

Appendix A - Glossary of Terms

Avian influenza	Avian (or bird) influenza is caused by influenza viruses that occur naturally among wild birds. The highly pathogenic avian influenza A (H5N1), or HPAI H5N1, viruses are deadly to domestic fowl and can be transmitted from birds to humans. There is no human immunity and only one FDA vaccine has been approved, but it is not commercially available. The vaccine is approved for those who may be at increased risk of exposure to the HPAI H5N1 virus and has been included in the Strategic National Stockpile. Most cases of HPAI H5N1 virus infections in humans have resulted from direct or close contact with infected poultry (e.g., domesticated chicken, ducks, and turkeys) or surfaces possibly contaminated from feces and/or respiratory secretions of infected birds.
Chief Complaint	Reason the patient is seeking medical care (in some cases the mechanism of injury). It must contain sufficient information to allow categorization according to the PSAP's established protocols.
Cold	An EMS vehicle involved in a non-emergency response or transport while not using emergency signaling equipment (i.e., no lights and siren).
Command and Control Center	(Central Communications Center) - A place where responsibility rests for establishing communications channels and identifying the necessary equipment and facilities to permit immediate management and control of an EMS patient. This operation provides access and availability to public safety resources essential for efficient management of the immediate EMS problem.
Communication	The act of communicating. The exchange of thoughts, messages or information, as by speech, signals, writing or behavior. The art and technique of using words effectively and with grace in imparting one's ideas. Something communicated; a message.
Communications	A means of communicating, especially: a system, such as mail, telephone, television or radio, for sending and receiving messages. A network of routes or systems for sending messages. The technology employed in transmitting messages.

Community Health Resource	Capability that may be offered within a neighborhood or community to aid in the detection, surveillance, and support of community health. This may include a municipal organization such as the fire service or EMS, department of public health, social service organization, volunteer organization, and others.
Component	An individual element, aspect, subgroup, or activity within a system. Complex systems (such as EMS) are composed of many components.
Computerized Record	Data maintained on computer for easy access, manipulation, refinement and review.
Continuity of Operations Planning:	Planning the ability to survive and sustain critical core business operations and functions during an unforeseen enterprise interruption event, such as an Influenza Pandemic.
Cost-effective	Providing the maximal improved health care outcome improvement at the least cost.
Cost-effective Analysis	Analysis that determines the costs and effectiveness of an intervention or system. This includes comparing similar alternative activities to determine the relative degree to which they obtain the desired objective or outcome. The preferred alternative is the one that requires the least cost to produce a given level of effectiveness or provides the greatest effectiveness for a given level of cost.
Credentialing Agency	An organization that certifies an institution's or individual's authority or claim to confidence for a course of study or completion of objectives.
Data	Crude, isolated, unanalyzed measures that reflect the status or degree of a measured attribute of a component or system.
Effective	Capable of producing or designed to produce a particular desired effect in "real world" circumstances.
Efficacy	The effect of an intervention or series of interventions on patient outcome in an idealized setting (e.g. a randomized, placebo controlled trial)..
Efficiency	The effect or results achieved in relation to the effort expended (resources, money, time). It is the extent to which the resources used to provide an effective intervention or service are minimized. Thus, if two services are provided that are equally effective, but one requires the expense of fewer resources, that service is said to be more efficient.

Emergency Medical Dispatch	The function of providing prompt and accurate processing of calls, for emergency medical assistance by trained individuals, using a medically approved dispatch protocol system and functioning under medical supervision.
Emergency Medical Dispatcher (EMD)	A trained public safety telecommunicator with additional training and specific emergency medical knowledge essential for the efficient management of emergency medical communications.
Emergency Medical Technician (EMT)	A member of the emergency medical services team who provides out-of-facility emergency care; includes certifications of EMT-Basic, EMT-Intermediate, and EMT-Paramedic progressively advancing levels of care.
Emergency Physician	A physician specialized in the emergency care of acutely ill or injured patients.
EMS	Emergency Medical Services
EMS Medical Director	The physician who has the ultimate responsibility and authority to provide management, supervision, and guidance for all aspects of EMS in an effort to assure its quality of care (may be on a local, regional, State, and national level).
EMS Personnel	Paid or volunteer individuals who are qualified, by satisfying formalized existing requirements, to provide some aspect of care or service within the EMS system.
EMS Physician	A physician with specialized knowledge and skills in the area of emergency medical services, including clinical care and systems management; a physician who specializes in emergency medical services system management, in which the provision of direct patient care is only one component.
EMS Protocol	Written medical instructions or algorithms authorized by an EMS medical director to be used by personnel in the field without the necessity of on-line or real-time consultation with the physician or nurse providing medical direction.
EMS System	Any specific arrangement of emergency medical personnel, equipment, and supplies designed to function in a coordinated fashion. May be local, regional, State, or National.
Enabling EMS Legislation	Law that grants authority to specific entities to undertake activity related to the provision or establishment of an EMS system. Generally, enabling legislation represents a legislature's delegation of authority to a State agency to regulate some or all aspects of an EMS delivery system. This may include technical support, funding, or regulation.
Endemic Levels	Endemic levels are the constant presence of a disease or infectious agent in a certain geographic area or population group.

Epidemic	Epidemic is the rapid spread of a disease in a specific area or among a certain population group.
Episodic care	An acute, relatively brief, intervention representing a segment of continuous health care experience.
Expanded Role/ Expanded Scope	Increased dimensions of the services, activities, or care provided by EMS.
Federal Communications Commission (FCC)	A board of five commissioners appointed by the President under the Communications Act of 1934 to formulate rules and regulations and to authorize use of radio communications. FCC regulates all communications in the United States by radio or wireline, including television, telephone, radio, facsimile, and cable systems, and maintains communications in accordance with applicable treaties and agreements to which the United States is a party.
First Responder	The initial level of care within an EMS system as defined by the EMS Education and Practice Blueprint, as opposed to a bystander.
Health Alert Network	The Health Alert Network (HAN) is a nationwide program to establish the communications, information, distance-learning, and organizational infrastructure for a new level of defense against health threats, including the possibility of bioterrorism. The HAN will link local health departments to one another and to other organizations critical for preparedness and response: community first-responders, hospital and private laboratories, State health departments, CDC, and other Federal agencies
Health Care Delivery System	A specific arrangement for providing preventive, remedial, and therapeutic services; may be local, regional, or national.
Health Care Facility	A site at which dedicated space is available for the delivery of health care. This may include physicians' offices and urgent care centers, as well as hospitals and other medical facilities.
Health Care Provider Network	Conglomerate of both community and hospital resources participating in a common contractual agreement to provide all health care needs to individual members of society.
Hot	An EMS vehicle involved in an emergency response or transport while using appropriate audible and visual emergency signaling equipment (i.e., lights and siren) in accordance with statutes.

Information	A combination of data, usually from multiple sources, used to derive meaningful conclusions about a system (health resources, costs, utilization of health services, outcomes of populations, etc.). Information cannot be developed without crude data. However, data must be transformed into information to allow decision making that improves a given system.
Informed Consent	Voluntary consent by a given subject, or by a person responsible for a subject, for participation in an investigation, treatment program, medical procedure, etc., after being informed of the purpose, methods, procedures, benefits, and potential risks. Awareness of risk is necessary for any subject to make an informed choice.
Infrastructure	The basic facilities, equipment, services, and installations needed for functioning; the substructure, components, or underlying foundation of a community or system.
Interpandemic Period	WHO Phases 1 & 2. (See Figure 5)
Isolation	Isolation is a standard public health practice applied to persons who have a communicable disease. Isolation of pandemic influenza patients may prevent transmission of the disease by separating ill persons from those who have not yet been exposed.
Just-in-time training	Timely provision of information and instructions as they become available, and when users need them.
Legislation	Lawmaking; the procedure of legislating; law or laws made by such a procedure.
Licensing	The act of granting an entity permission to do something which the entity could not legally do absent such permission. Licensing is generally viewed by legislative bodies as a regulatory effort to protect the public from potential harm. In the health care delivery system, an individual who is licensed tends to enjoy a certain amount of autonomy in delivering health care services. Conversely, the licensed individual must satisfy certain initial proficiency criteria and may be required to satisfy ongoing requirements which assure certain minimum levels of expertise. A license is generally considered a privilege and not a right.
Linkage	Connected; combining crude data from various sources to provide information that can be analyzed. This analyzed information allows meaningful inferences to be made about various aspects of a system. (Example: linking EMS dispatch records, out-of-hospital patient care records, and hospital discharge data.)

Medicaid	A Federal program, administered by the States, designed to provide health care coverage to the indigent. Established by Title XIX of the Social Security Act.
Medical Direction	The provision of management, supervision, and guidance for all aspects of EMS to assure its quality of care.
Medical Facility	A stationary structure with the purpose of providing health care services (e.g., hospital, emergency department, physician office, and others).
Medical Oversight	The ultimate responsibility and authority for the medical actions of an EMS system.
Medicare	A Federal program designed to provide health care coverage to individuals 65 and over. Established on July 30, 1965, by Title XVIII of the Social Security Act.
Network	A formal system linking multiple sites or units.
Next Generation 9-1-1 Technology	The enabling of the transmission of voice, data, or video from different types of communication devices to the Public Safety Answering Points (PSAPs) and onto emergency responder networks; wireless, IP-enabled technology that significantly enhances communications into the PSAP and back out to the public safety community.
Noninvasive Monitoring	Measurement/scanning accomplished without penetrating the viscera or superficial tissues.
Novel influenza strain	Novel strains of influenza are newly identified influenza viruses against which the population has little or no immunity. There is potential to spread among humans.
On-line Medical Direction	The moment-to-moment contemporaneous medical supervision/guidance of EMS personnel in the field, provided by a physician or other specialty qualified health professional (e.g., mobile intensive care nurse), via radio transmission, telephone, or on the scene.
Outcome	The short, intermediate, or long-term consequence or visible result of treatment, particularly as it pertains to a patient's return to societal function.
Pandemic	Pandemic is a worldwide epidemic; an epidemic occurring over a wide geographic area and affecting a large number of people. Note: Even though SARS transferred to North America from its origins in Asia, it was considered an epidemic, not a pandemic, because of the limited number of people affected by the disease.

Pandemic Influenza Symptom Set	As established by CDC, those symptoms associated with pandemic influenza infection.
Pandemic Alert Period	WHO Phases 3, 4, & 5. (See Figure 5)
Pandemic Influenza	Pandemic influenza is virulent human influenza that causes a global outbreak, or pandemic, of serious illness. Because there is little natural immunity, the disease can spread easily from person to person. Currently, there is no pandemic influenza.
Pandemic Period	WHO Phase 6. (See Figure 5)
Primary PSAP	A PSAP to which 9-1-1 calls are routed directly from the 9-1-1 Control Office (see Public Safety Answering Point).
Private 9-1-1 Emergency Answering Point	An answering point operated by non-public safety entities with functional alternative and adequate means of signaling and directing response to emergencies. Includes training to individuals intercepting call for assistance that is in accordance with applicable local emergency telecommunications requirements. Private 9-1-1 Emergency Answering Points are an adjunct to public safety response and as such must provide incident reporting to the public safety emergency response centers per local requirements.
Protocol	The plan for a course of medical treatment; the current standard of medical practice. In emergency dispatch, it is the specified steps, in particular order with a specific script, in which a trained public safety telecommunicator is to question a caller or to provide instructions.
Provider	An individual within an EMS system with a specific credential(s) that defines a specific level of competency (i.e., first responder, EMT- Basic, EMT-Intermediate, EMT-Paramedic, or other).
Public Education	Activities aimed at educating the general public concerning EMS and health related issues.
Public Health	The science of providing protection and promotion of community health through organized community effort.
Public Safety Answering Point (PSAP)	A facility equipped and staffed to receive and control 9-1-1 emergency telephone calls. (See also Primary PSAP, Secondary PSAP, and Private 9-1-1 Answering Point.)
Provider	An individual within an EMS system with a specific credential(s) that defines a specific level of competency (i.e., first responder, EMT- Basic, EMT-Intermediate, EMT-Paramedic, or other).

Public Safety Telecommunicator	An individual trained to communicate remotely with persons seeking emergency assistance and with agencies and individuals providing such assistance.
Quarantine	A contact management strategy that separates individuals who have been exposed to infection but are not yet ill from others who have not been exposed to the transmissible infection; quarantine may be voluntary or mandatory.
Real-time Patient Data	Current patient information provided by a field technician at the patient location to a physician or health care facility at a remote site, potentially for the purpose of assisting the physician to make a better informed decision on patient treatment and/or transport.
Reciprocity	The ability for a license or certificate to be mutually interchangeable between jurisdictions.
Redundancy	Duplication of components, running in parallel, to increase reliability. A backup system (either a device or a connection) that serves in the event of a primary system failure.
Regional EMS System	A systematic approach to the delivery of Emergency Medical Services defined by distinct geographic boundaries that may or may not cross State boundaries.
Regulation	Either a rule, or standard which prescribes the management, governance, or operating parameters for a given group; tends to be a function of administrative agencies to which a legislative body has delegated authority to promulgate rules/regulations to “regulate a given industry or profession. Many regulations are intended to protect the public health, safety and welfare.
Reimbursement	To compensate; to repay.
Research	The study of questions and hypotheses using the scientific method.
Safe Communities	An integrated injury control system—incorporating prevention, acute care, and rehabilitation—to understand and solve injury problems and identify new partners to help develop and implement solutions.
Scope of Practice	Defined parameters of various duties or services which may be provided by an individual with specific credentials. Whether regulated by a rule, regulation, statute, or court decision, it tends to represent the limits of what services an individual may perform.
Seasonal influenza	Seasonal (or common) influenza is caused by influenza viruses that circulate annually among humans. Most people have some immunity, and a vaccine is available.
Secondary PSAP	A PSAP to which 9-1-1 calls are transferred from a Primary PSAP. (See Public Safety Answering Point)

Stabilizing Care	The medical attention needed to achieve physical equilibrium in a person.
Standardized Nomenclature	An authoritative system of designated names for a specific item or configuration.
State-of-the-art	The highest use of technology or technique known at the time.
Statute	An act of a legislative body which has been adopted pursuant to constitutional authority, by certain means and in such form that it becomes a law governing conduct or actions.
Subscription Program	A prepayment program; a prepayment made to secure future events; a prepayment made to secure a reduced ambulance bill either through assignment or discount. Must be actuarially sound.
System Preparedness	Efforts necessary to ensure the readiness to provide a specific standard of care.
Systems Analysis	The research discipline that evaluates efficacy, effectiveness, and efficiency based upon all relevant components that contribute to a system. This entails the examination of various elements of a system to ascertain whether the proposed solution to a problem will fit into the system and, in turn, effect an overall improvement in the system.
Targeted Layered Containment	Targeted Layered Containment includes a combination of interventions to mitigate the impact of pandemic influenza, including: <ul style="list-style-type: none"> • targeted antiviral treatment and isolation of ascertained cases, • targeted prophylaxis and quarantine of household contacts of index cases, • school closure and keeping children at home for the duration of the closure, • social distancing in workplace (e.g., via telecommuting), and • social distancing in the community (e.g., cancellation of public events)
Telephone Aid	Ad-libbed telephone instructions provided by either trained or untrained dispatchers, differing from “dispatch life support pre-arrival instructions” in that the instructions provided to the caller are based on the dispatcher’s knowledge or previous training in a procedure or treatment without following a scripted pre-arrival instruction protocol. They are not medically pre-approved since they do not exist in written form.

Telephone Treatment Protocol	Specific treatment strategy designed in a conversational script format that directs the EMD step-by-step in giving critical pre-arrival instructions such as CPR, Heimlich maneuver, mouth-to-mouth breathing, and childbirth instruction.
Third Party Payor	Insurance; an entity which is responsible to pay for services even though it is not directly involved in the transaction.
Triage	Triage is the process of sorting of patients into categories and assigning them priority for care and transport based on the severity of their injury or illness (and their ability to survive). The initial triage process can be followed by secondary triage, in which additional sorting and assignments for care and transportation are made in the attempt to best match resources to need.
Virulence	Measure of severity of a disease caused by an infectious agent or toxin.