

Fact Sheet 7: Tiers of Service Terminology

VERSION April 1, 2018

Term	Definition
24/7	Unless otherwise stated, refers to 24 hours a day, 7 days a week, 365 days per year.
Access / accessible	Ability to utilize a service (either located on-site or off-site) or skills of a suitably qualified person (who may be either on-site or off-site) without difficulty or delay via various communication mediums including but not limited to face-to-face, telehealth and/or outreach.
Acuity	Urgency and potential seriousness of a presenting complaint. Categorized as low, medium and high for the purpose of the modules.
Available	Ability to obtain advice and on-site presence of a suitably qualified person within specified hours. Person may be on-site or may be on-call and available on-site as needed.
Business hours	Commonly defined as 9 am to 5 pm Monday to Friday or as determined by the individual service.
Case management	Activities to ensure coordination of health care services required by a patient. Involves a collaborative process to assess, plan, implement, coordinate, monitor and evaluate the options and services that a patient requires.
Child and family-centred care	Services are delivered in line with the principles of the UN Convention on the Rights of the Child. Children and their families are actively involved in healthcare planning. Information is provided about care options in a way in which children and their families can understand. Chronological and developmental age of the child is considered in the provision of care and information. Families are actively encouraged to participate in the care.
Clinical or care pathway	Standardized, evidence-based interdisciplinary management plan which identifies an appropriate sequence of clinical interventions, time frames, milestones and expected outcomes for a homogenous patient population.
Collaboration	Process of two or more people or organizations working together in the interests of children and their families.
Enhanced pediatric skills	In-depth knowledge and skills in a specific area of clinical care for children (e.g., respiratory diseases, sexual assault, diabetes, wound management, etc).
Facility	Physical structure in which a number of services of similar or differing capability levels are situated.
Medical complexity	Chronicity, stability and systemic impact of an underlying disease. Categorized as low, medium and high for the purpose of the modules.
Non-tier defining criteria	Important criteria which assists with planning and operating at a given tier (also referred to as "notable" criteria)
On-site	Staff, services and/or resources physically located within a health facility.
Operational	Planning for the creation of an efficient and well-organized health service. Involves defining the

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planning	needs of the population which will be accessing the service and utilizing the Tiers framework to develop a service which aligns with those needs.
Provincial service	Province-wide service accessible to children/families and/or health care providers throughout the province. Usually provided from one service base.
Pediatric skills	Broad knowledge and skills related to the care of children. e.g., growth and development, common pediatric conditions and their management, psychological impact of care provision at different developmental stages and effective ways to communicate and work in partnership with children and their families.
Safe pediatric bed	The provision of care to a child in a physically safe and psychologically comfortable environment. Staffing levels are appropriate to the needs of the child and staff has the required knowledge and skills. Pediatric emergency equipment and supplies are in close proximity.
Safety plan	A plan that is completed in collaboration between service provider(s) & the child/youth/family with a focus on keeping (selves & others) safe. Includes description of warning signs that indicate worsening mental status &/or increasing behavioural issues (i.e., things child/youth says or does, increased isolation, increased conflict, decreased self-care), coping skills unique to child/youth &/or actions to prevent escalation (i.e., going for a walk, creating art, listening to music, phoning a friend, having a snack, having a rest), who social supports are (i.e., friends, family member, spiritual/cultural community), & identified professional supports to contact (i.e., MH clinician, school counselor, PCP, 911, crisis lines). Also identifies potential risks in the home/residential environment such as medications & sharp objects, & plans to eliminate the risks.
Service	May be a clinical or clinical diagnostic and therapeutic service. Multiple services of similar or differing tier levels may be provided within a single facility.
Service planning	System or operational planning for a specific service. e.g., Emergency Department, pediatric medicine, pediatric surgery and child and youth mental health.
Specialist	<p>Physician specialist: A medical doctor who has completed a post-graduate specialty residency program and the relevant Royal College of Physicians and Surgeons of Canada examination (e.g., pediatrician, radiologist, cardiologist, general surgeon).</p> <p>Non-physician specialist: A regulated health care provider who has completed post-graduate education and training in a specific area. Where formal education is not available, the provider has completed a mentorship and has had extensive experience in the specific area of focus. Specific area of focus may be children (i.e., works exclusively or almost exclusively with children) or in a specific area which may be applicable to adults and children (e.g., certified diabetes educator, feeding specialist, wound care nurse).</p>
Subspecialist	<p>Physician subspecialist: A specialty-trained medical doctor who has completed additional education and training in a specific area. Depending on the subspecialty, certification from the Royal College of Physicians and Surgeons of Canada (RCPSC) may be required.</p> <ul style="list-style-type: none"> The Royal College of Physicians and Surgeons of Canada (RCPSC) recognizes the following pediatric subspecialties: pediatric critical care medicine, pediatric cardiology, pediatric gastroenterology, pediatric infectious diseases, pediatric hematology/oncology, pediatric respirology, pediatric palliative care medicine, pediatric emergency, pediatric surgery, pediatric radiology and child development and rehabilitation. RCPSC-certification requires

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	<p>completion of a two-year residency program and the RCPSC examination.</p> <ul style="list-style-type: none"> Subspecialty training for other pediatric subspecialties occurs through fellowships which range from 1 to 4 years in length. RCPSC examination is not required. <p>Non-physician subspecialist: A regulated health care provider who works exclusively or almost exclusively with children and who has completed additional education and training in a subspecialty area. Where formal education is not available, the provider has completed a mentorship and has had extensive experience in the subspecialty area. e.g., pediatric diabetes educator, pediatric wound care nurse, pediatric seating specialist.</p>
System planning	Strategic planning for the creation of an efficient and well-organized health system. Involves defining the needs of a population and utilizing the Tiers framework to develop a system of services which align with those needs.
Tier defining criteria	<p>Criteria which differentiates one tier from another:</p> <ol style="list-style-type: none"> Required criteria (100% must be met): Creates patient safety/system risk if criteria is not met; criteria is clear, objective and can be easily tested; and criteria can be measured and fulfillment demonstrated Expected criteria (70% must be met): Criteria is important and, if not met, a plan should be put in place to achieve within a year; criteria is unique to a given tier and differentiates the tier from the tier below; criteria is clear and can be reasonably measured.
Telehealth	Use of telecommunications and information technology to provide access to health assessment, diagnosis, intervention, consultation, supervision and information sharing across distance. Telehealth may include but is not limited to telephones, live interactive video links and remote patient monitoring devices.

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Queensland Services Capability Framework v3.2