Obstructive Pulmonary Disease
	COO	Chief Operating Officer
	COS	Chief of Staff
	CPE / CRE	Carbapenemase-producing enterobacteriaceae / Carbapenem-resistant enterobacteriaceae (super bug)
	CPR	Cardiopulmonary Resuscitation
	CPOE	Computerized Physician Order Entry
	CPSO	College of Physicians and Surgeons of Ontario
	CQI	Continuous Quality Improvement
	CRA	Canada Revenue Agency
	CSA	Canadian Standards Association
	CTAS	Canadian Triage Acuity Scale - the Canadian Emergency Department Triage and Acuity Scale has been recognized as a significant improvement in standardizing triage in Canadian emergency departments. It is intended to improve patient care through more appropriate triaging of patients.
	CUPE	Canadian Union of Public Employees
	CVICU	Cardiovascular Intensive Care Unit
	CVOR	Cardiovascular Operating Room
D	DAD	Discharge Abstract Database - database used by CIHI for the submission of inpatient data.
	DBFM	Design, Build, Finance and Maintain (procurement approach for capital project redevelopments >\$50 Million)
	D/C	Discharge
	Delegated Act	THE Regulated Health Professions Act (RHPA) permits a regulated health professional whose profession has been authorized to perform a controlled

		act to delegate the performance of that act to someone else.
	DI	Diagnostic Imaging
	DNR	Do Not Resuscitate
E	EAP	Employee Assistance Program
	ECFAA	Excellent Care for All Act
	ECG	Electro Cardiogram
	ED	Emergency Department
	EEG	Electroencephalogram
	eHealth	eHealth is the electronic collection and secure sharing of health information.
	EHR	Electronic Health Record
	EMG	Electromyogram
	EMS	Emergency Medical Services
	ENT	Ear, Nose and Throat
	ESCO	Energy Savings Company
	Ethics	Standards of conduct that are morally correct
F	FIPPA	Freedom of Information and Protection of Privacy Act
	FRAT	Computerized tool to identify patients at risk for falls
	FP	Family Physician
	FTE	Full Time Equivalent
G	GAAP	Generally Accepted Accounting Principles
	GP	General Practitioner
	GRH	Grand River Hospital
	GPO	Group Purchasing Organization
H	HAI	Hospital acquired infection
	HAPS	Hospital Annual Planning Submission
	HBAM	Health Based Allocation Model
	HIG	HBAM Inpatient Grouper
	HIMSS	Health Information Management Systems Society
	HIP	Hospital Improvement Plan
	HIS	Health information system
	HOCC	Hospital On-Call Coverage
	HOODIP	Hospitals of Ontario Disability Insurance Plan
	HOOPP	Healthcare of Ontario Pension Plan
	Hospitalist	A physician who cares for hospitalized patients who do not have a family physician or whose family physician does not have hospital privileges.
	HR	Human Resources
	HSMR	Hospital Standard Mortality Ratio
	HSAA	Hospital Service Accountability Agreement
I	ICC	Integrated Comprehensive Care
	ICES	Institute for Clinical Evaluative Sciences - a not for profit body that conducts research that provides information and evidence with a view to protecting

		the effectiveness, quality, equity and efficiency of health care in Ontario.
	ICU	Intensive Care Unit
	Indicator	Performance measurement tool that is used as a guide to monitor, evaluate and improve the quality of service delivery, support services, leadership and partnerships. Indicators typically relate to structure, processes and outcomes.
	Infection Control	Practices relating to the reducing the risk of infection and diseases due to infections in patients, groups and staff.
	IOL	Interocular Lens
	IP	In-patient
	IPAC	Infection Prevention and Control
	IPC	Information and Privacy Commissioner of Ontario
	IT	Information Technology
	IV	Intravenous
J	JMP	Joint Master Plan
K	KPI	Key Performance Indicators
L	LAB	Laboratory
	LHIN	Local Health Integration Network
	LOS	Length of Stay
	LTC	Long Term Care
	LTD	Long term debt
	LWBS	Leave Without Being Seen
M	M&M	Mortality (death) and Morbidity (illness)
	MAC	Medical Advisory Committee
	MCC	Major Clinical Category - each CMG is grouped into a MCC. MCCs identify either a body system or specific type of clinical problem. The most responsible diagnosis generally determines the MCC assigned.
	MD	Physician
	MDS	Minimum Data Set
	MESA	Managed Energy Services Agreement
	MI	Myocardial Infarction
	Mission	A statement in which the organization states what it does and why it exists. A Mission statement sets one organization apart from another.
	MOH	Ministry of Health
	MOP	Minor Outpatient Procedure
	Morbidity	Illness from a particular disease
	Mortality	Death from a particular disease.
	MP	Master Plan
	MRD	Most Responsible Diagnosis - the diagnosis considered by the physician to be most responsible for the majority of the patient's hospital stay. The one diagnosis which describes the most significant condition of a patient's hospital stay.
	MRI	Magnetic Resonance Imaging

	MRP	Most Responsible Physician
	MRSA	Methicillin Resistant Staphylococcus Aureus (super bug)
	MSS	Mohawk Shared Services
	MSDS	Material Safety Data Sheet
	MSD/MSK	Musculoskeletal disorder
	MSICU	Medical-Surgical Intensive Care Unit
	MVA	Motor Vehicle Accident
N	NACRS	National Ambulatory Care Reporting System - database used by CIHI for the submission of ambulatory data.
	Never Event	A never event are errors in health care that are clearly identifiable, largely preventable, and serious in their consequences for clients
	NM	Nuclear Medicine
	NP	Nurse Practitioner
O	OCDM	Ontario Cost Distribution Methodology
	OHA	Ontario Hospital Association
	OHIP	Ontario Health Insurance Program
	OHT	Ontario Health Team
	OMA	Ontario Medical Association
	ONA	Ontario Nurses Association
	OP	Out Patient
	OPHRDC	Ontario Physician Human Resources Data Centre
	OPSEU	Ontario Public Service Employees Union
	OR	Operating Room
	OT	Occupational Therapy/Therapist
P	P4R	Pay for Results
	PAC	Professional Advisory Committee
	PACS	Pictorial Archival Communication System
	PCI	Percutaneous Coronary Intervention (angioplasty)
	PCOP	Post-Construction Operating Plan
	PET (Scan)	Positron Emission Tomography
	PHIPA	Personal Health Information Protection Act
	PHA	Public Hospitals Act
	PIA	Provider Initial Assessment
	PIDAC	Provincial Infectious Diseases Advisory Committee
	PRISM	New hospital information system being implemented in November 2019
	PRN	When Necessary
	PSW	Personal Support Worker
	Pt	Patient
	PT	Physiotherapy
Q	QA	Quality Assurance
	QBP	Quality Based Procedure
	QIP	Quality Improvement Plan
	Qualitative	Data and information expressed with descriptions and narratives. This method investigates experiences through observations and interviews, etc.

	Quantitative	Data and information that is expressed with numbers and statistics. This method investigates experiences with numbers.
R	RCT	Randomized Clinical Trials
	Referral	To obtain additional services from another organization or provider.
	RFP	Request for Proposal
	RHPA	Regulated Health Professions Act
	RIW	Resource Intensity Weights - measures the relative difference in the cost of providing care to patients in different Case Mix Groups and Day Procedure Groups.
	RN	Registered Nurse
	RNAO	Registered Nurses Association of Ontario
	RPN	Registered Practical Nurse
	RPU	Resource, Planning and Utilization Committee - Committee of the Board of Trustees
S	SARS	Severe Acute Respiratory Syndrome
	Sentinel Event	Any unexpected occurrence involving death, serious physical/psychological, social or spiritual injury or risk thereof.
	SMGH	St. Mary's General Hospital
	SJHC	St. Joseph's Home Care
	SJHH	St. Joseph's Healthcare, Hamilton
	SJHS	St. Joseph's Health System
	SJV/SJE	St. Joseph's Villa/St. Joseph's Estates
	Standard	A desired and achievable level of performance against which actual performance can be compared.
	STEMI	ST-segment Elevated Myocardial Infarction (heart attack)
	STRU	Short-term Rehabilitation Unit
	SWOT (analysis)	A tool for strategic planning that focuses on Strengths, Weaknesses, Opportunities and Threats.
T	Typical Cases	Refers to patients who undergo a complete course of treatment in a single facility. Typical cases exclude patients who have died, were transferred, signed out of the institution or who had very long length of stays.
U	Unifor	Private sector trade union
	US	Ultrasound
	UW	University of Waterloo
	UWO	University of Western Ontario
V	Values	Moral principles and beliefs that guide behaviour.
	Vision	A description of what the organization would like to be.
	VRE	Vancomycin Resistant Enterococci (super bug)

W	Weighted Cases	A calculation that is the product of total case x the average RIW. Volume is then expressed as "weighted cases". This value is used in determining the hospital cost per weighted case.
	WHCC	Waterloo Hospitals Collaborative Committee
	WHMIS	Workplace Hazardous Material Information System
	WLU	Wilfrid Laurier University
	WSIB	Workplace Safety and Insurance Board
	WWLHIN	Waterloo Wellington Local Health Integration Network
X,Y,Z	YTD	Year to date