Healthcare IT Terminology and Acronyms

ACO – Accountable Care Organization is a type of payment and delivery reform model that seeks to tie provider reimbursements to quality metrics and reductions in the total cost of care for an assigned population of patients. A group of coordinated health care providers form an ACO, which then provides care to a group of patients. The ACO may use a range of different payment models (capitation, fee-for-service with asymmetric or symmetric shared savings, etc.). The ACO is accountable to the patients and the third-party payer for the quality, appropriateness, and efficiency of the health care provided. According to the Centers for Medicare and Medicaid Services (CMS), an ACO is "an organization of health care providers that agrees to be accountable for the quality, cost, and overall care of Medicare beneficiaries who are enrolled in the traditional fee-for-service program who are assigned to it."

ARRA – American Recovery and Reinvestment Act

BC – Business Continuity: the activity performed by an organization to ensure that critical business functions will be available to patients, suppliers, regulators, and other entities that must have access to those functions. These activities include many daily chores such as project management, system backups and change control. Business continuity is not something implemented at the time of a disaster; Business Continuity refers to those activities performed daily to maintain service, consistency, and recoverability.

CAH – Critical Access Hospital: A facility that meets the following criteria may be designated by CMS as a CAH:

- Is located in a State that has established with CMS a Medicare rural hospital flexibility program; *and*
- Has been designated by the State as a CAH; *and*
- Is currently participating in Medicare as a rural public, non-profit or for-profit hospital; or was a participating hospital that ceased operation during the 10-year period from November 29, 1989 to November 29, 1999; or is a health clinic or health center that was downsized from a hospital; *and*
- Is located in a rural area or is treated as rural; *and*
- Is located more than a 35-mile drive from any other hospital or CAH (in mountainous terrain or in areas with only secondary roads available, the mileage criterion is 15 miles); *and*
- Maintains no more than 25 inpatient beds; *and*
- Maintains an annual average length of stay of 96 hours per patient for acute inpatient care; *and*
- Complies with all CAH Conditions of Participation, including the requirement to make available 24-hour emergency care services 7 days per week.

A CAH may also be granted "swing-bed" approval to provide post-hospital Skilled Nursing Facility-level care in its inpatient beds.

Healthcare IT Terminology and Acronyms

CCHIT – Certification Commission for Health Information Technology
CDS – Clinical Decision Support – For MU, the requirement is, "Implement one clinical decision support rule relevant to specialty or high clinical priority along with the ability to track compliance to that rule."
Channel Partner – Person or vendor that provides services or sells products on behalf of a software or hardware vendor. VARs, MSPs, Consultants, SIs, OEMs and distributors may also be called channel partners.
CMS – Centers for Medicaire and Medicaid Services
COW - Computer on Wheels

CQM – Continuous Quality Management - Tying MU incentive payments to CQM is actually pretty profound. It elevates the paying-attention-to-clinical-quality-metrics to a new level. As American healthcare moves from a business model that rewards usage of services (the fee-for-service tradition of healthcare reimbursement) towards one that rewards outcomes (the pay-for-performance incentives), knowing what the Quality Measures are, and having tools to report them, are more important than ever.

CPOE - Computerized Physician Order Entry is a process of electronic entry of medical practitioner instructions for the treatment of patients (particularly hospitalized patients) under his or her care.
CRM - Customer relationship management is a widely implemented strategy for managing a company's interactions with customers, clients and sales prospects.
CROWDSOURCING – Idea of taking reams of raw data derived from Cloud applications, scanning it electronically in a data warehouse, de-identifying it (so it's HIPAA safe) and then pulling out the interesting data population / diagnostic data for operations & research. In theory, this will allow us to expand use of evidence based medicine suggestions based on more cross population & geography which will ultimately lead to better treatment of patients.
D2D – Disk to Disk
D2D2T – Disk to Disk to Tape
DAS – Direct Attached Storage
DICOM - Digital Imaging and Communications in Medicine (DICOM) is a standard for handling, storing, printing, and transmitting information in medical imaging. It includes a file format definition and a network communications protocol.
DLP – Data Loss Prevention

Network DLP (aka Data in Motion <DiM>) Typically a software or hardware solution that is installed at network egress points near the perimeter. It analyzes network traffic to detect sensitive data that is being sent in violation of information security policies.

Storage DLP (aka Data at Rest <DaR>) Typically a software solution that is installed in data centers to discover confidential data is stored in inappropriate and/or unsecured locations (e.g. open file share).

Healthcare IT Terminology and Acronyms

Endpoint DLP (aka Data in Use <DiU>) Such systems run on end-user workstations or servers in the organization. Like network-based systems, endpoint-based can address internal as well as external communications, and can therefore be used to control information flow between groups or types of users (e.g. 'Chinese walls'). They can also control email and Instant Messaging communications before they are stored in the corporate archive, such that a blocked communication (i.e., one that was never sent, and therefore not subject to retention rules) will not be identified in a subsequent legal discovery situation. Endpoint systems have the advantage that they can monitor and control access to physical devices (such as mobile devices with data storage capabilities) and in some cases can access information before it has been encrypted. Some endpoint-based systems can also provide application controls to block attempted transmissions of confidential information, and provide immediate feedback to the user. They have the disadvantage that they need to be installed on every workstation in the network, cannot be used on mobile devices (e.g., cell phones and PDAs) or where they cannot be practically installed (for example on a workstation in an internet café).

DR – Disaster Recovery
EHR – Electronic Health Record: Electronic record of health-related information on an individual that conforms to nationally recognized interoperability standards and that can be created, managed and consulted by authorized clinicians and staff across more than one health organization.

eMAR - Electronic Medication Administration Record and it is a point-of-care process utilizing bar code reading technology to monitor the bedside administration of medications. Generally accepted inventory management processes include:

- Pharmacy to track medication inventory.
- Inventory management concepts to include item identification
- Patient Wristbands and medical records
- Verification process and decision-making tool at 'point-of-care' at bedside
- At the patient bedside, if any of the scanned information does not match the doctor's orders, a warning message is provided to the clinician.
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EMR – Electronic Medical Record: Electronic record of health-related info on an individual that can be created, gathered, managed and consulted by authorized clinicians and staff within one health care organization.

ePHI - Electronic Protected Health Information: PHI which is created, stored, transmitted, or received electronically. All protected health information (PHI) is subject to the federal HIPAA regulation. It refers to any information that identifies an individual (usually a patient) and relates to at least one of the following:

- The individual's past, present or future physical or mental health
- The provision of health care to the individual

Healthcare IT Terminology and Acronyms

- Past, present, or future payment for health care

FERPA - (Family Educational Rights and Privacy Act of 1974) is federal legislation in the United States that protects the privacy of students' personally identifiable information (PII). The act applies to all educational institutions that receive federal funds. FERPA states that parents of students under 18, or eligible students (students over 18, or those who have matriculated to an educational institution above high school) be allowed to view and propose amendments to their educational records. The act also mandates that schools must obtain written permission from parents or eligible students in order to release a student's PII.

FTP – File Transfer Protocol

GINA - The Genetic Information Nondiscrimination Act of 2008 (GINA) is a federal law that protects individuals from genetic discrimination in health insurance and employment. Genetic discrimination is the misuse of genetic information.

GS1 Standards – include Global Location Number (GLN) to identify the location of transacting entities and Global Trade Identification Number (GTIN) for the identification of the products. Created by the healthcare industry itself, these standards are designed to address the industry's supply chain challenges by providing a single, rich, global repository of accurate up-to-date information that can be leveraged by healthcare providers, distributors, manufacturers to simplify inventory management.

HCPN – Ingram Micro's **"Health Care Partner Network"**

HIE – Health Information Exchange: Electronic movement of health-related information among organizations according to nationally recognized standards.

HIM – Health Information Management

HIMSS – Healthcare Information and Management Systems Society

HIO – Health Information Organization: Organization that oversees and governs the exchange of health information among organizations according to nationally recognized standards.

HIPAA - Health Insurance Portability and Accountability Act

HITECH – Health Information Technology for Economic and Clinical Health Act

HL7 - Health Level Seven (HL7), is an all-volunteer, non-profit organization involved in development of international healthcare informatics interoperability standards.[1] "HL7" is also used to refer to some of the specific standards created by the organization (e.g., HL7 v2.x, v3.0, HL7 RIM). HL7 and its members provide a framework (and related standards) for the exchange, integration, sharing, and retrieval of electronic health information. v2.x of the

standards, which support clinical practice and the management, delivery, and evaluation of health services, are the most commonly used in the world

HOSPITALIST – A physician that are specialized in the care of patients in the hospital (NOT the primary care physicians employed by hospital). Some hospitalists are family practice doctors or medical subspecialists who have opted to do hospitalist work such as intensive care doctors, lung doctors (pulmonologists) or kidney doctors (nephrologists).

HRSA – Health Resources and Services Administration

HSS – Department of Health & Human Services

IaaS – Infrastructure as a Service: the technology stack (servers, storage, cooling, power, etc)

ICD-10 - International Classification of Diseases - International Statistical Classification of Diseases and Related Health Problems, 10th Revision (known as "ICD-10") is a medical classification list for the coding of diseases, signs and symptoms, abnormal findings, complaints, social circumstances, and external causes of injury or diseases, as maintained by the World Health Organization (WHO). The code set allows more than 14,400 different codes and permits the tracking of many new diagnoses. Using optional sub-classifications, the codes can be expanded to over 16,000 codes. Using codes that are meant to be reported in a separate data field, the level of detail that is reported by ICD can be further increased, using a simplified multi-axial approach. Work on ICD-10 began in 1983 and was completed in 1992

IHE – (INTEGRATING the HEALTHCARE ENTERPRISE) – It promotes the coordinated use of HC IT standards to provide a common framework for multi-vendor systems. AKA Vendor Neutral

IMPN – Ingram Micro Partner Network

IMSN – Ingram Micro Services Network

I/O DEVICE - Input/Output refers to the communication between an information processing system (such as a computer), and the outside world, possibly a human, or another information processing system. Inputs are the signals or data received by the system, and outputs are the signals or data sent from it. The term can also be used as part of an action; to "perform I/O" is to perform an input or output operation. I/O devices are used by a person (or other system) to communicate with a computer. For instance, a keyboard or a mouse may be an input device for a computer, while monitors and printers are considered output devices for a computer. Devices for communication between computers, such as modems and network cards, typically serve for both input and output.

ISV – Independent Software Vendor

Healthcare IT Terminology and Acronyms

ITIL - Information Technology Infrastructure Library is a set of concepts and practices for Information Technology Services Management (ITSM), Information Technology (IT) development and IT operations.

ITO – Information Technology Outsourcing

LAN – Local Area Network

LTPAC – Long Term and Post Acute Care

MCA – Mobile Clinician's Assistant: A highly portable tablet PC

MFP – Multifunction Printer

MGMA – Medical Group Management Association

MMIS – Medical Management Information Systems

MSP – Managed Service Provider typically an IT services provider who manages and assumes responsibility for providing a defined set of services to their clients either proactively or as they (not the client) determine that the services are needed. Most MSPs bill an upfront setup or Transition and an ongoing flat or near-fixed monthly fee, which benefits their clients by providing them with predictable IT support costs.

MU – Meaningful Use – Simply put, providers need to show they're using certified EHR technology in ways that can be measured significantly in quality and in quantity. (ie e-prescribing, use of EHR tech for electronic exchange to improve quality of care (no duplicate tests, etc)).

NAS – Network Attached Storage

NHIN – National Health Information Network: A collection of standards, protocols, legal agreements, specifications and services that enables the secure exchange of health information over the internet.

NIST – National Institute of Standards & Technology

NPI - To be classified as an EP the provider must possess a National Provider Identifier (NPI) which is a unique 10-digit ID number issued to healthcare providers in the United States by CMS.

OEM – Original Equipment Manufacturer

ONC – Office of the National Coordinator

PaaS – Platform as a Service (like Craig's List)

PAC System – Picture Archiving & Communication System

Healthcare IT Terminology and Acronyms

Payer: Generally refers to entities other than the patient that finance or reimburse the cost of health services. In most cases, this term refers to insurance carriers, other third-party payers, or health plan sponsors (employers or unions).

PCI - The **Payment Card Industry** Data Security Standard (PCI DSS) is a set of requirements designed to ensure that ALL companies that process, store or transmit credit card information maintain a secure environment. Essentially any merchant that has a Merchant ID (MID).
The Payment Card Industry Security Standards Council (PCI SSC) was launched on September 7, 2006 to manage the ongoing evolution of the Payment Card Industry (PCI) security standards with focus on improving payment account security throughout the transaction process. The PCI DSS is administered and managed by the PCI SSC (www.pcisecuritystandards.org), an independent body that was created by the major payment card brands (Visa, MasterCard, American Express, Discover and JCB.).
It is important to note, the payment brands and acquirers are responsible for enforcing compliance, not the PCI council.

PHD – Patient Healthcare Delivery

PHR – Personal Health Record: Electronic record of health-related information on an individual that conforms to nationally recognized interoperability standards and that can be drawn from multiple sources while being managed, shared and controlled by the individual.
PHSA – Public Health Service Act
PoE – Power over Ethernet: A system to pass electrical power safely along with data on Ethernet cabling.

POS - The Place of Service Code (POS) is a key indicator on a claim that designates whether or not an EP qualifies for the incentive money and also determines the level of reimbursement. The POS is noted on the claim, this informs the health insurance carrier where the services were rendered. For example, 11 - indicates physician's office, 21 - in-patient facility (patient is admitted into the hospital and is staying longer than 23 hours), 22 - outpatient facility, 24 - urgent care facility. If over 80% of the physicians care is administered to patients with a POS 21, the physician does not qualify to participate with MU.

POW Solutions – POWER OPTIMIZED WORKLOAD solutions

Healthcare IT Terminology and Acronyms

Provider: a hospital, clinic, health care professional, or group of health care professionals who provide a service to patients. a governmental term used to denote health care institutions; sometimes used as a synonym for *practitioner* also used by insurance companies to denote the practitioner of the health care service(s).

REC – Regional Extension Center - ONC to provide additional funding to accelerate critical access and rural hospitals' switch to electronic health records. An additional $12 million in new technical support assistance to help critical access hospitals (CAHs) and rural hospitals adopt and become meaningful users of certified health information technology.

RFID - Radio-frequency identification: technology that uses radio waves to transfer data from an electronic tag, called RFID tag or label, attached to an object, through a reader for the purpose of identifying and tracking the object. Some RFID tags can be read from several meters away and beyond the line of sight of the reader. The application of bulk reading enables an almost-parallel reading of tags.

RHIO – Regional Health Information Organization: A network of stakeholders within a defined region who are committed to improving quality, safety, access and efficiency of healthcare through use of HIT.

SaaS – Software as a Service sometimes referred to as "software on demand," is software that is deployed over the internet and/or is deployed to run behind a firewall on a local area network or personal computer.
SAN – Storage Area Network

SAO – Services Attached Opportunities service opps after the initial sale

SI – System Integrator

SLA – Service Level Agreement

SOAP Notes – Subjective, Objective, Assessment, Plan – entry into patient record

SSL – Secure Socket Layer: a protocol used by computers to securely communicate over a public network. The protocol uses encryption that prevents unwanted eyes from seeing the content of the data and from tampering with the data (ie, http**S**:// the S represents SSL)
SWITCH – Computer networking device that connects network segments

THIN CLIENT SOLUTION - A thin client (sometimes also called a lean or slim client) is a computer or a computer program which depends heavily on some other computer (its server) to fulfill its traditional computational roles. This stands in contrast to the traditional fat client, a computer designed to take on these roles by itself. The exact roles assumed by the server may

vary, from providing data persistence (for example, for diskless nodes) to actual information processing on the client's behalf.

TOKENIZATION - The process of replacing sensitive data with unique identification symbols that retain all the essential information about the data without compromising its security. Tokenization, which seeks to minimize the amount of data a business needs to keep on hand, has become a popular way for small and mid-sized businesses to bolster the security of credit card and e-commerce transactions while minimizing the cost and complexity of compliance with industry standards and government regulations.

Payment card industry (PCI) standards do not allow credit card numbers to be stored on a retailer's point-of-sale (POS) terminal or in its databases after a transaction. To be PCI compliant, merchants must install expensive end-to-end encryption systems or outsource their payment processing to a service provider who provides a "tokenization option." The service provider handles the issuance of the token value and bears the responsibility for keeping the cardholder data locked down.

UPS – Uninterruptable Power Supply

VA (as concerns EHR) – Vulnerability Assessment – Valuable item for VAR to have in toolkit. A "VA" can let VAR know whether or not a customer is properly implementing meaningful use (and can be reimbursed)

VAR – Value Added Reseller

VIRTUALIZATION - The creation of a virtual (rather than actual) version of something, such as a hardware platform, operating system, a storage device or network resources. Virtualization can be viewed as part of an overall trend in enterprise IT that includes autonomic computing, a scenario in which the IT environment will be able to manage itself based on perceived activity, and utility computing, in which computer processing power is seen as a utility that clients can pay for only as needed. The usual goal of virtualization is to centralize administrative tasks while improving scalability and workloads.

VPN – Virtual Private Network: VPN modules create closed, secure tunnels for communication between two firewalled LANs. VPN technology is one of the approaches being used today for providing secure communications over IP networks.

VTL – Virtual Tape Library

VTN – Ingram Micro's **VentureTech Network -** North American organization of IT firms who focus on the SMB market. It offers unmatched geographic coverage and technical expertise, along with the purchasing power of a $2.5 billon organization.

VoIP – Voice over Internet Protocol: Voice over IP, VoIP is a family of technologies, methodologies, communication protocols, and transmission techniques for the delivery of voice communications and multimedia sessions over Internet Protocol (IP) networks, such as the Internet. Other terms frequently encountered and often used synonymously with VoIP are *IP*

telephony, *Internet telephony*, *voice over broadband* (VoBB), *broadband telephony*, and *broadband phone*.

WAN – Wide Area Network

WLAN – Wireless Local Area Network

WOW – Workstation on Wheels

XML - Extensible Markup Language (XML) a set of rules for encoding documents in machine-readable form. It is defined in the XML 1.0 Specification produced by the W3C, and several other related specifications, all gratis open standards. The design goals of XML emphasize simplicity, generality, and usability over the Internet. It is a textual data format with strong support via Unicode for the languages of the world. Although the design of XML focuses on documents, it is widely used for the representation of arbitrary data structures, for example in web services.