

GLOSSARY OF TERMS AND TITLES

Unique Operational Terms

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Table of Contents

Contents

Actively Suicidal Patient.....	4
Administrative Health Authority.....	4
Administrative Support Staff	4
Advanced Practice Providers	4
Airborne Infection Isolation (All)	4
Airborne Infection Isolation (All) Room.....	4
All-Hazards	4
Behavioral Health Providers	4
Behavioral Health Case Manager (BHCM)	4
Behavioral Health Technician	5
Certified Nursing Assistant.....	5
Chronic Disease.....	5
Chronic Care Clinic (Chronic Disease Program)	5
Clinical Competency Review	5
Clinical Incident.....	5
Clinical Medical Authority (CMA).....	5
Clinical Pharmacist.....	5
Clinicians	6
Constant Watch	6
Credentialing.....	6
Custody Staff.....	6
Dental Providers.....	6
Dental Staff	6
Detention Classification Level.....	6
Executive Governing Board (EGB).....	6
Facility Staff.....	6
Formulary.....	6
General Population	7
Governing Body.....	7
Grievance	7

Health Care Personnel or Providers.....7

Health Services Staff7

Healthcare Failure Mode and Effect Analysis (HFMEA).....7

Hunger Strike7

Incident7

Informal Resolution8

Informed Consent8

Intake Screening.....8

Licensed Independent Practitioners (LIPs)8

Licensed Supervised Practitioner.....8

Local Triad:.....8

Medical Assistants8

Medical Director8

Medical Housing Unit.....8

Medical Payment Authorization Request (MedPAR).....9

Medical Providers9

Medical Surveillance Program:9

Mental Health Observation9

Mortality Review.....9

Multidisciplinary Team.....9

Near-Misses (also known as Close Calls)9

Non-formulary Medications.....9

Non-suicidal Self-directed Violence9

Nursing Staff.....9

Operation Safe Space (OSS).....10

Outcome Study10

Patient.....10

Patient Safety Event.....10

Patient with Special Needs10

Peer Review10

Personal Protective Equipment (PPE).....10

Personally Identifiable Information (PII).....10

Pharmacy Staff.....10

Potentially Suicidal Noncitizen.....11

Pre-Screening.....11

Prison Rape Elimination Act (PREA) 11

Privileging..... 11

Protective Custody..... 11

Psychiatric Services Provider 11

Psychological Autopsy..... 11

Qualified Health Care Professionals..... 11

Segregation 11

Sentinel Event (SE) 12

Serious Mental Illness (SMI) also referred to as Serious Mental Conditions and Disorders 12

Sick Call 12

Special Management Unit (SMU)..... 12

Standard of Care 12

Standard Precautions..... 12

Suicide 12

Suicide Attempt 12

Suicidal Intent 13

Suicide Risk Structured Treatment Plan (SRSTP) 13

Suicidal Statement 13

Suicide Watch 13

Telehealth Services 13

Telemedicine..... 13

Veterans Affairs Financial Services Center (VAFSC)..... 13

Actively Suicidal Patient

A patient with active thoughts, plans and intent for suicide. The patient may have taken steps to cause self-injury, and the intent, whether implicit or explicit, is suicidal in nature.

Administrative Health Authority

The administrative health authority is responsible for all access to care, personnel, equipment, and fiscal resources to support the delivery of health care services. Within IHSC, this person is the health services administrator (HSA), assisted by the assistant health services administrator. (PBNDS 2011 Glossary)

Administrative Support Staff

Includes medical record technicians (MRTs) and non-clinical support staff in IHSC-staffed clinics or at HQ. (IHSC Operational Definition)

Advanced Practice Providers

Advanced practice providers are nurse practitioners (NPs) and physician assistants (PAs). (IHSC Operational Definition)

Airborne Infection Isolation (AII)

Isolation of patients infected with infectious organisms spread through the air to minimize person-to-person transmission.

Airborne Infection Isolation (AII) Room

A single-occupancy patient-care room, formerly called a negative pressure isolation room; environmental factors are controlled so the isolation room receives substantial air changes per hour (ACH) (≥ 12 ACH for new construction since 2001 and ≥ 6 ACH for construction before 2001) and is under negative pressure (the direction of air flow is from the outside adjacent space [the corridor] into the room). All room air is preferably exhausted to the outside, or recirculated if the return air is filtered through a high efficiency particulate air (HEPA) filter.

All-Hazards

All-hazards is a grouping classification encompassing all conditions, environmental or man-made, that have the potential to cause injury, illness, or death; damage to or loss of equipment, infrastructure services, or property; or alternately causing functional degradation to societal, economic, or environmental aspects. (Department of Homeland Security Lexicon)

Behavioral Health Providers

Behavioral health providers are clinical psychologists, independently licensed clinical social workers, or any other behavioral health professional who, by virtue of their license, education, credentials, and experience, who the law permits to evaluate and care for the emotional, psychological, mental health needs and well-being of patients.

Behavioral Health Case Manager (BHCM)

Render case coordination and provide monitoring and tracking of noncitizen patients identified with special or critical care needs and coordinates transitional care of acute/chronic mentally unstable patients within non-IHSC staffed facilities.

Behavioral Health Technician

Provides non-professional care for those patients with mental health conditions under the supervision of licensed behavioral health provider or clinical director. The BHT utilizes scientific and technical expertise, and didactic learning skills to provide individual care and educational group training for patients.

Certified Nursing Assistant

Provides care includes providing safe, compassionate, and focused nursing care to assigned patients with predictable health care needs under the directed supervision of an RN following the standards of correctional nursing practice.

Chronic Disease

An illness or condition that affects an individual's well-being, usually at least six months. The disease is generally not curable but can be managed to provide optimum functioning within any limitations the condition imposes on the individual. (PBNDS 2011 Glossary)

Chronic Care Clinic (Chronic Disease Program)

The Chronic Disease Program incorporates a treatment plan and regular clinic visits. The clinician monitors the patient's progress during clinic visits and, when necessary, changes the treatment. The program also includes patient education for symptom management. (PBNDS 2011 Glossary)

Clinical Competency Review

A clinical competency review is an active and organized process used by DHS components to evaluate and improve care and services provided by health care personnel. Criteria are clinical in nature and defined by nationally recognized standards of practice and care. (IHSC Operational Definition)

Clinical Incident

A clinical incident is an event or circumstance resulting from health care that could have or did lead to unintended and/or unnecessary harm to a patient. Clinical incidents include near-miss (also known as close call), adverse event, and sentinel event.

Clinical Medical Authority (CMA)

The CMA is responsible for the delivery of all health care services to the detained noncitizen population at a specific facility. These services include, but are not limited to, medical, nursing, dental, and behavioral health. Duties include clinically supervising the medical providers, evaluating patient care through an ongoing quality assurance program, providing training, and mentoring to health care staff, and evaluating and treating medically complex patients. Within IHSC-staffed facilities, the CMA is the clinical director. (IHSC Operational Definition)

Clinical Pharmacist

Clinical pharmacists provide pharmaceutical care to patients by optimizing medication therapy and providing disease state management education. Clinical pharmacists may provide direct patient care under the support of a collaborative practice agreement with an on-site or remotely located physician. (IHSC Operational Definition)

Clinicians

Clinicians are individuals qualified to *assess, evaluate, and treat* patients according to the dictates of their professional practice. These include physicians, nurses, physician assistants, nurse practitioners, dentists, dental hygienists, psychologists, psychiatrists, clinical pharmacists, and social workers. (IHSC Operational Definition)

Constant Watch

Constant watch is a stepdown from suicide watch that involves continuous visual observation of one suicidal patient by one security staff member (one-to-one). Constant watch is less restrictive than suicide watch.

Credentialing

The process of validating a professional's eligibility for medical staff membership and/or privileges. IHSC credentials medical staff based on academic preparation, licensing, training, certifications, and performance.

Custody Staff

Security staff charged with the protection, transportation, and safekeeping of noncitizens while they are in detention. These officers could be ICE, other federal or state, or contracted officers at service processing centers, contract detention facilities, or non-IHSC-staffed facilities). (IHSC Operational Definition)

Dental Providers

Dental providers are dentists and dental hygienists. (IHSC Operational Definition)

Dental Staff

Dental staff include dentists, dental hygienists, and dental assistants. (IHSC Operational Definition)

Detention Classification Level

An ICE-determined housing assignment following the review of a noncitizen's record information, including criminal charges and convictions, immigration history, disciplinary record, current classification level, and other related information. (IHSC Operational Definition)

Executive Governing Board (EGB)

The EGB advises the assistant director on all strategic, administrative, and operational matters relating to IHSC. The EGB is comprised of the deputy assistant directors for clinical services, health systems support, and health care compliance, administration, and chief of staff.

Facility Staff

The population of non-medical detention facility staff. This includes, but is not limited to, ERO law enforcement officers and custody staff (contract or non-contract), who may or may not have contact with noncitizens. (IHSC Operational Definition)

Formulary

A formulary is a list of prescription and nonprescription medications the medical director authority approved and are stocked, or routinely procured for use, in the agency. (ACA)

General Population

General population refers to noncitizens whose housing and activities are not restricted. The term is used to differentiate noncitizens in the “general population” from those in special housing units. (PBNDS 2011 Glossary)

Governing Body

The governing body refers to the individuals, group, or agency that has ultimate authority and responsibility for establishing policy, maintaining quality of care, and providing for organizational management and planning. (IHSC Operational Definition)

Grievance

A grievance is a complaint based on a circumstance or incident perceived as unjust. (PBNDS 2011 Glossary)

Emergency grievances are grievances that are time-sensitive and may involve an immediate threat to health, safety, or welfare. (PBNDS 2011; 6.2)

Formal grievances are those grievances that are written and acted upon. There are three levels of formal grievance review at every facility. (See the PBNDS 2011 for levels.)

Informal medical grievance is one that health staff resolve orally and informally in their daily interaction with detainees. (PBNDS 2011 Glossary)

Health Care Personnel or Providers

Health care personnel or providers are credentialed individuals employed, detailed, or authorized by IHSC to deliver health care services to noncitizens. This includes federal and contract staff assigned or detailed (i.e., temporary duty) who provide health care services as part of their IHSC duties. (IHSC Operational Definition)

Health Services Staff

Health staff includes all health care professionals (including contracted staff) as well as administrative and supervisory staff at *IHSC-staffed medical clinics*. (IHSC Operational Definition)

Healthcare Failure Mode and Effect Analysis (HFMEA)

The HFMEA is a systematic prospective risk reduction assessment methodology that identifies and improves steps in a process before they occur, thereby reasonably ensuring a safe and clinically desirable outcome. HFMEA is a bottom-up approach to analyzing processes, system designs and performance. (U.S. Department of Veterans Affairs National Center for Patient Safety)

Hunger Strike

A voluntary fast when a detained noncitizen does not eat food for nine consecutive meals or up to 72 hours as a means of protest or manipulation. (IHSC Operational Definition)

Incident

An incident is any unusual occurrence that varies from established routine or procedure that either did or could result in an adverse outcome. An incident may involve a staff member or noncitizen.

The incident may include damaged or faulty equipment, fire, chemical or biohazardous agents, as well as any event that may generate a complaint, medicolegal liability, or disciplinary action. (IHSC Operational Definition)

Informal Resolution

Informal resolution is closure to a complaint or issue of concern to a noncitizen, satisfactory to the noncitizen and staff member involved, and does not require filing a formal grievance. (PBNDS 2011 Glossary)

Informed Consent

Informed consent is a documented agreement by a patient to a treatment, examination, or procedure after they receive the material facts about the nature, consequences, and risks of the proposed treatment, examination, or procedure; or the alternatives and the prognosis, if the patient does not undertake the proposed action. (PBNDS 2011 Glossary)

Intake Screening

An intake screening is a comprehensive medical, dental, and behavioral health screening nursing or medical staff conduct as soon as possible after noncitizens arrive at a facility, but no later than 12 hours after intake. Nursing or medical staff identify potential emergency situations among new arrivals and ensure patients with known illnesses and currently on medications have further assessment and continued treatment. (IHSC Operational Definition)

Licensed Independent Practitioners (LIPs)

Any practitioner permitted by law and the organization to provide care and services, without direction or supervision, within the scope of the individual's license and consistent with the privileges granted by the organization. (The Joint Commission). Within IHSC, LIPs are: physicians, psychologists, licensed clinical social workers, and dentists.

Licensed Supervised Practitioner

Are practitioners who work under the supervision of a LIP, within IHSC-staffed facilities. LSPs include nurse practitioners, physician assistants, and clinical pharmacists.

Local Triad:

IHSC facility HSA, CD and NM provide consultation and subject matter expertise for evaluation of internal issues that contributes to local policy deviations and patient care issues. (could include the regional level)

Medical Assistants

Provide a variety of patient care services under the direction of a physician, APP, or RN.

Medical Director

The designated final clinical authority regarding patient care issues, approver for the delivery of all health care services to the patient population, decisions related to medical judgments, and communication with clinical service staff and ICE stakeholders

Medical Housing Unit

The Medical Housing Unit (MHU) provides housing for noncitizens in need of medical or behavioral care, medical/nursing assistance, and/or medically necessary supervision or

equipment. The MHU operates 24 hours a day, seven days a week, when patients are present. (IHSC Operational Definition)

Medical Payment Authorization Request (MedPAR)

A request for the authorization of payment for medical care services, including durable medical equipment (DME), not provided by the detention facility. MedPAR is also the on-line system used to request the payment authorization. .

Medical Providers

Medical providers include physicians, physician assistants, nurse practitioners, and clinical pharmacists. (IHSC Operational Definition)

Medical Surveillance Program:

Oversees and identifies occupational-associated risks for non-citizen patient workers completed prior to and throughout the duration of worker assignments through the Medical Surveillance Committee.

Mental Health Observation

Mental health observation is a stepdown from constant watch and is less restrictive. Medical staff may house the patient individually or with other noncitizens in the medical housing unit (MHU) or other non-general population housing area.

Mortality Review

A mortality review is a review conducted in the event of a noncitizen's death to determine whether staff provided appropriate clinical care and to identify trends that may require further study or analysis for corrective action.

Multidisciplinary Team

Multidisciplinary team is comprised of the facility health services administrator, a medical practitioner and a designated ERO representative with requisite knowledge of disability policies and procedures to review requests for reasonable modifications.

Near-Misses (also known as Close Calls)

An event or situation that could have resulted in harm to the patient but did not, either by change or through timely intervention. The event was identified and resolved before reaching the patient. (DHS Directive #248-01-001, *Medical Quality Management*)

Non-formulary Medications

Non-formulary medications are medications not listed in the agency formulary. These medications require approval prior to procuring or dispensing to the patient.

Non-suicidal Self-directed Violence

Behavior that is self-directed and deliberately results in injury or the potential for injury to oneself. There is no evidence, whether implicit or explicit, of suicidal intent; same as non-suicidal self-injury.

Nursing Staff

Nursing staff within IHSC are registered nurses (RNs), licensed practical nurses (LPNs), licensed vocational nurses (LVNs), and certified nursing assistants (CNAs).

Operation Safe Space (OSS)

IHSC's national suicide prevention strategy which establishes a clinical pathway for suicide prevention and care. This framework focuses on clinical leadership, universal screening, targeted assessment, safety planning, evidence-based treatment, safe transitions, and data driven process improvement.

Outcome Study

An outcome study examines whether expected outcomes of patient care were achieved by 1) identifying a patient clinical problem; 2) conducting a baseline study; 3) developing and implementing a clinical corrective action plan; and 4) restudying the problem to assess the effectiveness of the corrective action plan. (IHSC Operational Definition)

Patient

A person receiving or registered to receive medical treatment under the authority of IHSC. Persons in ICE custody are referred to as noncitizens, detained noncitizens, or residents. IHSC's use of the term patient is consistent with its guiding principle of "patient-centered care."

Patient Safety Event

A patient safety event is an incident or error that occurred (actual event), or almost occurred (close call/near miss), that caused, or had the potential for causing, harm to a patient. (IHSC Operational Definition)

Patient with Special Needs

A patient whose mental or physical condition requires different accommodations or arrangements than a general population patient would receive. A special needs patient includes one who is disabled, mentally ill, physically handicapped, chronically ill, disabled, or ill. Patients with special needs include those with communication impairments, and drug and alcohol addictions. (PBNDS 2011 Glossary)

Peer Review

Peer review is the process where health care professionals evaluate the care provided or clinical competence of a fellow professional of the same discipline to make determinations about whether they met the professional standard of care in a given clinical situation. (DHS Directives System - Instruction # 248- 01-001, Revision 1 - Medical Quality Management)

Personal Protective Equipment (PPE)

Equipment that protects a person from hazardous exposures such as chemicals, dust, noise, radiation, infectious diseases. Specific protective equipment includes respirators, gloves, mask, goggles, gowns, face shields, ear plugs, hard hats, and steel toe boots. (IHSC Operational Definition)

Personally Identifiable Information (PII)

PII is any information that permits the identity of an individual to be directly or indirectly inferred, including other information that is linked or linkable to an individual (DHS directive 047-01-001).

Pharmacy Staff

Pharmacy staff includes pharmacists and pharmacy technicians.

Potentially Suicidal Noncitizen

A noncitizen who is preoccupied about suicide or self-injurious behavior without suicidal intent or plan.

Pre-Screening

A pre-screening is a brief medical assessment medical staff perform once noncitizens arrive at a detention facility. They triage and identify noncitizens who require time-sensitive medical care or who may pose a threat to themselves or others. Medical staff conduct pre-screening prior to the formal intake screening for those noncitizens booking into the facility. Or, for transient noncitizens, those who will not be booked into the facility.

Prison Rape Elimination Act (PREA)

Congress enacted the Prison Rape Elimination Act of 2003 to address the problem of sexual abuse of persons in the custody of U.S. correctional agencies. On May 11, 2012, Immigration and Customs Enforcement (ICE) issued the Sexual Abuse and Assault Prevention and Intervention directive. This directive ensures an integrated and comprehensive system of preventing and responding to sexual abuse or assault of individuals in ICE custody, consistent with the goals of the Prison Rape Elimination Act of 2003.

Privileging

Privileging is the process of authorizing a licensed or certified health care practitioner's specific scope of patient care services. IHSC privileges medical staff in conjunction with an evaluation of the individual's clinical qualifications or performance.

Protective Custody

Protective custody is administrative segregation for the noncitizen's own safety. (PBNSD 2011)

Psychiatric Services Provider

Psychiatric services provider is either an advanced practice provider, who has received specialized training or certification in the biological aspects of treating psychiatric disorders, or a psychiatrist.

Psychological Autopsy

A psychiatrist, psychologist, or other qualified mental health professional conducts an investigation and written reconstruction of an individual's life with an emphasis on factors that may have contributed to a patient's suicide. (NCCHC)

Qualified Health Care Professionals

Physicians, physician assistants, nurses, nurse practitioners, or others, who by virtue of their education, credentials and experience, the law permits to evaluate and care for patients. (PBNSD 2011 Glossary)

Segregation

Segregation is the confinement of a noncitizen in an individual cell isolated from the general population. Placement in an individual cell is used for administrative, disciplinary, or protective reasons. (PBNSD 2011 Glossary)

Sentinel Event (SE)

A sentinel event is an unexpected occurrence involving death or serious physical or psychological injury, or the risk thereof that is not related to the natural course of the patient's illnesses or underlying condition. Serious injury specifically includes loss of limb or function. The phrase, "or the risk thereof," includes any process variation for which a recurrence would carry a significant chance of a serious adverse outcome. Such events are called "sentinel" because they signal the need for immediate investigation and proactive response on the part of the organization.

Serious Mental Illness (SMI) also referred to as Serious Mental Conditions and Disorders

SMI is used to describe patients who exhibit the most serious psychiatric impairment that causes significant functional impairment within the detention setting. (IHSC Operational Definition)

Sick Call

Sick call is a process that allows detainees the unrestricted opportunity to freely request health care services (including mental health and dental services) provided by a physician or other qualified health professionals. (IHSC Operational Definition)

Special Management Unit (SMU)

The SMU is a housing unit for noncitizens in administrative or disciplinary segregation. (PBNDS 2011 Glossary)

Standard of Care

Standard of care is a health care diagnostic or treatment judgments and actions of a provider/professional generally accepted in the health care discipline, or specialty involved as reasonable, prudent, and appropriate. Medical standards of care can vary 1) among types of medical facilities such as hospitals, clinics, pre-hospital emergency medical care and alternate care facilities, 2) based on prevailing circumstances, including during emergencies, and 3) based on the discipline and qualifications of the provider. (DHS Directives System - Instruction # 248-01-001, Revision 1 - Medical Quality Management)

Standard Precautions

A defined set of infection control practices used to prevent transmission of diseases that can be acquired by contact with blood, body fluids, non-intact skin (including rashes), and mucous membranes. These measures are to be used when providing care to all individuals, whether or not they appear infectious or symptomatic.

Suicide

A suicide is a death caused by self-directed injurious behavior with any intent to die as a result of the acted upon behavior. In the past, was often referred to as "completed suicide." (CDC Definition)

Suicide Attempt

Any nonfatal, self-directed, potentially injurious behavior with any intent to die as a result of the behavior. A suicide attempt may or may not result in injury.

Suicidal Intent

The individual showed evidence at the time of injury or preparation that they intended to kill themselves or wished to die; the individual understood the probable consequences of their actions.

Suicide Risk Structured Treatment Plan (SRSTP)

An individualized suicide care plan that is completed in conjunction with a current Suicide Risk Assessment (SRA).

Suicidal Statement

An individual states verbally or in writing they wish to die or be dead. Some statements may be more indirect such as "I wish I hadn't been born." (IHSC Operational Definition)

Suicide Watch

Suicide watch involves continuous visual observation of one suicidal patient by one security staff member (one-to-one). Suicide watch is an intervention reserved for the patient who is actively suicidal, has a plan and intent.

Telehealth Services

Provision of health care services through videoconferencing, remote monitoring, electronic consults, and wireless communications for access by physicians and health care specialists.

Telemedicine

The exchange of medical information from one site to another through electronic communication to improve a patient's health.

Veterans Affairs Financial Services Center (VAFSC)

The VAFSC conducts claims processing for medical care, including durable medical equipment (DME).