



Home Health Care Glossary

This glossary is to help our home health care community better understand the terms used in relation to care.

Sources for this glossary include medicare.gov, disabled-world.com, and healthcare.gov

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
---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---

A

Activity of Daily Living (ADL)	Activities of daily living refer to an individual's daily habits. ADLs are often used to help determine an individual's ability to function at home or another less-restricted environment of care. Examples of ADLs include bathing, dressing, eating, moving around, using the bathroom, and walking.
Adult nursing	Adult nursing is a BAYADA Home Health Care specialty practice. It refers to care provided by registered or licensed practical nurses at home for adults and seniors dealing with chronic illness, injury, or disability. These services are provided primarily on an ongoing shift basis (two hours or more), and are available 24 hours a day, 7 days a week. This care is also sometimes referred to as private duty or adult skilled nursing.
Advance directives	Advance directives are instructions that an individual has prepared in the event they become terminally ill and unable to communicate their wishes. The instructions generally regard the type and duration of life-sustaining treatment that they desire. They are typically prepared documents, such as a living will and durable power of attorney.
Ambulation	Ambulation refers to the ability to walk from place to place independently with or without assistive devices.
Assistive Care	The assistive care practice is the first specialty practice of BAYADA Home Health Care. Its services include assistance with activities of daily living (ADL) and household support services for adults and seniors. These services are provided primarily on an ongoing shift basis (two hours or more) by home health aides, certified nursing assistants, homemakers, and companions. They are available 24 hours a day, 7 days a week.

Autism spectrum disorder (ASD)	Autism spectrum disorder (ASD) is a group of developmental disabilities that can cause significant social, communicative, and behavioral changes. ASD is a spectrum disorder because it affects different people in different ways and can range from mild to severe. People with ASD share similar symptoms, such as experiencing problems with social interaction. There are differences based on when the symptoms start and their severity.
---------------------------------------	---

B

<i>The BAYADA Way</i>	Our company philosophy, <i>The BAYADA Way</i> expresses the values and beliefs that have been the foundation of our work since 1975. The words of <i>The BAYADA Way</i> come directly from our clients and their families, and our employees. We believe that our clients come first and our employees are our greatest asset.
------------------------------	--

C

Cardiopulmonary Resuscitation (CPR)	A combination of rescue breathing and chest compressions that is performed on individuals whose hearts have stopped beating.
Care management	This refers to the comprehensive and coordinated process of activities that begin with the client referral. Both administrative and clinical, care management continues through admission planning, start of care, and ongoing care to the client's discharge or transfer from BAYADA.
Caregiver (Family)	Someone who gives care to another person. Often a caregiver is a family member providing care to a loved one.
Caregivers (Professional)	BAYADA employees who provide care to our clients are referred to as BAYADA caregivers, care professionals, or health care professionals. To distinguish from family caregivers, we include BAYADA in front of the word caregiver when referring to our employees who are providing care to a client.
Case management	Case management refers to the process of identifying individuals' special health care needs, developing a health care strategy that meets those needs, and coordinating and monitoring care. Typically, case management is provided by a health professional in their area of practice, such as an insurance company, state Medicaid program, or hospital.

Centers for Medicare and Medicaid Services (CMS)	The Centers for Medicare and Medicaid Services (CMS), previously known as the Health Care Financing Administration (HCFA), is a federal agency within the United States Department of Health and Human Services (DHHS) that administers the Medicare program and works in partnership with state governments to administer Medicaid, the State Children's Health Insurance Program (SCHIP), and health insurance portability standards. In addition to these programs, CMS has other responsibilities including the administrative simplification standards from the Health Insurance Portability and Accountability Act of 1996 (HIPAA), quality standards in long-term care facilities (more commonly referred to as nursing homes) through its survey and certification process, and clinical laboratory quality standards under the Clinical Laboratory Improvement Amendments.
Certificate of Need (CON)	A CON is intended to control expansion of facilities and services by preventing excessive or duplicative development of facilities and services. In some states, a state agency must review and approve certain proposed capital expenditures, changes in health services provided, and purchases of expensive medical equipment. Before the request goes to the state, a local review panel (the health system's agency, or HSA) must evaluate the proposal and make a recommendation known as a CON. Many states have eliminated their CON processes and requirements.
Certified Intake Specialist (CIS)	This certification qualifies employees to handle service request inquiries.
Certified rehabilitation registered nurse (CRRN)	A certified rehabilitation registered nurse (CRRN) has met a standard of clinical experience and specialized knowledge about rehabilitation nursing, evaluated by a written exam. The nurse must possess a minimum number of hours of rehabilitation experience to be eligible to sit for the examination. The credential must be renewed periodically.
Chronic obstructive pulmonary disease (COPD)	Also known as chronic obstructive lung disease, COPD is a condition in which the lungs are not able to perform adequately. This results in shortness of breath and decreased ability to tolerate activity or exertion.
Client	A client is a person receiving home health care services from BAYADA Home Health Care. We believe our clients come first.
Colostomy	A colostomy is a surgically-created opening in the colon onto the surface of the abdomen. This procedure is done to bypass some diseased or damaged portion of the intestine.

Commission on Accreditation of Rehabilitation Facilities (CARF)	Founded in 1966 as the Commission on Accreditation of Rehabilitation Facilities, CARF International is an independent, nonprofit accreditor of health and human services. CARF accredits BAYADA Habilitation offices in North Carolina under their Employment and Community Services standards.
Community Health Accreditation Program (CHAP)	BAYADA is accredited by the Community Health Accreditation Program, which sets the highest quality standards of practice for home care providers nationwide. BAYADA chose CHAP as our accreditation partner in 2008 and currently holds accreditation for Core (standards common to all services), Home Health (Medicare-certified services), and Private Duty care. Created in 1965, CHAP was the first accrediting body for community-based health care organizations in the US. CHAP was granted “deeming authority” by the Centers for Medicare and Medicaid Services (CMS) in 1992 for home health and in 1999 for hospice. In March 2012, CHAP was granted a renewal of their deeming authority for home health for the maximum six-year term. This helps BAYADA fulfill the goal to grow and serve millions of people worldwide.

D

Dementia	Dementia is a non-specific illness syndrome (set of symptoms) in which affected areas of cognition may be memory, attention, language, and problem solving. Dementia is caused by brain cell damage or injury.
Depression	Depression is a psychiatric disorder marked by sadness, inactivity, feelings of hopelessness, and sometimes suicidal tendencies. Many severely depressed individuals will have some mental deficits including poor concentration and attention. When dementia and depression are present together, intellectual deterioration may be exaggerated in the depressed person. Depression, whether present, alone, or in combination with dementia, can be reversed with proper treatment. It is one of the most undiagnosed conditions among seniors.

Discharge planner	A discharge planner is a social worker or other health care professional who assists hospital patients and their families in
--------------------------	--

	transitioning from the hospital to another level of care or facility. This transition includes rehabilitation in a skilled nursing facility, home health care in the patient's home, or long-term care in a nursing home.
Durable Medical Equipment (DME)	DME is medical equipment that is ordered by a doctor for home use. These items are reusable, such as walkers, wheelchairs, or hospital beds.
Durable power of attorney	A legal document that names someone else to make health care decisions for you. This document is helpful should you become unable to make your own decisions.

E

Elder abuse	Elder abuse refers to the mistreatment and/or harm to an elderly person by someone in a position of trust, such as a family member, spouse, friend, neighbor, or other professional or family caregiver.
Elder Care	Services provided to the elderly at home, in residential or assisted living facilities, or in the community. These services may include health-related skilled nursing, rehabilitative therapies, and palliative care. Typically elder care is provided over an extended period of time to people who need another person's assistance with activities of daily living.
End-of-life planning	End-of-Life planning refers to the process of planning for health care in the final hours or days of a patient's lives. This refers more broadly to the planning of care for all those with a terminal illness or terminal condition that has become advanced, progressive, and incurable.

F

Frailty	A state of weakness, especially from old age.
Foster caregiving	Adult foster care is a program where individual families are recruited and trained to provide long term care in private homes. It is a Medicaid Waiver program available to Medicaid-eligible individuals in need of care they could only otherwise find in an intermediate care facility (ICF) or skilled nursing facility (SNF). Case management is an integral component, providing monitoring, oversight, and training to foster caregivers.

G

Geriatrician	A physician who specializes in the care of the elderly, primarily those who are frail and have complex social and medical problems.
Geriatric care management	Care that involves the planning and coordination of geriatric care services with the goal of maintaining independence and improving the quality of life.

H

Habilitation	Habilitation is a BAYADA Home Health Care specialty practice. It is the education, support, and assistance to enable clients with intellectual or developmental disabilities to acquire, maintain, and improve skills related to activities of daily living in order to function as meaningfully and independently as possible in the community. These services are provided by habilitation technicians, qualified developmental disabilities professionals (QDDPs), certified nursing aides, and home health aides.
Health care power of attorney	Someone designated to represent a client or patient and decide on a plan of care when the client or patient is incapable or unable to do so themselves.
Health insurance exchange	This is a set of government-regulated and standardized health care plans in the US from which individuals may purchase health insurance eligible for federal subsidies. All exchanges must be fully certified and operational by January 1, 2014 under federal law.
Homebound	Being homebound refers to the state of when a person's physical health prevents him or her from leaving the home for more than short periods of time. To be eligible for home health care services through Medicare, the patient must be homebound or deemed in a homebound status.
Home health	Home health refers to short-term nursing, rehabilitative, therapeutic, and assistive home health care services. These services are provided to adults and seniors who are recovering after a hospital or facility stay or need additional support to remain safely at home and avoid unnecessary hospitalization. Through the Medicare Home Health benefit, a limited amount of up-to-one-hour visits are provided by registered nurses, physical therapists, occupational therapists, speech language pathologists, home health aides, and medical social workers.
Home Health Aide (HHA)	A HHA is a nurse aide who has been tested and proven competent in home health skills. Home Health Aides are able to work in the private home.
Home health aide services	HHA services are part time or intermittent services to help with

	activities of daily living.
Home health care	Medical or non-medical services that safely support people in the comfort of home.
Home infusion	The in home administration of essential nutrients, fluids, electrolytes, medication, blood, or blood products directly to the blood stream. This includes but is not limited to specific therapies such as antibiotics, diuretics, pain control medications, or chemotherapy.
Homemaker service	A person who performs general household duties such as cooking, cleaning, child care, and shopping for a client unable to perform these tasks themselves. A homemaker is not a trained provider of personal care.
Hospice	A BAYADA Home Health Care specialty practice, hospice is comprehensive end-of-life medical, social, emotional, and spiritual care that provides comfort and support to patients and their family members when a life-expectancy prognosis of six months or less has been determined. These services are provided by nurses, physicians, therapists, social workers, home health aides, other professionals, and volunteers.

I

Incapacity	A mental, physical, temporary, or permanent inability to manage one's own affairs. Can also be defined as a legal disqualification "subject to incapacity."
Incontinence	An inability to control urination and/or bowel movements.
Independent retirement housing	Any housing arrangement designed exclusively for the elder community, generally those 55 and over.
Infusion therapy	Administration of essential nutrients, fluids, electrolytes, medication, blood, or blood products directly to the blood stream. This includes but is not limited to specific therapies such as antibiotics, diuretics, pain control medications, or chemotherapy.
Intermittent care	Skilled nursing and home health aide services provided for up to 28 hours per week, any number of days per week, so long as they are less than 8 hours per day.

J

Job-based health plan	Health coverage offered by an employer.
Join Commission on the Accreditation of Healthcare	A national, private, non-profit organization that accredits healthcare organizations and agencies and sets guidelines for

Organizations (JCAHO)	operation of these facilities.
------------------------------	--------------------------------

K

--

L

Legislative Advocacy Center	BAYADA initiated online government affairs resource to help employees, clients, and community members participate in the political process and influence the laws and policies that affect how home health care is provided to those who need it most.
Licensure	The granting of a license that gives BAYADA offices permission to open, operate, and provide services.
Limitations	A “cap” or limit to the amount of services that may be provided. It may be the maximum cost or number of days that a service or treatment is covered.
Live-in care	Care provided by a non-relative living in the client or patient’s home.
Living trust	A trust is an arrangement in which one or more people manage or take care of property for someone else’s benefit. A <i>living</i> trust is a trust that is created during your lifetime. In other words, while you are still alive, you transfer title to your property from your name to that of the trustee of the living trust. You can use the trust to gather your property under one document, so that the property is distributed efficiently after your death.
Living will	A legal document that makes known a person’s wishes regarding medical treatments at the end of life.

Long-term care	Long-term care is health care services provided for an extended period of time to patients of all ages with severe chronic diseases or disabilities involving substantial functional impairment. This care can range from skilled medical care to personal assistance with activities of daily living.
Long-term home care	Long-term home care is long-term care services provided in the comfort of a person's home.
Long-term Care Insurance (LTC)	Insurance that is purchased by an individual to cover nursing care provided in a nursing home or assisted living facility (ALF); home health care or personal care services for activities of daily living (ADLs); or dementia care via home health, respite care, hospice care, and adult daycare. Long-term care insurance plans are generally set up to reimburse the client.

M

Managed Care	Any form of health benefits plan that actively monitors health care services received by covered individuals for effectiveness, cost efficiency, or quality. Typically, managed care plans provide a higher level of benefits for a select network of contracted providers, and may require preauthorization of certain services.
Mandate	Law requiring that a health plan or insurance carrier offers a particular procedure or type of coverage.
Medicaid	A state government program that provides health care insurance and medical assistance to people, including families and children, who meet income eligibility requirements.

Medical IRAs	Personal accounts, like individual retirement plans, that allow a person to accumulate funds for future health care purposes.
Medical social work (MSW)	Medical social work services deal with the social, psychological, and economic needs of individuals and how to address them in the home environment.
Medical supplies	Essential items that the home health team uses to conduct home visits or carry out services the physician has order to treat or diagnose a patient's illness or injury.
Medically necessary	Services or supplies that are needed for the diagnosis or treatment of a medical condition and meet accepted standards of medical practice.
Medicare	The largest payor of home health care services, this federally mandated program sets the standards for many other insurers. Medicare provides health care coverage for persons age 65 and older, persons who are defined for social security purposes as "disabled" for at least two years, and certain other special cases. Some individuals who are age 65 or older may not be covered if they have not contributed to Social Security for a minimum number of quarters. Medicare part "A" (hospital insurance) coverage is provided to eligible individuals at no cost, and covers hospitalization, some inpatient care in a skilled nursing facility, home health, and hospice care. Medicare part "B" (medical insurance) coverage is optional, a premium is charged to beneficiaries who desire it, and it covers physician services, outpatient hospital services, durable medical equipment, and a number of other supplies and services not covered by Medicare part "A."

Medicare Advantage Plan (also called Medicare Part C)	This Medicare program gives you more choices among health plans and extends benefits beyond the Original Medicare plan. It includes private Medicare Advantage plans (such as HMOs and PPOs) that provide Part A and B benefits to enrollees, as well as Medicare prescription drug benefits beginning in 2006. Nearly everyone with Medicare Parts A and B is eligible for a Medicare Advantage plan. Medicare Advantage plans previously were called Medicare+Choice plans.
Medicare Part A	This government-supported health insurance plan helps cover inpatient hospital care, care in nursing homes, hospice care, and some home health care for qualified Americans age 65 and older and certain younger individuals with disabilities. Most people pay for Part A coverage through taxes while working and therefore do not pay a deductible or monthly premium.
Medicare Part B	This government-supported insurance plan covers doctors' services, outpatient hospital care, medical equipment, physical and occupational therapy, and some home health care for qualified Americans age 65 and older and certain younger individuals with disabilities. Most people pay an annual deductible and a monthly premium for this health plan.
Member	A person enrolled in a health care plan.

N

National Association for Home Care & Hospice (NAHC)	The NAHC is the nation's largest trade association representing the interests and concerns of home health care agencies, hospices, and home health care aide organizations.
National Committee on Quality Assurance (NCQA)	The NCQA is an independent national organization that reviews and accredits managed care plans and measures the quality of care offered by managed care plans.

Nasogastric tube (NG Tube)	An NG tube passes through the nose into the stomach. This tube is used for drainage of the stomach contents or for administering feedings.
Non-ambulatory	This refers to the condition of a person who is unable to move or walk around. If someone is non-ambulatory, they are usually required to be bedridden or hospitalized.
Nurse Aide (also known as home health aide)	A nurse aide is a health care professional who provides personal care including assistance with walking, bathing, dressing, and meal preparation.
Nursing home	A nursing home is a facility that provides long-term care for seniors with considerable assistance needs. These services include medical, nursing, personal and social care, as well as assistance with activities of daily living.
Nurse practitioner (NP or CRNP)	An NP is a specialist who provides primary and/or specialty care to patients or clients. In some states, nurse practitioners do not have to be supervised by a doctor.

O

Outcome and Assessment Information Set (OASIS)	OASIS is the official data collection tool used by Medicare to ensure standard, quality care is being provided by home health agencies across the US. OASIS data is collected at various points during care, such as admission, recertification, and discharge. The data is required for reimbursement.
Observed tasks of daily living (OTDL)	The OTDL is performance-based test of everyday problem solving administered to older adults. The OTDL's purpose is to assure ability to properly use medication, to self-feed, and to prepare foods. These are among the most important tasks for independent living for older adults.

Occupational therapy (OT)	OT services are given either on an in- or outpatient basis to help a person regain ability to perform activities of daily living (ADL), such as dressing, bathing, toileting, and eating or meal preparation. OT is needed if a patient has suffered an injury or illness that has affected motor skills, reasoning abilities, or other loss of function.
Outcomes	Outcomes are measures of the effectiveness of particular kinds of medical treatment. This refers to what is quantified to determine if a specific treatment or type of service works.

P

Palliative care	Any treatment or medical care focused on reducing symptoms of a disease, rather than curing the disease itself. The goal is to improve the quality of life for those with serious, complex illnesses.
Para-transit services	Para-transit services are specialized transportation for seniors and other people with disabilities. These services may offer transportation to senior centers, medical care, shopping malls, or specific appointments.
Parkinson's Disease (PD)	<p>Parkinson's disease is a progressive disorder of the central nervous system that affects more than one million Americans. Individuals with PD lack a substance called dopamine, which is important in the central nervous system's control of muscle activity. PD is often characterized by</p> <ul style="list-style-type: none"> • Tremors • Stiffness in limbs and joints • Speech impediments • Difficulty in initiating physical movement <p>Late in the course of the disease, some individuals develop dementia and eventually Alzheimer's disease. Medications such as levodopa, which prevents degeneration of dopamine, are used to improve diminished motor symptoms in PD patients but do not correct the mental changes that it causes.</p>
Patient-Centered Outcomes Research	This is research that compares different medical treatments and interventions to provide evidence on which strategies are most effective in different populations and situations. The goal is to empower patients and health care teams with additional information to make sound healthcare decisions.
Payor	The person or entity responsible for paying for home health

	care services rendered is a payor. Examples include an insurance company, Medicare or Medicaid, or a state-sponsored program.
Pediatrics	Pediatrics is a BAYADA specialty practice that includes nursing, therapeutic, and assistive home health care services for children under the age of 18. These services are provided by nurses and home health aides who are experts in caring for children from newborns to adolescents, including those requiring complex, high-tech care.
Personal Emergency Response System (PERS)	PERS is an electronic device that enables a person to contact help 24 hours a day simply by pressing a button.
Physical Therapy (PT)	PT is needed if a patient has suffered an injury or illness, which has affected motor skills or function. This may consist of evaluation, therapeutic exercises, gait training, adaptive equipment recommendations, massage, heat, and cold or electrical treatments. The service is geared toward helping the patient or client attain his/her maximum functional motor potential. Typically, this service is considered skilled care.
Plan of care	Written doctor's orders for home health services and treatments based on the patient's condition. The plan of care is developed by the doctor, the home health team, and the patient. The home health team keeps the doctor up-to-date on the patient's condition and updates the plan of care as needed. It is the doctor, and not the home health team, that authorizes what services are needed and for how long.
Point of Service (POS) Plans	A type of plan in which you pay less if you use doctors, hospitals, and other health care providers that belong to the health care insurance plan's network.
Portability	A person's ability to keep his or her health coverage during times of change in health status or personal situation such as divorce, unemployment, or switching health plans.
Pre-authorization	The process where the managed care or insurance company must provide approval before a patient can be admitted to the hospital or receive other types of specialty services.
Pre-existing condition	A chronic health problem that is present prior to health coverage beginning.
Preventive services	Preventive services are health care aimed to prevent or detect illness at an early stage, when treatment is likely to work best. Examples of these services include cancer screening or flu vaccination.
Private pay	Private pay means paying for home health care services out of pocket or without assistance from an insurance company or

	other payor source.
Provider	A provider is an individual, facility, or institution that provides medical care. This may include a hospital, home health care agency, skilled nursing facility, or intensive care facility.

Q

Quality Improvement Organization (QIO)	A QIO is a private, mostly not-for-profit organization staffed by health care professionals trained to review medical care and help beneficiaries with complaints about the quality of care. Their ultimate goal is to implement improvements in the quality of care available throughout the spectrum of care.
Qualified Individual (QI) Program	The QI is a state program that helps pay Part B premiums for people who have Medicare Part A.
Qualified Medicare Beneficiary Program (QMB)	The QMB is a state program that pays for Medicare Part A and Part B premiums, as well as other cost-sharing (e.g., deductibles, coinsurance, and co-payments) for people who have Medicare Part A and limited income and/or resources.

R

Range of Motion (ROM) Exercises	ROM exercises are physical movements designed to keep the body flexible, especially if there is a medical problem that restricts normal movement or exercise.
Readmission rate	The BAYADA readmission rate is the percentage of home health clients who are readmitted to the hospital within 30 days of discharge.
Referral	A referral is a written order from a person's primary care doctor to see a specialist.
Rehabilitative services	Rehabilitative services are health care services that help a person keep, regain, or improve skills and functioning for daily living that has been lost or impaired because of injury or illness. These services may include physical and occupational therapy, speech-language pathology, and psychiatric rehabilitation services in a variety of inpatient and/or outpatient settings.

S

Safety Committee	The Safety Committee at BAYADA is responsible for reviewing the company's client and employee related claims, address feedback or concerns, and develop performance improvements (PI) designed to mitigate risk.
Simulation (SIM) Training Lab	The SIM Lab is a BAYADA training lab that enables training field clinicians and enhancing their skills by simulating real-life and real-time scenarios that will prepare employees to handle emergency situations.
Skills lab	A skills lab is in every BAYADA Home Health Care office. It is an area where prospective employees can demonstrate their skill level and be observed in a lab setting.
Skilled nursing care	Skilled nursing care is medical care provided at home or in a facility by a registered nurse, licensed practical nurse, doctor, or technician.
Skilled nursing facility (SNF)	A SNF is a physical space with skilled medical staff and equipment to provide health care services.
Specialty Practice	BAYADA Home Health Care specializes in six areas of care. These six specialty practices are Home Health Care, Adult Nursing Care, Assistive Care, Pediatrics Care, Hospice Care, and Habilitative Care.
Speech language pathology (SPL)	SPL is a form of therapy used to evaluate and treat cognition, communication, and issues with swallowing.

T

Teletypewriter (TTY)	TTY is a communication device used by those who are deaf or hard of hearing, or have a severe speech impairment.
Tracheostomy	A tracheostomy is a surgically-created opening in the trachea on the surface of the neck where a metal or plastic tube is inserted to assist with breathing. This tube is secured with flexible ties that are fastened around the neck.
Tube feeding	Tube feeding is the administration of nutrients through a tube in the stomach or portion of the small intestine.

U

Urgent care	Urgent care is care for an illness or injury serious enough to require immediate attention, but that does not require an emergency department or trauma center.
--------------------	---

Underinsured	The underinsured are those who may have some type of health insurance, but do not have enough to cover the cost of necessary healthcare. This includes those with very high deductibles or those with insurance policies.
---------------------	---

V

Ventilator	A ventilator is a mechanical device that performs the function of inflating, and in some cases deflating a person's lungs at preset intervals.
-------------------	--

W

Waiting period (job-based coverage)	The waiting period is time that must pass before coverage will become effective for an employee or dependent who is otherwise eligible for a job-based health care plan.
Worker's compensation	Worker's compensation is an insurance plan that employees are required to have to cover employees who get sick or injured on the job.

X

--

Y

--

Z

--