

# KEY TERMS



ASSISTED LIVING LONG TERM CARE

# KEY TERMS

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## AAA

*Area Agencies on Aging*

## Abuse

The willful infliction of injury, unreasonable confinement, intimidation, neglect, or punishment that results in physical harm, pain, or mental anguish.

## Accounts Payable (AP)

Money which a company owes to vendors for products and/or services purchased on credit.

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## Accounts Receivable (AR)

Money which is owed to a company by a customer for products and/or services provided on credit.

## Accreditation Commission

Commission on Accreditation of Rehabilitation Facilities

## Act

Omnibus Budget Reconciliation Act of 1987

## Active Status

The designation given to a nurse aide listed on the Nurse Aide Registry who: (a) does not have a finding of abuse, neglect, or misappropriation of a resident's property against them; and (b) has provided verification of employment as a nurse aide within 24 months.

## Acuity

The severity of illness or stage in life. The higher the acuity level, the more care is needed.

## Acuity Level

The level of care/services an individual requires.

## ADA

*Americans with Disabilities Act*

## Activities of Daily Living (ADL)

Physical functions that an independent person performs each day, including bathing, dressing, eating, toileting, walking or wheeling, and transferring into and out of bed.

## Acute

A sudden and severe condition.

## ADR

*Alternative Dispute Resolution*

## Adaptive/Assistive Equipment

An appliance or gadget which assists user in the operation of self-care, work or leisure activities.

## Administration on Aging (AOA)

An agency of the US Dept of Health and Human Services. AOA is an advocate agency for older persons and their concerns at the federal level. AOA works closely with its nationwide network of State and Area Agencies on Aging (AAA).

## Adult Day Care Center

A community based program offering structured activities and meals. Some health services may be offered for an additional fee. Transportation may be provided. Most programs operate during the week and can be attended full or part-time.

## Adult Day Health Care

Provision of care and services in a residential health care facility or approved extension site, on an outpatient basis, under the medical direction of a physician. Services are in accord with a comprehensive assessment of care needs and individualized health care plan.

## Adult Protective Services (APS)

APS is responsible for investigating abuse, neglect, and exploitation of adults who are elderly or have disabilities.

## Advance Directive

A written statement of an individual's preferences and directions regarding health care. Advanced Directives protect a person's rights even if he or she becomes mentally or physically unable to choose or communicate his or her wishes.

## Affection

A feeling or emotion; a condition of the mind.

## Age-Associated Memory Impairment

Mild memory loss that increases with age. Mild memory loss is normal and should not be confused with forms of dementia, which are progressive and affect every day living.

## Aging in Place

The concept and practice that allows residents to remain in their community despite having reached an acuity level which is normally higher than the provider can provide.

## Aguesia

The absence of the sense of taste.

## ALC

*Assisted Living Community*

**AEM**

*Authorized Electronic Monitoring*

**Alternative Dispute Resolution (ADR)**

Informal methods attached to or pendant to official judicial mechanisms such as mediation.

**Alzheimer's Disease**

A progressive and irreversible organic disease, typically occurring in the elderly and characterized by degeneration of the brain cells, leading to dementia, of which Alzheimer's is the single most common cause. Progresses from forgetfulness to severe memory loss and disorientation, lack of concentration, loss of ability to calculate numbers and finally to increased severity of all symptoms and significant personality changes. Most recognized form of dementia named in 1906 for Dr. Alois Alzheimer, a German Doctor.

**Alzheimer's Facility**

A Type B Assisted Living Facility that is certified to provide specialized services to residents with Alzheimer's or related conditions.

**Ambulate**

To walk.

**Americans with Disabilities Act (ADA)**

A wide-ranging civil rights law that prohibits, under certain circumstances, discrimination based on disability.

**Aneurysm**

A sac formed by the dilatation of the wall of an artery, vein or heart.

**Angina**

A chest pain.

**Anosmia**

The absence of the sense of smell, also called anosphrasia and olfactory anesthesia.

**AOA**

*Administration on Aging*

**Aorta**

The largest artery in the body which has its origin at the heart that gives off branches to the extremities, neck and major organs for the purpose of supplying oxygenated blood.

**Aphasia**

The loss of ability to express oneself and/or understand language.

**Apnea**

The cessation of breathing.

**Applicant**

A person applying for a license to operate an Assisted Living Facility under the Texas Health and Safety Code, Chapter 247.

**Applied Ethics**

A philosophy that attempts to apply ethical theories and values to everyday situations.

**Apraxia**

Inability to carry out a complex or skilled movement due to deficiencies in cognition.

**APS**

*Adult Protective Services*

**Area Agencies on Aging (AAA)**

Local government agencies which provide or contract for services for older persons within their area.

**Arthritis**

An inflammatory condition that affects the joints which can be infective, autoimmune or traumatic in origin.

**Assessment**

Determination of a resident's care needs, based on a formal, structured evaluation of the resident's physical and psychological condition and ability to perform activities of daily living.

**Assisted Living**

Senior housing that provides individual apartments, which may or may not have a kitchenette. Facilities offer 24 hour on site staff, congregate dining, and activity programs. Limited nursing services may be provided for an additional fee. Also referred to as Residential Care.

**At-Risk**

A resident in danger of moving out or dying. The at-risk period is usually defined as being from 30-90 days.

**Attendants**

A facility employee who provides direct care to residents such as aides, cooks, janitors, porters, maids, laundry workers, security personnel, bookkeepers and managers.

**Audiologist/Audiology**

Health care professionals specializing in the measurement of hearing and the correction of hearing impairment or hearing loss.

**Auditory Nerve**

The cranial nerve that is responsible for the sense of hearing and balance. Lesions of the eighth nerve can result in deafness, tinnitus, dizziness, vertigo and vomiting.

**Authorized Electronic Monitoring (AEM)**

The placement of an electronic monitoring device in a resident's room and using the device to make tapes or recordings after making a request to the facility to allow electronic monitoring.

**Back-House**

Areas such as the kitchen, maintenance equipment rooms, supply closets, laundry and staff offices where residents and guests do not normally visit.

**Balance Sheet**

A snapshot of a business financial condition at a specific moment.

**Bed Sores**

A breakdown of the skin, to which older, bed-ridden persons are especially susceptible. Also referred to as pressure sores or decubitus ulcers. For bed-ridden persons, prevention includes turning every two hours.

**Bedfast**

To be bed ridden.

**Behavioral Emergency**

As defined in §92.41(p)(2) of the Licensing Standards for Assisted Living Facilities Handbook.

**Benign Paroxysmal Positional Vertigo (BPPV)**

A condition where small calcium stones in the inner ear become displaced causing a balance disorder.

**Board and Care Homes**

These are group living arrangements that are designed to meet the needs of people who cannot live independently, but do not require nursing facility services. These facilities offer a wider range of services than independent living options. Most provide help with some of the activities of daily living. In some cases, private long-term care insurance and medical assistance programs will help pay for this type of living.

**BPPV**

*Benign Paroxysmal Positional Vertigo*

**Briefs**

Incontinence supplies NOT diapers!

**Budget**

An estimated itemized spending forecast.

**Burnout**

The state of physical, emotional and mental exhaustion caused by long-term exposure to demanding work situations. Burnout is the cumulative result of stress.

**Caregiver**

Any individual who takes care of an elderly person or someone with physical or mental limitations.

**Cash Flow**

A measure of a company's financial health which is a pattern of cash receipts and expenditures for a given accounting period.

**Cataract**

An ocular opacity either partial or complete of one or both eyes which is on or in the lens or capsule, especially an opacity impairing vision or causing blindness.

**CCRC**

*Continuing Care Retirement Community*

**Census**

The number of residents at any given time who are living in the community.

**Certificate of Medical Necessity**

A document completed and signed by a physician to certify a patient's need for certain types of durable medical equipment (i.e. wheelchairs, walkers, etc.).

**Certified Nursing Assistant (CNA)**

Provides personal care to residents or patients, such as bathing, dressing, changing linens, transporting and other essential activities. CNAs are trained, tested, certified and work under the supervision of an RN or LPN.

**Change of Ownership**

A change in any of the following: (a) a change of sole proprietorship that is licensed to operate a facility; (b) a change of 50 percent or more in the ownership of the business organization that is licensed to operate the facility; (c) a change in the federal taxpayer identification number; or (d) relinquishment by the license holder of the operation of the facility.

**Choice**

One of the most important principles of assisted living is to offer CHOICE to all residents in every possible area.

**Chronic**

A lasting, lingering or prolonged illness or symptom.

**Chronic Disease**

A disease which is permanent, or leaves residual disability, or is caused by nonreversible pathological alteration.

**Chronic Obstructive Pulmonary Disease (COPD)**

A group of chronic respiratory disorders characterized by the restricted flow of air into and out of the lungs. The most common example is emphysema.

**Clinical Depression**

A clinical syndrome that includes a persistent sad mood or loss of interest in activities that persists for at least 2 weeks in the absence of external precipitants. Symptoms may include change in eating habits, insomnia, early morning waking, lack of interest, depressed mood, fatigue and suicidal thoughts. Depression should not be confused with a grief reaction such as the death of a loved one.

**CNA**

*Certified Nursing Assistant*

**Cognition**

The process of knowing; of being aware of thoughts. The ability to reason and understand.

**Cognitive Function**

Awareness of time and place; a condition of the mind.

**Cognitive Impairment**

A diminished mental capacity, such as difficulty with short-term memory.

**Cognizant**

Having or showing knowledge or understanding or realization or perception; being aware.

**Co-morbidities**

Multiple disease processes.

**Coma**

A deep prolonged unconsciousness where the patient cannot be aroused. This is usually the result of a head injury, neurological disease, acute hydrocephalus, intoxication or metabolic derangement.

**Comingles**

The laundering of apparel or linens of two or more residents together.

**Competency Evaluation Program (CEP)**

A skills examination and a written or oral examination approved by DADS.

**Comprehensive Assessment**

A written report which covers the current physical condition and the pertinent medical history of a person. The assessment should be extensive enough to give any care giver the information needed to provide safe and adequate care for the resident.

**Conation**

A willingness or desire; a condition of the mind.

**Conductive Hearing Loss**

A form of deafness that results from a blockage of the ear canal or dysfunction of the ossicles or eardrum (sound collecting apparatus).

**Congestive Heart Failure (CHF)**

A common type of heart disease characterized by inadequate pumping action of the heart.

**Conservator**

Person appointed by the court to act as the legal representative of a person who is mentally or physically incapable of managing his or her affairs.

**Continuing Care Retirement Community (CCRC)**

Housing communities that provide different levels of care based on the needs of their residents -- from independent living apartments to skilled nursing in an affiliated nursing facility. Residents move from one setting to another based on their needs, but continue to remain a part of their CCRC's community.

**Controlling Person**

A person with the ability, acting alone or with others, to directly or indirectly influence, direct, or cause the direction of the management, expenditure of money, or policies of an assisted living facility or other person. A controlling person includes: (a) a management company, landlord, or other business entity that operates or contracts with others for the operation of an assisted living facility; (b) any person who is a controlling person of a management company or other business entity that operates an assisted living facility or that contracts with another person for the operation of an assisted living facility; and (c) any other individual who, because of a personal, familial, or other relationship with the owner, manager, landlord, tenant, or provider of an assisted living facility, is in a position of actual control or authority with respect to the facility,



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without regard to whether the individual is formally named as an owner, manager, director, officer, provider, consultant, contractor, or employee of the facility, except an employee, lender, secured creditor, landlord, or other person who does not exercise formal or actual influence or control over the operation of an assisted living facility.

### **COPD**

*Chronic Obstructive Pulmonary Disease*

### **Coronary Artery**

The main oxygen carrying artery leaving the heart.

### **Covert Electronic Monitoring**

The placement and use of an electronic monitoring device that is not open and obvious; where the facility and DADS have not been informed of the device, by a person who placed the device in the room, or by a person who uses the device.

### **Custodial Care**

Board, room and other personal assistance services (including assistance with activities of daily living, taking medicine and similar personal needs) that may not include a skilled nursing care component.

### **CVA**

Refers to a cerebrovascular accident or stroke in which an area of the brain is damaged due to a sudden interruption of blood supply.

### **Decubitis Ulcers**

A breakdown of the skin, to which older, bed-ridden persons are especially susceptible. Also referred to as bed sores or pressure ulcers. For bed-ridden persons, prevention includes turning every two hours.

### **Dept of Aging & Disability Services (DADS)**

The regulatory body for assisted living facilities in Texas, formally known as the Texas Dept of Human Services.

### **Departmentalized Care**

The traditional concept of assisted living care where housekeeping cleans the building; dining service prepares and serves meals; activities department organizes leisure time events; maintenance department is responsible for the building upkeep and the care staff provides resident care. There is often very little cross over from one department to the next.

### **Debt Service**

That part of the expenses that cover mortgage and related fees and taxes.

### **Delirium**

A mental disturbance or decline in cognition, presents with disordered speech, confusion, or hallucinations.

### **Delusions**

Delusions are false beliefs about current reality, are not tied to a particular disease and can be described as a psychotic state.

### **Developmental Disability (DD)**

Refers to a serious and chronic disability, which is attributable to a mental or physical impairment or combination of mental and physical impairments. Those affected have limitations in three or more of the following areas: self-care, receptive and expressive language, learning, mobility, self-direction, capacity of independent living, economic self-sufficiency. Those who have a developmental disability often require long-term treatment and care-planning.

### **DHS**

*Texas Dept of Human Services* now known as DADS.

### **Diabetes**

A polygenic disease characterized by abnormally high glucose levels in the blood; any one of several metabolic disorders marked by excessive urination.

### **Diabetes Mellitus**

The inability of the body to produce, or the inability to metabolize, the human hormone insulin.

### **Diabetes Insipidus**

A disorder of the pituitary gland usually leading to a form of Type II diabetes.

### **Diastolic Blood Pressure**

The lower number of a blood pressure reading. It is the pressure within the bloodstream occurring between heartbeats. See also Systolic Blood Pressure.

### **Dietician**

A person who currently holds a license or provisional license issued by Texas State Board of Examiners of Dietitians.

### **Dignity**

One of the key principles for assisted living. In many cases, dignity may be the only thing the residents have left.

**Disclosure Statement**

A DADS form for prospective residents or their representatives that each assisted living facility must complete. The form contains information regarding the pre-admission, admission, and discharge process; resident assessment and service plans; staffing patterns; the physical environment of the facility; resident activities; and facility services.

**Durable Medical Equipment (DME)**

Durable medical equipment, as defined by Medicare, is equipment which can 1) withstand repeated use, 2) is primarily and customarily used to serve a medical purpose, 3) generally not useful to a person in the absence of an illness or injury, and 4) is appropriate for use in the home (e.g. wheelchairs, hospital beds, walkers).

**Durable Power of Attorney for Health Care (DPAHC)**

A legal document in which a competent person gives another person (called an attorney-in-fact) the power to make health care decisions for him or her if unable to make those decisions. A DPA can include guidelines for the attorney-in-fact to follow in making decisions on behalf of the incompetent person.

**Dysosmia**

An altered sense of smell.

**Dysphagia**

A swallowing disorder often depicted by difficulty in oral preparation for swallowing. The person has difficulty moving material from the mouth to stomach.

**Edema**

A collection of fluid in the tissues which causes swelling.

**Electronic Monitoring Device**

Video surveillance cameras and audio devices installed in a resident's room, designed to acquire sounds or other communications that occur in the room.

**Elopement**

A resident who wanders off the premises unnoticed.

**Embolism**

The sudden blocking of an artery by a clot or foreign material which has been brought to its site of lodgment by the blood current.

**Emergency Medical Technician (EMT)**

Trained responders providing emergency care to the critically ill or injured.

**Emergency Response Systems**

Electronic monitors on a person or in a home that provide automatic response to medical or other emergencies.

**Employee**

A person who: (a) works for an agency or facility; (b) provides personal services, active treatment, or any other personal services to a resident or consumer of the facility or to an individual receiving agency services; (c) performs services for the agency or facility and is not licensed or certified to perform those services; and (d) is not a certified nurse aide working at a nursing facility.

**EMT**

*Emergency Medical Technician*

**Enabler**

An individual or group of individuals who enable others to proceed and progress in unproductive patterns of behavior.

**Enriched Housing**

A licensed adult care facility established and operated for the purpose of providing long-term residential care to five or more adults, primarily persons 65 years of age or older, in community-integrated settings resembling independent housing units. Such programs must provide or arrange for the provision of room, board, housekeeping, personal care and supervision.

**Entity**

An educational institution, organization of any kind, facility or division thereof, or licensed nursing facility that does not participate in Medicare, Medicaid, or dually participating facility (Medicare & Medicaid).

**Equity**

The remaining interest in assets after all liabilities are paid.

**Ethics**

The values relating to human conduct with respect to right and wrong of certain actions and the results thereof.

**Etiology**

The study of the cause of a disease or a disorder.

**Expense**

An use of cash to pay for an item or service such as rent; an event in which an asset (cash) is used or a liability (mortgage) is incurred.

**Exploitation**

A caretaker using the resources of a resident for monetary or personal gain.

**External Customers**

Residents are external customers of an ALC as well as are family and friends and the residents' support network.

**Facility**

An entity required to be licensed under the Assisted Living Facility Licensing Act, Health and Safety Code, Chapter 247.

**Fair Labor Standards Act (FLSA)**

The act covering employee labor law.

**Faith Based**

An assisted living provider which is owned and operated by a religious organization.

**Family and Medical Leave Act (FMLA)**

The labor law allowing an employee to take job-protected unpaid leave due to a serious health condition that makes the employee unable to perform his or her job, to care for a sick family member, or to care for a new child (including by birth, adoption or foster care).

**Federal Emergency Management Agency (FEMA)**

Coordinates responses when an overwhelming disaster has occurred.

**Fee for Service**

A listing of accepted charges or established allowances for specified medical, dental, or other procedures or services. It usually represents either a physician's or third party's standard or maximum charges for the listed procedures.

**FEMA**

*Federal Emergency Management Agency*

**Financial Ratios**

Standard ratios used to evaluate the overall financial condition of a company. Also see Ratios.

**Fire Suppression Authority**

Fire fighting unit responsible for fire suppression operations and related duties once a fire incident is reported within its jurisdiction.

**For Profit**

The business designation of assisted living providers who are providing care in order to make a profit for the owner.

**FLSA**

*Fair Labor Standards Act*

**FMLA**

*Family and Medical Leave Act*

**Foley Catheter**

A tube which is inserted into the urinary bladder in order to drain urine. The urine drains through a tube and is collected in a plastic pouch.

**Front-House**

Areas of the community that guests and residents frequent daily.

**FTE**

*Full Time Equivalent*

**Full Time Equivalent (FTE)**

Equal to one full time employee. 6 FTE's is either 6 full time workers or 12 half time workers.

**General Characteristics of a Resident**

Some characteristics of residents include:

(a) exhibit symptoms of mental or emotional disturbance, but is not considered at risk of imminent harm to self or others; (b) need assistance with movement; (c) require assistance with bathing, dressing, and grooming; (d) require assistance with routine skin care, such as application of lotions or treatment of minor cuts and burns; (e) need reminders to encourage toilet routine and prevent incontinence; (f) require temporary services by professional personnel; (g) need assistance with medication, supervision of self-medication, or administration of medication; (h) require encouragement to eat or monitoring due to social or psychological reasons of temporary illness; (i) be hearing impaired or speech impaired; (j) be incontinent without pressure sores; (k) require an established therapeutic diet; (l) require self-help devices; and (m) need assistance with meals, which may include feeding.

**Geriatrics**

The branch of medicine that focuses on providing health care for the elderly and the treatment of diseases associated with the aging process.

**GI Tube**

A tube inserted surgically through an opening in the stomach. GI tubes offer another means of nutritional sustenance for those individuals unable to take these substances by mouth.



**Glaucoma**

An eye disease causing an increase in intraocular pressure which causes changes in the optic disk and defects in vision.

**Glucose**

A simple sugar that is a principle source of energy for cellular metabolism, it's utilization in the body is controlled by insulin.

**Gout**

A recurrent acute arthritis of peripheral joints caused by the accumulation of uric acid crystals that often presents as pain and swelling in peripheral joints, primary the big toe joint.

**Governmental Unit**

The state or any county, municipality, or other political subdivision, or any department, division, board, or other agency of any of the foregoing.

**Guardianship**

An extreme measure that severely restricts the legal rights of an elder based on a court's finding of legal incompetence. Another individual is assigned the responsibility of handling the elder person's legal affairs.

**Hazmat Team**

Professionals who specialize handling hazardous and dangerous items.

**Health Care Directive**

A written legal document which allows a person to appoint another person (agent) to make health care decisions should he or she be unable to make or communicate decisions.

**Health Care Power of Attorney**

The appointment of a health care agent to make decisions when the principal becomes unable to make or communicate decisions.

**Health Care Professional**

An individual licensed, certified, or otherwise authorized to administer health care, for profit or otherwise, in the ordinary course of business or professional practice. The term includes a physician, registered nurse, licensed vocational nurse, licensed dietitian, physical therapist, and occupational therapist.

**Health Insurance Portability and Accountability Act (HIPAA)**

Title I of HIPAA protects health insurance coverage for workers and their families when they change or lose

their jobs. Title II of HIPAA, known as the Administrative Simplification (AS) provisions, requires the establishment of national standards for electronic health care transactions and national identifiers for providers, health insurance plans, and employers.

**Hemorrhagic Stroke**

Caused by a blood vessel that breaks and bleeds into the brain such as a bleeding aneurism (a weak or thin spot on an artery wall).

**HIPAA**

*Health Information Portability & Accountability Act*

**Hospice**

Hospice/palliative care is provided to enhance the life of the dying person. Often provided in the home by health professionals, today there are many nursing facilities and acute care settings that also offer hospice services. Hospice care, typically offered in the last six months of life, emphasizes comfort measures and counseling to provide social, spiritual and physical support to the dying patient and his or her family.

**Hospice Care**

The provision of short-term inpatient services for pain control and management of symptoms related to terminal illness.

**Human Resources**

The function of human resources is to understand and enforce employment law, develop and implement employee benefits program, and build the best team possible (recruit, hire train and retain employees).

**Hyperglycemia**

A too high of a level of glucose in the bloodstream. The body does not have enough insulin or cannot use the insulin it has to turn glucose into energy.

**Hypertension**

A disorder or disease resulting in abnormally high blood pressure.

**Hyperuricemia**

High levels of uric acid in the body which contributes to arthritis that develops quickly, producing swollen, red, painful peripheral joints (gout).

**Hypogeusia**

The blunting of the sense of taste.

**Hypoglycemia**

A too low a level of glucose in the bloodstream.

**Hyposmia**

A diminished sense of smell.

**IADL**

*Instrumental Activities of Daily Living*

**Immediate Threat**

There is considered to be an immediate threat to the health or safety of a resident, or a situation is considered to put the health or safety of a resident in immediate jeopardy. If there is a situation in which an assisted living facility's noncompliance with one or more requirements of licensure has caused, or is likely to cause, serious injury, harm, impairment, or death to a resident.

**Immediately Available**

The capacity of facility staff to immediately respond to an emergency after being notified through a communication or alarm system. The staff are to be no more than 600 feet from the farthest resident and in the facility while on duty.

**Incident Trending**

The process of looking at all the accidents and incidents over a period of time in order to learn from them.

**Income Statement**

A statement also referred to Profit and Loss Statement or Statement of Operations that shows whether the company made or lost money during a specific reporting period.

**Incompetence**

Determined by a legal proceeding. Requires that the individual is incapable of handling assets and exercising certain legal rights.

**Incontinent**

Partially or totally unable to control bladder and/or bowel functions.

**Individuality**

One of the key principles of assisted living. Each resident is a person; an individual who is not exactly like any other person on earth.

**Individualized Service Plan (ISP)**

A written blueprint for a resident that summarizes the help needed to achieve goals or aspirations.

**Inflammation**

A condition of any part of the body, consisting in congestion of the blood vessels, with obstruction of the blood current, and growth of tissue. It is characterized

outwardly by redness, swelling, heat, pain and loss of function.

**Insomnia**

Difficulty sleeping or abnormal wakefulness.

**Instrumental Activities of Daily Living (IADL)**

An index which measures a client's ability and degree of independence in cognitive and social functioning, such as shopping, cooking, doing housework, managing money, and using the telephone.

**Insulin**

A human hormone that regulates metabolism of glucose (sugar). Disorders of insulin use and/or production result in diabetes.

**Internal Customers**

Organizational members involved in providing assistance with the daily living, health and social needs of residents.

**ISP**

*Individualized Service Plan*

**Ischemic Stroke**

A temporary (transient) cessation or reduction of blood supply to part of the brain.

**Large Facility**

A facility licensed for 17 or more residents.

**Labyrinthitis**

An inflammation of the inner ear which can cause nausea, vomiting, and vertigo made worse by movement.

**Licensed Health Professional**

Individuals that provide health services such as a Physician; Physician Assistant; Nurse Practitioner; physical, speech, or occupational therapist; physical or occupational therapy assistant; registered professional nurse; licensed vocational nurse; certified social worker.

**Licensed Nurse**

A person who currently holds a license issued by Texas Board of Nursing as a Registered Nurse or Licensed Vocational Nurse.

**Living Will**

A legal document in which a competent person directs in advance that artificial life-prolonging treatment not be used if he or she has or develops a terminal and irreversible condition and becomes incompetent to make health care decisions.

**Legally Authorized Representative**

A person authorized by law to act on behalf of another person. This may include a parent, guardian or managing conservator of a minor, or the guardian of an adult.

**Litigious**

Readily inclined to litigate or sue.

**Long Term Care (LTC)**

The broad spectrum of medical and support services provided to persons who have lost some or all capacity to function on their own due to a chronic illness or condition, and who are expected to need such services over a prolonged period of time. Long term care can consist of care in the home by family members who are assisted with voluntary or employed help, adult day health care, or care in assisted living or skilled nursing facilities.

**Long Term Care Facilities**

A range of institutions that provide health care to people who are unable to manage independently in the community. Facilities may provide short-term rehabilitative services as well as chronic care management.

**Macula**

A yellowish spot or stain near the center of the retina of the human eye.

**Macular Degeneration**

A disease of the retina of the eye resulting in the loss of central vision.

**Management Services**

Services provided under contract between the owner of a facility and a person to provide for the operation of a facility, including administration, staffing, maintenance, or delivery of resident services. Management services do not include contracts that are solely for maintenance, laundry or food services.

**Manage by Walking Around (MBWA)**

A successful management style within assisted living facilities.

**Manager**

The individual in charge of the day-to-day operation of the facility.

**MBWA**

*Manage by Walking Around*

**MDS**

*Minimum Data Set*

**Medication**

Any substance: (a) recognized as a drug in the official United States Pharmacopoeia, Official Homeopathic Pharmacopoeia of the United States, Texas Drug Code Index or official National Formulary, or any supplement to any of these official documents; (b) intended for use in the diagnosis, cure, mitigation, treatment, or prevention of disease; (c) other than food intended to affect the structure or any function of the body; and (d) Intended for use as a component of any substance specified in this definition. It does not include devices or their components, parts, or accessories.

**Medication Self-Administration**

Medication that is managed by the resident.

**Medication Administration**

The process of managing medications for a resident by an individual legally allowed to administer medication in the state of Texas.

**Medication Assistance or Supervision**

Tasks surrounding medications that are managed by staff, such as the storage of medication, recording medications taken by the resident, and other tasks which the staff monitor as stated in §62.41(j) of the Texas Administrative Code Licensing Standards.

**Meniere's Disease**

A disorder of the inner ear, caused by lymphatic channel dilation and characterized by episodes of dizziness and tinnitus and progressive hearing loss, usually in one ear.

**Minimum Data Set (MDS)**

A core set of screening and assessment elements, including common definitions and coding categories, that form the foundation of the comprehensive assessment for all patients of long term care facilities certified to participate in Medicare and Medicaid. The items standardize communication about patient problems and conditions within facilities, between facilities and outside agencies.

**Misappropriation of Resident Property**

The deliberate misplacement, exploitation, or wrongful, temporary or permanent use of a resident's belongings or money without the resident's consent.

**Multi-Tasking**

The action or ability to perform or track multiple acts at any given time.

**Neglect**

The failure to provide goods and services necessary to avoid physical harm.

**Negotiated Risk Agreement**

A written agreement signed by all parties after having been discussed and negotiated with the resident and/or family that allows the provider to shift some of the responsibility for behaviors and actions back to the resident or family that normally would be shouldered completely by the facility.

**Net Operating Income (NOI)**

The amount of money left after operating expenses have been subtracted from income.

**NFPA 101**

The 1988 publication titled *NFPA 101 Life Safety Code* published by the National Fire Protection Association.

**Non Profit**

A specific government designation given to some providers for IRS tax purposes. Non-profits can make a profit each year but must meet specific requirements for the profits to be tax exempt.

**Nurse Aide**

An individual providing nursing or nursing related services to residents in a facility under the supervision of a licensed nurse. This does not include an individual who is a licensed health professional or a registered dietitian or who volunteers such services with monetary compensation.

**Nurse Aide Registry**

Also referred to as *The Registry*, a state listing of all individuals who have satisfactorily completed a NATCEP or a CEP approved by DADS or qualified by waiver or reciprocity and are deemed active and employable in a nursing facility.

**Nursing Home/Facility**

Nursing facilities are licensed to provide custodial care, rehabilitative care, such as physical, occupational or speech therapy or specialized care for Alzheimer's patients. Additionally, nursing facilities offer residents planned social, recreational and spiritual activities.

**Occupational Safety & Health Administration (OSHA)**

Created to prevent work-related injuries, illnesses, and occupational fatality by issuing and enforcing rules called standards for workplace safety and health.

**OCR**

*Office of Civil Rights*

**Ombudsman**

An volunteer who is specially trained and certified to advocate for rights and quality care in nursing homes and assisted living facilities. They are independent of the facility and dedicated to enhancing the lives of residents.

**Operating Expense Ratio**

The relationship between revenues and expenses found by dividing the operating expenses by the net revenues.

**Optic Nerve**

The nerve carrying impulses for the sense of sight.

**OSHA**

*Occupational Health and Safety Administration*

**Osteoarthritis**

A non-inflammatory degenerative joint disease characterized by the degeneration of articular cartilage and is accompanied by pain and stiffness, particularly after prolonged activity.

**Osteoporosis**

A thinning in the amount of bone density, leading to fragile bones that fracture after minimal trauma.

**Paget's Disease**

A chronic bone disorder in bone tissue that causes bone to weaken, resulting in pain, arthritis, deformities and fractures.

**Paid Time Off (PTO)**

A way of computing vacation, sick pay and other paid time off.

**Parkinson's Disease**

A degenerative disorder of the nervous system that can impair motor skills, speech, and other functions.

**Peripheral Vision**

The part of the vision that occurs outside the very center of gaze. The loss of peripheral vision results in tunnel vision.

**Person**

Any individual, firm, partnership, corporation, association, or joint stock association, and the legal successor thereof.

**Person with a Disclosable Interest**

Any person who owns a 5% interest in any corporation, partnership, or other business entity that is required to be licensed under Texas Health and Safety Code, Chapter 247. A person with a disclosable interest does not include a bank, savings and loan, savings bank, trust company, building and loan association, credit union, individual loan and thrift company, investment banking firm, or insurance company unless such entity participates in the management of the facility.

**Personal Care Services**

Involves services rendered by a nurse's aide, dietician or other health professional. These services include assistance in walking, getting out of bed, bathing, toileting, dressing, eating and preparing special diets.

**Phantosmia**

A disorder where a person perceives a smell that is not there.

**Physician**

An individual licensed by the Texas State Board of Medical Examiners.

**PIP**

*Performance Improvement Plan*

**Plaque**

A biofilm that builds up on teeth contributing to tooth decay; a build up of fatty cells in an artery causing blockage.

**Postural Hypotension**

A sudden dramatic blood pressure drop that occurs when a resident gets up from lying down or sitting.

**Power of Attorney**

A legal document allowing one person to act in a legal matter on another's behalf pursuant to financial or real-estate transactions.

**Practitioner**

An individual who is currently licensed in a state in which the individual practices as a physician, dentist, podiatrist, or a physician assistant or a registered nurse.

**Presbycusis**

A progressive bilateral loss of hearing that occurs in the aged.

**Pressure Ulcers**

A breakdown of the skin, to which older, bed-ridden persons are especially susceptible. Also referred to as bed sores or decubitus ulcers. For bed-ridden persons, prevention includes turning every two hours.

**Primary Care**

A method that assigns specific residents' care needs to specific care givers on each shift. The daily needs of each resident are scheduled and then assignments are given to a care giver.

**Profit Margin**

The percent of the total revenue which is considered profit. The profit margin is calculated by dividing expenses by revenue.

**Provider**

Provides medical services or supplies, such as a physician, hospital, x-ray company, home health agency, or pharmacy.

**Psychosis**

People experiencing psychosis may report hallucinations or delusional beliefs. They may exhibit personality changes and disordered thoughts. They may also display bizarre behavior or be unable to perform daily life activities.

**Psychotropic Drugs**

A chemical substance that acts primarily on the central nervous system, resulting in temporary changes in mood, temperament, consciousness or behavior.

**Pulmonary Artery**

The large artery conveying oxygenated blood to the lungs from the heart.

**QA**

*Quality Assurance*

**Qualified Medical Personnel**

An individual who is licensed, certified, or otherwise authorized to administer health care. This includes a physician, registered nurse, and licensed vocational nurse.

**Qualitative**

Relating to or involving comparisons based on qualities: Data may be qualitative in nature (degree of excellence), such as customer feedback or comments on the dining service staff efficiency.



**Quantitative**

Of or pertaining to the describing or measuring of quantity: Data may be quantitative (countable) in nature, such as service statistics as in the number of people fed during the one hour dining period.

**Range of Motion (ROM)**

The movement of a joint to the extent possible without causing pain.

**Ratios**

Standard ratios used to evaluate the overall financial condition of a company. Also see Financial Ratios.

**Rationalization**

Using logic to justify an action or decision.

**Reframe**

To change focus or perspective; to view a situation in a new or different way.

**Registered Nurse**

A person who currently holds a license issued by Texas Board of Nursing to practice professional nursing.

**Regulations**

Assisted Living Facility Licensing Act Health and Safety Code, Chapter 247. Also called Standards.

**Reportable conduct**

(a) abuse or neglect that causes or may cause death or harm to a resident or consumer of a facility or to an individual receiving agency services; (b) sexual abuse of a resident or consumer of a facility or of an individual receiving agency services; (c) financial exploitation of a resident or consumer of a facility or of an individual receiving agency services in the amount of \$25 or more; or (d) emotional, verbal, or psychological abuse that causes harm to a resident or consumer of a facility or to an individual receiving agency services.

**Residence**

A preferred term for an assisted living building.

**Resident**

An individual accepted for care in a facility.

**Respite Care**

The provision by a facility of room, board, and care at the level ordinarily provided for permanent residents of the facility to a person for not more than 60 days for each stay in the facility.

**Restraint Hold**

(a) A manual method, except for physical guidance or prompting of brief duration, used to restrict: free movement or normal functioning of all or a portion of a resident's body; or normal access by a resident to a portion of the resident's body. (b) Physical guidance or prompting of brief duration becomes a restraint if the resident resists the guidance or prompting.

**Restraints**

Chemical restraints are psychoactive drugs administered for the purposes of discipline or convenience and are not required to treat the resident's medical symptoms. Physical restraints are any manual method, or physical or mechanical device, material or equipment attached or adjacent to the resident that restricts freedom of movement. Physical restraints include restraint holds.

**Revenue**

Gross Revenue: Total Income before Expenses are subtracted. Net Revenue: Income after Expenses are subtracted.

**Rheumatoid Arthritis**

A chronic, disfiguring inflammatory disease of the joints.

**Rotation Care**

The rotation care method is designed to have staff assigned on a task basis and rotate the care providers from resident to resident.

**RUCS**

*Regional Unified Command Structure* that relates to implementing recommendations from the Governor's Task Force on Evacuation, Transportation and Logistics.

[www.fhwa.dot.gov/reports/hurricanevacuation/appendixg.htm](http://www.fhwa.dot.gov/reports/hurricanevacuation/appendixg.htm)

**Safety**

Protection from injury or loss of life due to such conditions as fire, electrical hazard, unsafe building or site conditions, and the hazardous presence of toxic fumes and materials.

**Seclusion**

Separation of a resident from others and the placement of the resident alone in an area from which the resident is prevented from leaving.

**Service Creep**

When services provided to a resident gradually increase without appropriate documentation or an appropriate billing increase. Companies that base their prices on level of care may want to perform assessment needs more frequently.

**Service Plan**

A written description of the medical care, non-medical care or supervision required by a resident.

**Shared Risk**

Also called a Negotiated Risk Agreement. Allows the provider to shift some of the responsibility for behaviors and actions back to the resident or family that normally would be shouldered completely by the facility.

**Sheltering-In-Place**

If an emergency does not require physical evacuation for safety, sheltering in place is preferred. The lower the disruptions level in an emergency the better.

**Shingles**

The reactivation of latent chicken pox virus that causes painful skin rash with or without blisters.

**Short-Term Acute Episode**

An illness of less than 30 days duration.

**Skilled Nursing Facility (SNF)**

Provides 24-hour nursing care for chronically-ill or short-term rehabilitative residents of all ages.

**Small Facility**

A facility licensed for 16 or fewer residents.

**Special Needs**

Residents who require extra assistance for disabilities either physical, medical or psychological.

**Staff**

Employees of an assisted living facility.

**Standards**

The minimum licensing standards in Subchapter C of the Texas Administrative Code (Standards for Licensure) intended to protect the health and safety of the residents.

**Statute**

Another word for a law.

**Stenosis**

A narrowing or stricture of a duct or vessel.

**Stroke**

A condition due to a lack of oxygen to the brain, which may lead to reversible or irreversible paralysis.

**Sundowner's Syndrome**

Suffers experience periods of extreme irritability, agitation or confusion during late afternoon and/or early evening hours.

**System**

Procedure plan.

**Systolic Blood Pressure**

The upper number of a blood pressure reading. It measures the pressure against the blood vessel when the heart is beating. See also Diastolic Blood Pressure.

**TAA**

*Texas Apartment Association*

**Tenants**

Since most assisted living residents pay rent for their apartments or rooms, they are, by law, considered tenants and state and federal landlord/tenants laws apply to the relationship.

**Terminal Condition**

A medical diagnosis, by a certified physician, of an illness that will result in death within six months or less.

**Texas Dept of Human Services (DHS)**

Now known as DADS.

**Thrombosis**

The formation of a blood clot inside a blood vessel obstructing the flow of blood.

**Tickler File**

A reminder system where tasks are filed by the name or category.

**Tinnitus**

A ringing, buzzing, roaring or clicking sound in the ears.

**Transfer**

Moving a resident who is not ambulatory or who has difficulty ambulating from one position or location to another, such as from a wheel chair to a bed. For example, a resident who is able to get out of bed and into a chair independently is considered to be "independent in transferring."

**Trauma**

A sudden injury.

## KEY TERMS

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### **Vertigo**

Dizziness; an illusion of movement as if the room is revolving around the patient.

### **TWC**

*Texas Workforce Commission*

### **Universal Precautions**

An approach to infection control where any bodily fluid is treated as if it contains HIV, Hepatitis or other dangerous contaminants. The term also refers to hand washing techniques and other methods of protection to prevent spread of disease to other individuals.

### **Universal Worker**

An employment concept where all staff are able to perform all functions. It is also known as Cross Training of employees. In the Universal worker concept, which has become popular, employees are hired as “care managers” and cross-trained in several departments.

### **WHD**

*Wage and Hour Division*

### **Working Day**

Any 24-hour period, Monday through Friday, excluding state and federal holidays.

Notes: