

NATIONAL PERFORMANCE INDICATOR (NPI) REPORTING  
**GLOSSARY OF TERMS**

TERM	DESCRIPTION	DEFINITION SOURCE
Achievement	A result reached or attained by effort. Also see 'outcome' below.	The Australian OXFORD Dictionary – New Australian Standard (adapted)
Action	See 'activity', 'process' or 'programs' below.	
Activity	Work performed by a funded organisation in the achievement of objectives established under a funding agreement.  <u>Example:</u> <ul style="list-style-type: none"> <li>• Conduct(ed) immunisation awareness seminars at local schools.</li> </ul>	ANAO Report #41 (2005-06) Administration of Primary Care Funding Agreements – Dept of Health and Ageing
Administered items	Revenues, expenses, assets and liabilities that the Government controls, but which an agency manages on the Government's behalf. Such resources may be used to produce outputs by third party organisations.	ANAO Better Practice in Annual Performance Reporting (adapted)
Aim	A general goal towards which to strive.	World Health Organisation (WHO) <a href="http://www.who.int/health-systems-performance/docs/glossary">http://www.who.int/health-systems-performance/docs/glossary</a> (adapted)
“Appropriate” (in context of N_PIC 2.3)	The Board must maintain an appropriate size and membership balance. Collectively, members must have the skill and experience to ensure the Board can maintain a primary health care focus and the required expertise (including accounting knowledge) to ensure appropriate administrative arrangements are in place for the efficient, effective and ethical use of public monies, pursuant to all relevant governing legislation and regulations. Maintaining the required expertise (including business and accounting knowledge) may include purchasing specific services from an external provider.	<i>Future Directions Toolkit</i> – Appendix D1:14 – Technical Details for NPIs – March 2007 (adapted)
Collaboration	The act of working together with one or more people or organisation/s in order to achieve a desired result.	Encarta® World English Dictionary, North American Edition (adapted)
Community organisation	Broader groups of people, who may or may not be consumers, that organise themselves into community groups. They usually share a common concern or interest, decide to work together in some way to achieve shared goals (and seek) to improve services within a local area or geographic community.	Extracted from <i>Future Directions Toolkit</i> – Appendix D1a:2 - Common Pool Indicators - March 2007

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Consumer	Includes patients and potential patients, carers, organisations representing consumer interests, and members of the public who are targets of the health promotion programs and health care services. The key attribute that these people share is that they are not researchers or health professionals. Their main experience of health care is as a health consumer or community member.	Extracted from <i>Future Directions Toolkit – Appendix D1a:2 - Common Pool Indicators - March 2007</i>
Consumer organisation	A genuine consumer organisation represents the interests of consumers on health matters rather than the interests of professional, provider or commercial interests. Their membership is open to consumers and/or consumer organisations and can elect consumers/consumer organisations to the governing body of the organisation.	Extracted from <i>Future Directions Toolkit – Appendix D1a:2 - Common Pool Indicators - March 2007</i>
Effectiveness	The extent to which outputs and/or administered items make positive contributions to the specified outcome. Effectiveness indicators are used to assess the degree of success in achieving outcomes.	ANAO Better Practice in Annual Performance Reporting
“Evaluation” (in context of N_PIC 1.4)	The process of judging the value of an organisation’s products, services or programs, or an intervention by systematically gathering information to make more informed decisions.	Primary Health Care Research and Information Service (PHCRIS) <a href="http://www.phcris.org.au/phcred/research_bites/research_bites_1.pdf">www.phcris.org.au/phcred/research_bites/research_bites_1.pdf</a> (adapted)
Goal	A desired result. Also see ‘aim’ above.	Compact Oxford English Dictionary
Governance	See ‘Organisational Governance System’ below.	
Impact	The direct and indirect effects of an action.	World Health Organisation (WHO) <a href="http://www.who.int/health-systems-performance/docs/glossary">http://www.who.int/health-systems-performance/docs/glossary</a> (adapted)
Input	A quantified amount of a resource put into a process.  <u>Example:</u> <ul style="list-style-type: none"> <li>Staff and funds to enable immunisation awareness seminars to be conducted.</li> </ul>	World Health Organisation (WHO) <a href="http://www.who.int/health-systems-performance/docs/glossary">www.who.int/health-systems-performance/docs/glossary</a>
Meaningful	Adding significance, meaning, or purpose to something.	Encarta® World English Dictionary, North American Edition (adapted)
Objective	A concise statement describing the specific things an organisation must do well in order to execute its strategy. Objectives often begin with an action verb such as increase, reduce, improve, achieve etc.  <u>Example:</u> <ul style="list-style-type: none"> <li>Increase the awareness of the need for immunisation in targeted communities.</li> </ul>	<a href="http://www.balancedscorecard.biz/Glossary.html">www.balancedscorecard.biz/Glossary.html</a>

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Optimal Asthma Care	Includes proactive care (regular review) in conjunction with written asthma action plans (WAPs), training in self-management, and appropriate use of inhaled corticosteroids.	<i>Future Directions Toolkit – Appendix D1:94 – Technical Details for NPIs - March 2007</i>
Organisational Governance System	<p>The system by which organisations are directed and controlled. Good governance is concerned essentially with leadership, accountability and risk management, and requires the Board to be engaged effectively in:</p> <ul style="list-style-type: none"> <li>• Strategy;</li> <li>• Policy;</li> <li>• Internal accountability mechanisms; and</li> <li>• External accountability mechanisms.</li> </ul> <p>Strategic risk management is an essential component of good governance. A strong relationship between the Board and the CEO is essential if good governance outcomes are to be achieved.</p>	Campbell Research and Consulting Pty Ltd – Analysis and Review of the National Performance Indicators for Divisions of General Practice – June 2007.
Outcome	<p>The result, impact or consequence of an action by an organisation. Also see ‘achievement’ or ‘impact’ above or ‘result’ below.</p> <p><u>Examples:</u><sup>1</sup></p> <ul style="list-style-type: none"> <li>• <b>Improved</b> access to quality medical services for after hours care through the ongoing rollout of Round the Clock Medicare and announcement of the National Health Call Centre Network.</li> <li>• <b>Supported</b> the primary care workforce through: an increase in the Practice Incentives Program procedural loading for rural and remote general practitioners (GPs); an extension of the Training for Rural and Remote Procedural GPs Program to include emergency medicine training; and increased practice nurse support for general practice.</li> <li>• <b>Increased</b> awareness of immunisation (e.g. tetanus in secondary schools, primary school entry requirements, etc).</li> </ul>	Dept of Health and Ageing 2005-2006 Annual Report – Glossary (adapted).

<sup>1</sup> Dept of Health and Ageing 2005-2006 Annual Report – Outcome 4 Primary Care – Major Achievements and Challenges (adapted)

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Output(s)	The goods or services produced by an organisation. Typically a measurement of an activity or the use of money.  <u>Example:</u> <ul style="list-style-type: none"> <li>• 250 immunisation awareness letters produced for distribution to primary schools and kindergartens.</li> </ul>	Dept of Health and Ageing 2005-2006 Annual Report – Glossary and JABG Purpose Area Matrix Measures Definitions.pdf (adapted).
Performance	The level of attainment of a goal in comparison to a given effort.	World Health Organisation (WHO) <a href="http://www.who.int/health-systems-performance/docs/glossary">www.who.int/health-systems-performance/docs/glossary</a>
Performance Indicator	Used to measure, directly or indirectly, information on administered processes and organisational outputs in terms of quality, quantity and efficiency.	Dept of Health and Ageing 2005-2006 Annual Report - Glossary (adapted).
Performance Measurement	A tool to enable an organisation to systematically assess progress toward defined goals and objectives. It measures how well current strategies, plans and processes are working and provides information to aid decision making and shape future action.	National Health Performance Committee, 2000.
Process	A continuous and regular action or succession of actions, taking place or being carried out in a definite manner, and leading to the accomplishment of some results. Also see ‘activity’ above.	World Health Organisation (WHO) <a href="http://www.who.int/health-systems-performance/docs/glossary">www.who.int/health-systems-performance/docs/glossary</a>
Programs	A group of government-mandated activities that contribute to a common strategic or operational objective that can clearly be linked to the achievement of an outcome statement as articulated in the Appropriation Acts.	ANAO Better Practice in Annual Performance Reporting
Quality	Relates to the characteristics by which customers or stakeholders judge an organisation, product or service.	ANAO Better Practice in Annual Performance Reporting
Qualitative	Relating to or based on the quality or character of something, often as opposed to its size or quantity.	Encarta® World English Dictionary, North American Edition
Quality Improvement	A framework for monitoring and improving performance by systematically reviewing programs provided or outcomes achieved against explicit criteria.	Primary Health Care Research and Information Service (PHCRIS) <a href="http://www.phcris.org.au/phcred/research_bites/research_bites_1.pdf">www.phcris.org.au/phcred/research_bites/research_bites_1.pdf</a> (adapted)
Quantity	Units of products or services delivered through (departmental) outputs or managed on behalf of the Australian Government through administered items.	ANAO Better Practice in Annual Performance Reporting
Quantitative	Relating to, concerning, or based on the amount or number of something.	Encarta® World English Dictionary, North American Edition

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Result	<p>That which results; the outcome, consequence, or effect. Also see ‘outcome’ above.</p> <p><u>Example 1: (read in context of ‘target’ example 1):</u></p> <ul style="list-style-type: none"> <li>Target not met. Training is conducted on a calendar year basis. In 2006, 326 of the 350 General Pathway places were filled and 232 of 250 Rural Pathway places were filled. This represents 93% for both Pathways.</li> </ul> <p><u>Example 2: (read in context of ‘target’ example 2):</u></p> <ul style="list-style-type: none"> <li>Target met. The majority of general practices in Australia participate in the Practice Incentives Program. At May 2006, there were 4,745 practices (4,681 practices at May 2005) participating in the program, providing 80% of GP care provided to patients nationally.</li> </ul>	The Macquarie Dictionary
Systematic (Approach)	Done methodically: carried out in a methodical and organised manner.	Encarta® World English Dictionary, North American Edition
Target	<p>A quantifiable performance level or change in level to be achieved by a specified date. If a quantitative comparator cannot be identified, a qualitative measure should be applied.</p> <p><u>Example 1 of a target (quantitative):</u></p> <ul style="list-style-type: none"> <li>Training places available for GP registrars in rural and urban areas are filled.</li> </ul> <p><u>Example 2 of a target (qualitative):</u></p> <ul style="list-style-type: none"> <li>Increase in practices qualifying for incentives through the Practice Incentives Program.<sup>2</sup></li> </ul>	ANAO Better Practice in Annual Performance Reporting
Written Information	Advice presented in any written, published or printed format (eg. pamphlets, letters, newsletters, posters, emails etc).	Director, Divisions Reporting & Policy, Primary & Ambulatory Care Division, Dept of Health and Ageing – July 2007
Young people (in context of Common Pool Performance indicator)	The period of life between 10-24 years.	World Health Organisation – Extracted from definition of ‘adolescence’. Refer <i>Future Directions Toolkit</i> – Appendix D1a:10 - Common Pool Indicators - March 2007

<sup>2</sup> Dept of Health and Ageing 2005-2006 Annual Report – Outcome 4 Primary Care – Part 2 Performance Information