



Glossary of terms:

Falls and Fragility Fracture Audit Programme

| [A](#) | [B](#) | [C](#) | [D](#) | [E](#) | [F](#) | [G](#) | [H](#) | [I](#) | [J](#) | [K](#) | [L](#) | [M](#) | [N](#) | [O](#) | [P](#) | [Q](#) | [R](#) | [S](#) | [T](#) | [U](#) | [V](#) | [W](#) | [X](#) | [Y](#) | [Z](#)

120-day follow up: enquiring about patient process 120 days after discharge, important for measuring patient related outcomes.

30-day mortality: the rate of patients who die within 30 days of being in the hospital.

4AT: bedside questionnaire which helps practitioners to detect delirium.

Academy of Medical Royal Colleges: the coordinating body for the UK and Ireland's 24 medical royal colleges and faculties. We ensure that patients are safely and properly cared for by setting standards for the way doctors are educated, trained and monitored throughout their careers.

Acute setting: an active treatment for short-term needs which is often performed in a hospital setting or doctor's office for quick, urgent treatment.

Adverse effect: an unexpected medical problem that happens during treatment with a drug or other therapy.

Aerosol generating procedures: a medical procedure that can result in the release of airborne particles (aerosols) from the respiratory tract when treating someone who is suspected or known to be suffering from an infectious agent transmitted wholly or partly by the airborne or droplet route.

After-action review (ARR): a structured discussion undertaken after an event to examine what happened, why it happened and what can be learned to improve future practice.

AHP: Allied Health Professional, there are 14 allied health professions including but not limited to radiographers, dietitians, physiotherapists etc.

Alfacalcidol: a type of vitamin D which will help your body absorb the calcium that you eat or drink in your diet.

American Society of Anaesthesiologists (ASA) score: used to assess and communicate a patient's pre-anaesthesia medical co-morbidities. Used with other factors (eg, type of surgery, frailty, level of deconditioning), it can be helpful in predicting perioperative risks.

AMTS: abbreviated mental test score; a series of questions used to rapidly assess elderly patients for the possibility of dementia.

Anaesthesia: means "loss of sensation". Medicines that cause anaesthesia are called anaesthetics. Anaesthetics are used during tests and surgical operations to numb sensation in certain areas of the body or induce sleep.

Analgesia: Pain relief. It refers to reducing or removing pain, usually through medicines or other treatments, while the person remains awake and aware.

Analgesic: pain reliever or pain killer.

Analysis plan: an analysis plan helps you think through the data you will collect, what you will use it for, and how you will analyse it.

Anti-osteoporosis therapy: the treatment and prevention of fractures, which may involve using medicines to strengthen bones.

Arthritis: a common condition that causes pain and inflammation in a joint.

Audit programmes: provide local trusts with individual benchmarked reports on their compliance and performance, feeding back comparative findings to help participants identify necessary improvements for patients.

Automated dashboards: a visual display of data that is updated regularly which provides information at-a-glance, such as KPIs. A dashboard usually sits on its own page and receives information from a linked database.

Balancing measures: the metrics a health system must track to ensure an improvement in one area isn't negatively impacting another area.

Bed rail: also known as side rails or cot sides, are widely used to reduce the risk of falls. Although not suitable for everyone, they can be very effective when used with the right bed, in the right way, for the right person.

Benchmarking: a comparison of performance metrics to national/regional performance and performance of other hospitals.

Best MSK Health programme: NHS England has launched a new programme with the aim of sustaining the delivery of evidence-informed, personalised, high-quality integrated healthcare of value to all.

Best Practice Tariff (BPT): a national price paid to providers and is designed to incentivise high quality and cost-effective care. The aim is to reduce unexplained variation in clinical quality and to encourage best practice.

Biconcave: having concave faces on both sides

Bisphosphonates: a medicine used to treat osteoporosis (and sometimes osteopenia). Bisphosphonates slow the rate that bone is broken down in the body. This maintains bone density and reduces the risk of a broken bone.

BOAST: British Orthopaedic Association (BOA) Standards for Trauma and Orthopaedics (BOAST). BOASTs are short standards documents that are downloadable and can be printed for display in hospitals. These standards, informed by evidence, provide clear and concise recommendations in a uniform format that are now ingrained in routine clinical care.

Bone clinic: provides specialist services for osteoporosis and other metabolic bone diseases. Rheumatologists and metabolic medicine specialists work together to diagnose, scan and give appropriate treatment where needed.

Bone density scan (DXA): a test that assesses whether you have normal bone density, low bone density (also referred to as osteopenia), or osteoporosis.

Bone health card: a resource produced by the RCP to aim to improve the patient experience when returning home following a fragility fracture and discussing with primary care.

Bone therapy: specialist treatment for diseases of the bones including osteoporosis, such as bisphosphonates.

British Orthopaedic Association (BOA): the surgical specialty association for trauma and orthopaedics in the UK.

Business case: a justification for a proposed project or undertaking on the basis of its expected commercial benefit.

Calcitriol: a form of Vitamin D3 (vitamin D helps the body absorb calcium); used to treat and prevent calcium and bone disease in patients whose kidneys or parathyroid glands (glands in the neck that release natural substances to control the amount of calcium in the blood) are not working normally.

Care Quality Commission (CQC): the independent regulator of all health and social care services in England.

Caseload: the number of cases with which a doctor is concerned with at one time.

Case ascertainment: the process of identifying and capturing all eligible patients or cases for inclusion in an audit. Effective case ascertainment helps to ensure that audit data accurately reflects the population being assessed.

Case reporting gap: the difference between the number of incidents or cases that have occurred and the number that have been reported to an audit. Identification of reporting gaps can help improve data quality and case ascertainment.

Caterpillar plot: a side-by-side bar plot of 95% intervals for multiple parameters. Typically, it is used to visualize and compare random-effects parameters, which can come in large numbers in certain models.

Cf: used in writing when you want the reader to make a comparison between the subject being discussed and something else.

Chief executive: the highest-ranking person in a company or other institution, ultimately responsible for making managerial decisions.

Chronology: a list of a patient's medical history relevant to a case in date order.

Civil Registration Data: the recording of vital events in a person's life (e.g., birth, death).

Clinical audit: a process that has been defined as "a quality improvement process that seeks to improve patient care and outcomes through systematic review of care against explicit criteria and the implementation of change."

Clinical commissioning groups (CCGs): clinically-led statutory NHS bodies responsible for the planning and commissioning of health care services for their local area. Also known as local commissioners.

Clinical Lead: also known as the lead practitioner who is responsible for the quality of the data submitted to audits for their respective site. They are also in charge of data governance and ensuring only the appropriate people have access to the data, as well as being the first point of contact for the audits.

Clinical standards: succinct statements on key areas of clinical practice for a specific condition where there is evidence of variation from best practice. They are based on evidence contained in clinical guidelines.

Commission: commissioning is the process by which health and care services are planned, purchased and monitored.

Commissioning round: the process by which major funding decisions are taken, including the allocation of new money coming into the NHS which takes place annually.

Community care-based services: one aim of integrated care is to enable people to receive care closer to home, with services focused on keeping them well and avoiding unnecessary hospital care.

Conservative management: conservative treatment is the alternative to surgery. It involves a long period of bed rest and is not often used but may be necessary if surgery is not possible – for example, if someone is too frail to cope with surgery, or if they did not go to hospital straight after the fracture happened and it has already started to heal.

Consortium: a group of people or firms who have agreed to co-operate with each other.

Constipation: bowel movements are tough or happen less often than normal.

Consultant: senior doctors that have completed full medical training in a specialised area of medicine and are listed on the GMC's specialist register. They have clinical responsibilities and administrative responsibilities in managing SAS and junior doctors.

Control limit/line: the horizontal lines in a control chart that delineate the upper and lower limits of the acceptable range of results for a process. When plotted data exceeds a control limit, it indicates that a process is out of control, and requires management attention.

COVID-19: an infectious disease caused by the SARS-CoV-2 virus, may also be referred to as 'coronavirus'

Cross-tabulation tools: used to quantitatively analyse the relationship between multiple variables. Cross tabulations (also referred to as contingency tables or crosstabs), group variables together and enable researchers to understand the correlation between the different variables.

Crown dependencies: three island territories in the British Islands that are self-governing possessions of the British Crown: the Bailiwick of Guernsey, the Bailiwick of Jersey, and the Isle of Man.

Crude data: data that is not exact or detailed, but may be useful or correct in an approximated, general way.

Commissioning for Quality and Innovation (CQUIN): a framework supports improvements in the quality of services and the creation of new, improved patterns of care.

Data completeness: the extent to which all required and essential data fields are completed within an audit dataset to support accurate measurement of care and outcomes.

Delirium: sudden confusion.

Delirium assessment: a brief test to identify signs of delirium or confusion which involves checking alertness, cognition, attention and acute change or fluctuation (observed change in patient behaviour).

Dementia: the name for problems with mental abilities caused by gradual changes and damage in the brain.

Demographics: the statistics relating to the people who live in that place or society.

Densitometry services: a service to diagnose osteoporosis and monitor bone mineral density.

Deprivation gap: The gap between people living in the most deprived and the least deprived areas

Displaced intracapsular hip fracture: a fracture inside the socket of a hip joint and where the bones have moved out of position.

Disseminated: to distribute something (usually information) so that it reaches many people or organizations.

Distal femur fracture (non-hip fracture): a fracture is a broken bone. Fractures of the thigh bone that occur just above the knee joint are called distal femur fractures.

Distal forearm fracture: a fracture affecting the lower end of the forearm bones, near the wrist.

Driver diagram: serves as a tool for building a hypothesis that can be tested. It is developed by consensus and summarises what team members feel must change and which ideas may result in an improvement.

Emergency Room Services: emergency rooms serve patients with acute needs. Often, these needs include accidents, injuries, or sudden medical needs.

Endocrinology: the study of medicine that relates to the endocrine system, which is the system that controls hormones. Endocrinologists are specially trained physicians who diagnose diseases related to the glands.

Endplate: a vertebral end plate is the transition region where a vertebral body and intervertebral disc interface with each other.

EQ-5D-5L: a self-assessed, health related, quality of life questionnaire. The scale measures quality of life on a 5-component scale including mobility, self-care, usual activities, pain/discomfort, and anxiety/depression.

Ethnicity: refers to a sense of identity and membership in a group that shares common language, cultural traits (values, beliefs, religion, food habits, customs, etc.), and a sense of a common history.

Extra-medullary fixation device, such as sliding hip screw (SHS): an implant, which has a nail, or screw, which is passed up the femoral neck to the femoral head. This is connected to a side plate, which is secured to the femur using screws.

Facilities survey/audit: an annual one-off survey of facilities, staffing, resources etc at each hospital involved.

Falls and Fragility Fracture Audit Programme: a national clinical audit run by the Royal College of Physicians (RCP) designed to audit the care that patients with fragility fractures and inpatient falls receive in hospital and to facilitate quality improvement initiatives.

Falls assessment: people who may be at risk of falling should receive an assessment that looks at factors known to increase the risk of falling, so the hospital can address these risk factors. These factors include: vision, blood pressure, medication, mobility (including walking aids), continence and delirium.

Falls assessment tools: aim to identify the risk factors present and manage these to reduce the likelihood of falls for the patient.

Falls-specific PSIRF: a locally developed approach to applying the Patient Safety Incident Response Framework (PSIRF) to inpatient falls, supporting investigation, learning and improvement following falls-related incidents.

Femoral fracture: a bone fracture in the femur, commonly known as the thigh bone.

Femur: thigh bone.

Firm intervention plan: a document that lists what steps must be taken in order to achieve a specific goal.

Fishbone diagram: a visualization tool for categorizing the potential causes of a problem. This tool is used in order to identify a problem's root causes. A fishbone diagram combines the practice of brainstorming with a type of mind map template.

Flat lifting equipment: hospital equipment used to lift patients whilst they are lying down.

FLS-DB improvement repository: a platform for services to share improvement stories to guide and inform improvement projects within FLSs.

Fracture Liaison Service Database: a clinically-led web-based national audit of secondary fracture prevention in England and Wales commissioned by the Healthcare Quality Improvement Partnership (HQIP) as part of the Falls and Fragility Fracture Audit Programme (FFFAP).

Fracture Liaison Service: Fracture Liaison Services (FLS) systematically identify people aged 50 and older who have had a 'fragility fracture', with the aim of reducing their risk of further fractures.

Fragility fracture: a fracture that occurs after low trauma (equivalent to a fall from standing height or less), excluding skull, face, fingers, and toes.

Frailty: in medicine, frailty defines the group of older people who are at highest risk of adverse outcomes such as falls, disability, admission to hospital, or the need for long-term care.

FRAX: Fracture Risk Assessment Tool, it is a clinical tool for assessing the risk of fractures in people with osteoporosis

General practitioner: a doctor based in the community who treats patients with minor or chronic illnesses and refers those with serious conditions to a hospital.

Geriatric: branch of medicine that deals with the problems and diseases of old age and the medical care and treatment of aging people.

Getting It Right First Time (GIRFT): a national programme designed to improve the treatment and care of patients through in-depth review of services, benchmarking, and presenting a data-driven evidence base to support change.

Governance meeting: governance in healthcare is referred to as clinical governance, "a system through which NHS organisations are accountable for continuously improving the quality of their services and safeguarding high standards of care by creating an environment in which excellence in clinical care will flourish".

Health economist: a profession whereby knowledge of economics and healthcare are used to evaluate how resources are used within the health service. By analysing statistics and using data models, they influence public health policy to help improve patient care.

Health inequalities: differences in the status of people's health; the term is commonly used to refer to differences in the care that people receive and the opportunities that they have to lead healthy lives, both of which can contribute to their health status.

Healthcare Quality Improvement Partnership (HQIP): was established to promote quality in healthcare, and in particular to increase the impact that clinical audit has on healthcare quality improvement.

Hemiarthroplasty: when the femoral head is replaced with a prosthesis (false part). The femoral head is the rounded top part of the thigh bone (femur) that sits in the hip socket.

High-risk populations: populations whose members may have additional needs before, during, and after an incident in functional areas, including but not limited to: maintaining independence, communication, transportation, supervision, and medical care.

Hip fracture: cracks or breaks in the top of the thigh bone (femur) close to the hip joint.

Hospital-acquired deconditioning (HAD): physical inactivity imposed by hospitalisation associated with rapid deconditioning leading to functional decline, more readmissions and increased mortality and is considered as a significant potential harm for older people in hospital.

Hospital Episode Statistics (HES): a database containing details of all admissions, A&E attendances and outpatient appointments at NHS hospitals in England.

Hot debrief: an immediate review of a patient safety incident, usually undertaken before the end of the same shift, to identify what happened, share learning and support any actions needed following the event.

Humeral fracture: a fracture of the humerus, the long bone of the upper arm that extends from the shoulder to the elbow.

Identification rate: the rate at which a biometric subject in a database is correctly identified.

IMD: Indices of Multiple Deprivation. IMD brings together 37 separate indicators that each reflect a different aspect of deprivation experienced by individuals living in an area. It is used to identify those living in the most and least deprived areas.

Implant: a damaged hip joint is replaced with an artificial one (known as an implant).

Immobilisation: the restriction of movement, particularly of the head, neck or spine, when an injury is suspected in order to prevent further harm until assessment or treatment can take place.

Index fragility fracture: the first nonpathologic fracture of the ankle, hip, humerus, or wrist not preceded by any fracture of any kind during the preceding 2 years.

Injectable therapies/medication: medications that are injected either directly into areas where patients experience chronic pain or intravenously such as Denosumab.

Injurious inpatient fall: a fall that occurs during a hospital admission and results in an injury that meets the NAIF eligibility criteria.

Inpatient: a person who has been referred to hospital for an operation or test and needs to stay overnight.

Inpatient femoral fractures (IFFs): a femoral fracture that occurred as a result of an inpatient fall.

Institutional care: care which is given in institutions such as nursing homes.

Integrated Care Systems (ICS): partnerships between the organisations that meet health and care needs across an area, to coordinate services and to plan in a way that improves population health and reduces inequalities between different groups.

Integrated pathway: a multidisciplinary outline of anticipated care, placed in an appropriate timeframe, to help a patient with a specific condition or set of symptoms move progressively through a clinical experience to positive outcomes.

Integrated trust: an NHS organisation that brings together different health services, such as hospital, community and mental health care, under a single management structure to provide more coordinated care.

Interquartile range (IQR): a measure of how spread out the middle 50% of values in a dataset are. It is calculated by subtracting the 25th percentile (lower quartile) from the 75th percentile (upper quartile).

Intervention: a treatment, procedure, or other action taken to prevent or treat disease, or improve health in other ways.

Intracapsular fracture: a fracture inside the socket of the hip joint.

Intramedullary nails: an intramedullary rod, also known as an inter-locking nail or Küntscher nail (without proximal or distal fixation), is a metal rod forced into the medullary cavity of a bone and are used to treat fractures of long bones of the body.

Key performance indicator (KPI): a type of performance measurement, that evaluates how well a particular activity is performing in relation to the set-out goals.

Learn From Patient Safety Events (LFPSE): a national NHS system for the recording and analysis of patient safety events that occur in healthcare settings.

Light dataset: Identifies the key data fields that services need to complete, therefore minimising the work for services by making part of the data input optional.

Local health board (LHB): NHS Wales is organised into administrative units known as local health boards which are responsible for planning and delivering NHS services in their area.

Lying and standing blood pressure (LSBP): one of the six assessment components of Multifactorial assessment to optimise safe activity (MASA)

Malnutrition: physical weakness and bad health caused by having too little food, or too little of the types of food necessary for good health.

Mean (also known as average): adding two or more amounts together and dividing the total by the number of amounts.

Median: a type of average. It is the middle value of a range of numbers when they are ranked low to high.

Medical Director: a member of the board of an NHS organisation with a clinical background.

Methodology: a system of methods and principles for doing something, for example for teaching or for carrying out research.

Model Health System: a data-driven improvement tool that enables NHS health systems and trusts to benchmark quality and productivity.

Modifiable: means able to be changed. Quite often it means lessening something.

Morbidity: the condition of suffering from a disease or medical condition.

Multidisciplinary team (MDTs): a diverse group of professionals working together. The multidisciplinary team (MDT) would aim to deliver person-centred and coordinated care and support for the person with care needs.

Multifactorial risk assessment (MFRA): for the purpose of NAIF, this identifies factors known to increase the risk of falls with the intention that action or an intervention is prompted to minimise these risks. This has now been replaced by Multifactorial assessment to optimise safe activity (MASA).

Multifactorial assessment to optimise safe activity (MASA): MASA uses the same components as the MFRA described above and is based on [NICE clinical guideline 249](#). The purpose of this assessment is to help hospitalised older adults stay as active as possible by identifying and addressing factors that may affect their safety when moving around. Information on the MASA components can be found [here](#).

Multi-stakeholder group: people from different areas who have a vested interest in an organisation or project and can either affect or be affected by its performance.

Musculoskeletal: of, relating to, or involving both musculature and skeleton.

NAIF improvement repository: a platform for services to share improvement stories to guide and inform improvement projects for preventing inpatient falls.

National Audit of Inpatient Falls (NAIF): a clinically led, web-based audit of inpatient falls prevention care and post fall management in acute, mental health, community and specialist trusts in England and Wales. NAIF aims to improve inpatient falls prevention and post fall care through audit and quality improvement.

National Clinical Audit and Patient Outcomes Programme (NCAPOP): commissioned by HQIP, the programme comprises more than 30 national audits related to some of the most commonly occurring conditions. These collect and analyse data supplied by local clinicians to provide a national picture of care standards for that specific condition.

National Clinical Audit Benchmarking: the National Clinical Audit Benchmarking project (NCAB) provides a visual snapshot of individual Trust audit data set against individual national benchmarks.

National Hip Fracture Database (NHFD): a clinically led web-based audit of hip fracture care and secondary prevention in England, Wales and Northern Ireland. It collects data on all patients admitted to hospital with hip and femoral fractures aiming to improve their care through auditing which is fed back to hospitals through targeted reports and online reporting.

National Joint Registry: collects and monitors information on hip, knee, ankle, elbow and shoulder joint replacement operations to provide an early warning of issues relating to patient safety, improve the quality of outcomes and ensure the quality and cost-effectiveness of joint replacement surgery.

National Voices: the leading coalition of health and social care charities in England.

NDOO: National Data Opt-Out, allows individuals to choose in specific circumstance if data from their health records is shared for healthcare research and planning purposes.

Nerve block: a nerve block is an anaesthetic and/or anti-inflammatory injection targeted toward a certain nerve or group of nerves to treat pain.

Neurological observations: a series of clinical assessments used to monitor a person's neurological status, including level of consciousness, response to stimuli, pupil reactions and other indicators of brain or nervous system function.

National Early Warning Scores 2 (NEWS2): the latest version of the National Early Warning Score (NEWS), first produced in 2012 and updated in December 2017, which advocates a system to standardise the assessment and response to acute illness.

NHFD improvement repository: a platform for services to share improvement stories to guide and inform improvement projects based around the key performance indicators of the National Hip Fracture Database.

NICE (National Institute for Health and Care Excellence): provides national guidance and advice to improve health and social care.

Non-random variation: appears when something new, sometimes unexpected, starts to influence the process. This may be the result of intended changes made to improve the process or unintended process deterioration. The ability to tell random from non-random is crucial in quality improvement.

Non-hip femoral fracture eg shaft and distal femur fracture: a break in the lower part of a thigh bone.

Non-operative: treatment not involving surgery.

Non-persistence: a treatment gap of less than 90 days.

Occupied bed day: a day during which a person is confined to a bed and in which the patient stays overnight in a hospital.

Opioid painkillers: morphine-type medications which are very good analgesics for acute pain and pain at the end of life and can be used to treat moderate or severe pain.

Oral medication: medication taken through the mouth.

Orthogeriatric: orthogeriatric care is a medical-surgical model which brings together multidisciplinary health professionals from trauma, orthopaedics and geriatric medicine to treat the fracture and frailty issues affecting people with hip fractures.

Orthogeriatric ward: provides care for elderly orthopaedic inpatients.

Orthopaedic: a branch of medicine concerned with the correction or prevention of deformities, disorders, or injuries of the skeleton and associated structures (such as tendons and ligaments).

Orthopaedic surgeon: an orthopaedic surgeon diagnoses and treats conditions of the musculoskeletal system including bones and joints and structures that enable movement such as ligaments, tendons, muscles and nerves.

Orthostatic hypotension: a medical condition wherein a person's blood pressure drops when they are standing up or sitting down.

Osteoporosis: a health condition that weakens bones, making them fragile and more likely to break.

Outcomes: the results of the nursing care that patients receive in hospital.

Outlier: a data point that differs significantly from other values in a sample and expected performance. Outliers can be indication of very poor or very good performance.

Outlier policy: a policy covering the management of hospitals with outlier status.

Palliative care: makes you as comfortable as possible by managing your pain and other distressing symptoms when you have an illness that cannot be cured.

Pandemic: a disease that exists in almost all of an area or in almost all of a group of people, animals or plants.

Pathways: the route that a patient follows from the first contact with an NHS member of staff (typically his or her GP) through referral to the completion of treatment.

Patient and Carer Panel (of the Falls and Fragility Fracture Audit Programme): a group of patient and carer volunteers who support the Falls and Fragility Fractures Audit Programme (FFFAP) to bring the patient and carer perspective to the overall Programme and each of its workstreams.

Patient Episode Database for Wales (PEDW): records all episodes of inpatient and daycase activity in NHS Wales hospitals, which includes planned and emergency admissions, minor and major operations, and hospital stays for giving birth.

Patient outcomes: the results of care that patients receive in hospital including maintenance of patient functional status, maintenance of patient safety, and patient satisfaction.

Patient Safety Incident Response Framework (PSIRF): the NHS's approach to developing and maintaining effective systems and processes for responding to patient safety incidents for the purpose of learning and improving patient safety.

Patient work-up: the process of obtaining all the necessary data for diagnosing and treating a patient. It should be done in an orderly manner so that essential elements will not be overlooked.

Peer review: peer review is designed to assess the validity, quality and often the originality of articles for publication. Review of manuscripts is undertaken by experts in the field.

Pelvic ring fracture: a break in one or more of the bones that form the ring-shaped structure of the pelvis.

Perioperative: relating to the time before, during, and after a surgical operation.

Physicians: a medical doctor who usually focuses on the non-surgical treatment of patients' conditions.

Physiotherapy: helps restore movement and function when someone is affected by injury, illness or disability.

Plates: medical equipment used in hip-pinning. Hip-pinning is surgery used to help hold broken bones together so they can heal properly.

Postcode lottery: a situation in which someone's access to health services or medical treatment is determined by the area of the country in which they live.

Postoperative: the period immediately following surgery.

Post-fall medical examination: a clinical assessment undertaken by a healthcare professional after a patient has fallen, with the aim of identifying injuries, assessing the patient's condition and determining any necessary investigations or treatment. A guide for inpatient settings can be found [here](#).

Preliminary data: data generated from small-scale research projects to evaluate feasibility, prior to conducting full research studies.

Pressure ulcer: also known as pressure sores or bedsores, these are injuries to the skin and underlying tissue, primarily caused by prolonged pressure on the skin.

Primary care: primary care services provide the first point of contact in the healthcare system, acting as the 'front door' of the NHS. Primary care includes general practice, community pharmacy, dental, and optometry (eye health) services.

Process mapping: a new and important form of clinical audit that examines how the patient journey is managed, using the patient's perspective to identify problems and suggest improvements.

Process measures: indicate what a provider does to maintain or improve health, either for healthy people or for those diagnosed with a health care condition. These measures typically reflect generally accepted recommendations for clinical practice.

Prognosis: judgement of the likely or expected development of a disease or of the chances of getting better.

Protocol: an official set of procedures for what actions to take in a certain situation.

Pubic ramus : A group of bones that belongs to the pelvis.

Qualitative: of, relating to, or involving quality or kind.

Quality improvement (QI): involves the use of a systematic and coordinated approach to solving a problem using specific methods and tools with the aim of bringing about a measurable improvement within a health care setting.

Quality standards (QS): set out the priority areas for quality improvement in health and social care.

Quarter (calendar): one of four periods of time into which a year is divided.

Radiology: a branch of medicine concerned with the use of radiant energy (such as X-rays) or radioactive material in the diagnosis and treatment of disease.

Redeployment: moving employees to a different place or using them in a more effective way.

REDUCE: REDUCE was a record-linkage cohort study in which national databases for all patients aged 60 years and older who sustained a hip fracture in England and Wales were linked with hospital metrics from 18 organisational data sources.

Regional benchmarking function: the data entered by FLSs is displayed online in the form of run charts and benchmark tables which are available to the public and allow comparison of performance between regions.

Registries: a place/database where records are kept.

Rehabilitation: enabling and supporting individuals to recover or adjust, to achieve their full potential and to live as full and active lives as possible. Rehabilitation should start as soon as possible to speed recovery.

Renal impairment: the kidney's inability to perform its job. This situation can occur for a number of reasons, including the introduction of something into the blood that the kidney cannot expel from a person's system.

Repository: one that contains or stores something nonmaterial (eg knowledge).

Retrospective: looking back over the past.

Rheumatology: the study of disorders of the musculoskeletal system such as the locomotor apparatus, bone and soft connective tissues.

Risk factor: a determinant associated with an increased likelihood of a particular outcome.

Root cause analysis: a process or technique used to identify the most fundamental reason or contributing causal factor as to why a problem occurred.

Royal College of Nursing (RCN): the world's largest union and professional body for nursing staff.

Royal Osteoporosis Society (ROS): UK-wide charity dedicated to improving the prevention, diagnosis and treatment of osteoporosis.

Run chart: dynamic graphs derived from data supplied to the NHFD clinical audit by individual hospitals treating hip fracture patients. The charts are used by clinical teams involved with patient care and help drive quality improvement by providing timely feedback on service quality and compliance with national care standards.

Screws: medical equipment used in hip-pinning. Hip pinning is surgery used to help hold broken bones together so they can heal properly.

Secondary fracture: a fracture that would not otherwise occur were it not for pathological weakening of the bone due to osteoporosis, metastasis, infection, metabolic disorders or other systemic or local disease.

Secondary prevention: the management and appropriate follow-up of patients who sustain a fragility fracture.

Sedation: medicine that makes you feel sleepy and relaxes you both physically and mentally; it's sometimes used to keep you calm during minor, painful or unpleasant procedures.

Self-isolation: when you do not leave your home because you have or might have coronavirus (COVID-19).

Service scope: an attachment to the contractual agreement between the department and the selected consultant that will perform services for the department.

Severe harm: any unexpected or unintended incident that appears to have resulted in permanent harm to one or more persons.

Shaft femur fracture (non-hip fracture): the long, straight part of the femur is called the femoral shaft. When there is a break anywhere along this length of bone, it is called a femoral shaft fracture. This type of broken leg almost always requires surgery to heal.

Sliding hip screw: a fixation for neck of femur fractures. This would usually be considered for fractures that occur outside the hip capsule (extracapsular), often stable intertrochanteric fractures.

Social deprivation: a person who is disconnected from his or her society and healthy social interaction for a variety of different reasons. In certain cases, if the social deprivation is chronic, it may affect a person's personality and interpersonal skills, which can lead to social exclusion.

Specialist nurse practitioner: a trained specialist nurse who has undertaken additional medical education in order to provide advanced nursing care and to prescribe medication.

Specialties: the particular subject area or branch of medical science to which one devotes professional attention.

Spinal injury: damage to the bones, ligaments, nerves or spinal cord within the spine. Severity can range from minor injury to permanent neurological impairment.

Stakeholder: a person such as an employee, customer, or citizen who is involved with an organization, society, etc. and therefore has responsibilities towards it and an interest in its success.

Standard deviation (SD): a measure of the amount of variation of a set of values.

Statistical process control (SPC) charts: simple graphical tools that enable process performance monitoring. They are used to identify which type of variation exists within the process. They highlight areas that may require further investigation.

Statistical variation: how far each number in the set is from the mean (average).

Steering group: a committee that decides on the priorities or order of business of an organisation and manages the general course of its operations.

Stigma: a mark of shame associated with a particular circumstance, quality, or person.

Subcutaneous: something that is situated, used, or put under your skin.

Subtrochanteric femoral fracture: a fracture of the proximal femur that occurs within 5cm of the lesser trochanter.

Sustainably resourced: the integration of social, ethical and environmental performance factors into the process of selecting suppliers.

SWARM huddle: post incident huddle to encourage frankness by reassuring participants that they are in a blame free environment.

Symptomatic hypotension: a sudden drop in blood pressure when standing from a sitting position or after lying down.

Temporal variation: variation in the time from symptom onset to hospital admission.

Thromboembolism: a blood clot that can develop deep in the veins of the body.

Total hip arthroplasty (also called total hip replacement): an operation to replace both the socket in the hip and the rounded top part of the thigh bone (femoral head) with a prosthesis (false part).

Translational Health Sciences: the social science of innovation which takes an interdisciplinary and applied approach to the challenges of implementing innovations and research discoveries in a healthcare setting.

Trauma service: a specialist hospital responsible for the care of the most severely injured patients involved in major trauma. It provides 24/7 emergency access to consultant-delivered care for a wide range of specialist clinical services and expertise.

Trauma unit: a hospital unit specializing in the treatment of patients with acute and especially life-threatening traumatic injuries such as falls.

Treatment adherence: the extent to which the patient's action matches the agreed recommendations with regards to prescribed medication/treatment.

Undisplaced Intracapsular Hip fracture: a fracture inside the socket of the hip joint (intracapsular fracture) if it is stable and has not moved significantly (undisplaced).

Vertebral fracture: a break or collapse of one of the bones of the spine (vertebrae).

Weight-bearing: In orthopedics, weight-bearing is the amount of weight a patient puts on an injured body part. Full weight-bearing: The leg can now carry 100% of the body weight, which permits normal walking.

Whole-Time Equivalent (WTE) Nurses: in order to compare staff resources across organisations taking into account different patterns of part-time and full-time working, the whole-time equivalent (WTE) for a person can be used instead. The WTE for each person is based on their hours worked as a proportion of the contracted hours normally worked by a full-time employee in the post.

Zoledronate: a drug treatment for osteoporosis. It can help to strengthen bones, making them less likely to break. It is given as an intravenous infusion (IV or 'drip') once a year.

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