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**Healthcare organization
management — Vocabulary**

Gestion de l'organisation des soins de santé — Vocabulaire



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ISO copyright office
CP 401 • Ch. de Blandonnet 8
CH-1214 Vernier, Geneva
Phone: +41 22 749 01 11
Email: copyright@iso.org
Website: www.iso.org

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Contents

	Page
Foreword	iv
Introduction	v
1 Scope	1
2 Normative references	1
3 Terms and definitions	1
3.1 Terms related to people	1
3.2 Terms related to organization.....	2
3.3 Terms related to activity.....	3
3.4 Terms related to process.....	3
3.5 Terms related to system.....	4
3.6 Terms related to requirement.....	6
3.7 Terms related to result.....	6
3.8 Terms related to information	7
3.9 Terms related to management.....	8
3.10 Terms related to monitoring, evaluation and review	8
3.11 Terms related to health and healthcare activity.....	9
Bibliography	11

Foreword

ISO (the International Organization for Standardization) is a worldwide federation of national standards bodies (ISO member bodies). The work of preparing International Standards is normally carried out through ISO technical committees. Each member body interested in a subject for which a technical committee has been established has the right to be represented on that committee. International organizations, governmental and non-governmental, in liaison with ISO, also take part in the work. ISO collaborates closely with the International Electrotechnical Commission (IEC) on all matters of electrotechnical standardization.

The procedures used to develop this document and those intended for its further maintenance are described in the ISO/IEC Directives, Part 1. In particular, the different approval criteria needed for the different types of ISO documents should be noted. This document was drafted in accordance with the editorial rules of the ISO/IEC Directives, Part 2 (see www.iso.org/directives).

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For an explanation of the voluntary nature of standards, the meaning of ISO specific terms and expressions related to conformity assessment, as well as information about ISO's adherence to the World Trade Organization (WTO) principles in the Technical Barriers to Trade (TBT), see www.iso.org/iso/foreword.html.

This document was prepared by Technical Committee ISO/TC 304, *Healthcare organization management*.

Any feedback or questions on this document should be directed to the user's national standards body. A complete listing of these bodies can be found at www.iso.org/members.html.

Introduction

This document has been developed to help facilitate a common understanding of and maintain consistency in fundamental vocabulary in healthcare organization management standards.

This document is intended to be used by:

- healthcare management practitioners;
- academic professionals and students;
- developers of related standards;
- stakeholders in organizations, regardless of organizational size and type;
- others interested in the management of healthcare organizations.

Healthcare organization management — Vocabulary

1 Scope

This document defines terms used in healthcare organization management.

2 Normative references

There are no normative references in this document.

3 Terms and definitions

ISO and IEC maintain terminological databases for use in standardization at the following addresses:

- ISO Online browsing platform: available at <https://www.iso.org/obp>
- IEC Electropedia: available at <http://www.electropedia.org/>

3.1 Terms related to people

3.1.1

top management

person or group of people who directs and controls an *organization* (3.2.1) at the highest level

Note 1 to entry: Top management has the power to delegate authority and provide resources within the organization.

Note 2 to entry: If the scope of the management system covers only part of an organization, then top management refers to those who direct and control that part of the organization.

3.1.2

involvement

taking part in an activity, event or situation

3.1.3

engagement

involvement (3.1.2) in, and contribution to, activities to achieve shared *objectives* (3.5.13)

3.1.4

patient

person seeking to receive or receiving *healthcare* (3.11.2)

Note 1 to entry: A patient is a healthcare customer.

3.1.5

inpatient

patient (3.1.4) admitted to a hospital

3.1.6

outpatient

patient (3.1.4) not admitted to a hospital

Note 1 to entry: to entry. This definition also includes patients attending an outpatient clinic.