

Glossary

- Accreditation:** A voluntary or compulsory method to regulate the market entry and standards of any service provider. Service requirements are defined by specific regulations and compliance is assessed by inspection.
- Activities of daily living (ADL):** Include bathing, dressing, eating, getting in and out of bed or chair, moving around and using the bathroom. Often they are referred to as personal care.
- Adverse (clinical) events:** Any unintended and undesirable experience occurs to person receiving treatment and care as a result of inappropriate use of medication or medical treatment.
- Care co-ordination and integration:** The degree to which health and social care are interconnected and transitions between health and social care are harmonised.
- Care effectiveness (Clinical effectiveness):** Describes the degree to which the provision of care delivers the best possible health and social care to achieve best functional outcomes and prevent patients' conditions from worsening more rapidly than otherwise expected.
- Care setting:** The place where users of care services live, such as nursing home, assisted living facilities/sheltered housing or private homes, care at home and in the community.
- Casemix:** Classification systems that provide information about the overall resource needs of health care service recipients. Resource Utilisation Groups (RUGs) is an example of classification system to determine the relative cost of caring and used to determine in payment systems to reimburse costs.
- Cash (or cash-for-care) benefits:** Include cash transfers to the care recipient, the household or the family caregiver, to pay for, purchase or obtain care services. Cash benefits can also include payments directed to carers.
- Dementia:** A loss of brain function that affects mental function related to memory impairment, low level of consciousness and executive function. The most common form of dementia is Alzheimer's disease.
- Elder abuse:** Refers to actions, occurring within any relationship which causes harm or distress to an older person.
- Family carers or caregivers:** Include individuals providing LTC services on a regular basis often on an unpaid basis and without contract, for example spouses/partners, family members, as well as neighbours or friends.
- In-kind benefits:** Are those provided to long-term care recipients as goods, commodities, or services, rather than money. They may include care provided by nurses, psychologists, social workers and physiotherapists, domestic help or assistance, or special aids and equipment. They might also include assistance to family caregivers such as respite care.

- Instrumental activities of daily living (IADL):** Include help with housework, meals, shopping and transportation. They can also be referred to as *domestic care* or *home help*.
- Long-term care (LTC):** Is defined as a range of services required by persons with a reduced degree of functional capacity, physical or cognitive, and who are consequently dependent for an extended period of time on help with basic activities of daily living (ADL). This *personal care* component is frequently provided in combination with help with basic medical services such as *nursing care* (help with wound dressing, pain management, medication, health monitoring), as well as prevention, rehabilitation or services of palliative care. Long-term care services can also be combined with lower-level care related to *domestic help* or help with instrumental activities of daily living (IADL).
- (LTC) at home:** Is provided to people with functional restrictions who mainly reside in their own home. It also applies to the use of institutions on a temporary basis to support continued living at home – such as in the case of community care and day care centres and in the case of respite care. Home care also includes specially designed, *assisted* or *adapted living arrangements* for persons who require help on a regular basis while guaranteeing a high degree of autonomy and self-control.
- (LTC) institutions:** Refers to nursing and residential care facilities (other than hospitals) which provide accommodation and long-term care as a package to people requiring ongoing health and nursing care due to chronic impairments and a reduced degree of independence in activities of daily living (ADL). These establishments provide residential care combined with either nursing, supervision or other types of personal care as required by the residents. LTC institutions include specially designed institutions where the predominant service component is long-term care and the services are provided for people with moderate to severe functional restrictions.
- (LTC) quality:** Refers to effectiveness and care safety, patient-centredness and responsiveness and care co-ordination which relate to technical quality as well as experience that LTC users will have and the way care is harmonised across setting. Structural quality refers to staffing and management, care environment, and information and communication technology (ICT) and non-ICT assistive technologies that are instrumental to LTC quality.
- (LTC) recipients (or care recipients):** People receiving long-term care in institutions or at home, including recipients of cash benefits.
- Patient-centredness:** A dimension of LTC quality whereby LTC users are placed at the centre of LTC delivery. It refers to users' being actively involved in their care, that their expectations are met and their care experience is pleasant.
- Standardised assessment systems:** A systematic tool or process to collect information on the needs of LTC users, based on a set of pre-defined concepts and data categorisation to guide care planning. These tools are typically used by clinicians or trained professionals to evaluate the physical, cognitive and functional needs of LTC users and rank their level of impairment. Resident assessment instrument (RAI) is one example.
- User safety:** Refers to the safeguarding aspect of care provision to avoid, prevent and ameliorate adverse outcomes or injuries caused from the processes of provision of LTC.



From:
A Good Life in Old Age?
Monitoring and Improving Quality in Long-term Care

Access the complete publication at:
<https://doi.org/10.1787/9789264194564-en>

Please cite this chapter as:

OECD/European Union (2013), "Glossary", in *A Good Life in Old Age?: Monitoring and Improving Quality in Long-term Care*, OECD Publishing, Paris.

DOI: <https://doi.org/10.1787/9789264194564-2-en>

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