



GLOSSARY

PATIENTS

Refers to our diverse range of consumers in Metro North HHS. A consumer includes patients and potential patients, carers, and people who use healthcare services (NHMRC, 2016). By using patients as common terminology, we hope to be inclusive of all who interact with our health service. We encourage the interchangeable use of common language, including patient, client, healthcare consumer or participant, to accommodate and enable meaningful engagement with our strategy.

PEOPLE

Refers to all employees of Metro North HHS. By using people as our common terminology, we hope to be inclusive of all Metro North employees who engage with, contribute to and benefit from research. We recognise the importance of acknowledging and supporting those employees who actively engage with research and seek to develop research careers by ensuring that our key priorities address the unique needs and interests of career researchers.

PARTNERS

Refers to those external stakeholders with whom we establish both formal and informal relationships, partnerships and collaborations to develop and support research in our mutual best interests. Partners can be individuals, groups of people or organisations or communities, and may be connected through either virtual or physical infrastructure.

COMMUNITY

Refers to a group of people sharing a common interest (e.g. cultural, social, political, health, economic interests), but not necessarily a particular geographic association. Different types of communities are likely to have different perspectives and approaches to their involvement in research (NHMRC, 2016)

HEALTH SERVICES RESEARCH

Health services research is a multi-disciplinary research activity with an implicit objective of improving the health services patients receive (HSRAANZ, 2016). Health services research is the multidisciplinary field of scientific investigation that studies how social factors, financing systems, organisational structures and processes, health technologies, and personal behaviours affect access to healthcare, the quality and cost of healthcare, and ultimately our health and well being (Lohr & Steinwachs, 2002).

HEALTH SYSTEMS

Health systems refers to the virtual and physical system infrastructure that enables and supports the delivery of healthcare. In the context of research, systems refers to the integrated information, management and communication systems that support the conduct of research as a core practice of Metro North HHS.

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