



## Glossary

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# Glossary

## Preliminary remarks

The following section contains some of the most important terms and expressions used on the website [www.quint-essenz.ch](http://www.quint-essenz.ch) in alphabetical order.

## Terms

<b>A</b>	
<b>Assessment</b> (Health Promotion/Prevention)	To measure and analyze health-related problems in a population.
<b>Assessment</b> (Quality development)	The systematic assessment of structures, processes and outcomes of an organization or organizational unit, a programme or a project.
<b>B</b>	
<b>Behaviour - life circumstances</b>	Human behaviour and life circumstances are intimately linked. Life circumstances are influenced by people's behaviour and vice versa. Health promotion aims both at creating favourable life circumstances as well as enabling individuals and groups to organize their lives in such a way as to be beneficial to their health and well being and to lead to a better quality of life.
<b>Benchmarking</b>	To measure/assess products, services and processes in comparison with the acknowledged leaders in the field in order to learn from the 'best' (quality development).
<b>C</b>	
<b>Certification</b>	The formal acknowledgement that an organization (-al unit) fulfils the conditions linked to certification. Certification is carried out by an accredited organization.
<b>Continuous improvement cycle</b>	The process of periodic and systematic analysis and improvement of structures, processes and results of a project, a programme or an organization (see Quality development).
<b>Controlling</b>	Controlling of processes and activities on the basis of a target-performance analysis. There is a distinction between financial controlling and performance controlling.



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<b>E</b>	
<b>Effects</b>	Demonstrable changes in a specific system. Intended effects are described in the objectives, unexpected effects are unintentional positive or negative changes.
<b>Effektivität</b>	Adequacy of a measure in terms of its intended effect.
<b>Efficiency</b>	The relation between a result and the means employed to achieve it.
<b>Empowerment</b>	Reinforcement of the ability of individuals or groups to make decisions and have control over decisions and actions affecting their health, including opportunities to shape their own environments and the conditions which have an impact on health.
<b>European Foundation for Quality Management (EFQM)</b>	The founder of the EFQM-model, a European quality management system based on TQM (Total Quality Management).
<b>Evaluation</b>	The systematic collection and analysis of information not routinely available about the different aspects of a project or an intervention and its critical appraisal.
<b>Evaluation (external)</b>	The systematic appraisal of an issue from an external point of view (e.g. through professional evaluators).
<b>F</b>	
<b>Financial backers</b>	Institutions providing funds for a project and usually making certain demands on the project (see 'Stakeholders') which are agreed by contract.
<b>G</b>	
<b>Gender</b>	As distinct from 'sex' (which is biological), gender usually refers to psychological or socially/culturally constructed characteristics which are then attributed to the different biological sexes. It also refers to the relationship between the two sexes.
<b>Goal</b>	Desired state of a particular system to be achieved by a specific date.
<b>Guiding principles - charter</b>	A charter describes the guiding principles of an organization, including mission statement, values and norms. The organization's activities (internal and external) will be guided by this document.



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<b>H</b>	
<b>Health</b>	Health is a state of equilibrium between factors conducive to health and those which influence health in a negative way. Health means that people are able to mobilize and use their resources in the best possible way in order to face up to both personal (physical and mental) and external (social and material) demands.
<b>Health equity</b>	Equity in health means that all people, irrespective of ethnic or socio-economic status, sex or age, have an equal opportunity to develop and maintain health through fair and just access to resources for health.
<b>Health Promotion</b>	Health promotion is the process of enabling individuals, groups and organizations to improve the factors for health by changes in lifestyle and by taking increased control over conditions in their lives. Health promotion not only embraces actions directed at strengthening the skills and capabilities of individuals, but also action towards changing social, environmental and economic conditions so as to improve their impact on public and individual health.
<b>I</b>	
<b>Indicator</b>	An indicator is a surrogate tool used for measuring or assessing the totality of available information on usually complex phenomena that cannot be directly quantified or evaluated. An indicator is a quantity that can be measured, observed and analyzed by empirical methods.
<b>Information management</b>	The maintenance and enlargement of the total existing knowledge base in an organization.
<b>International Organization for Standardisation (ISO)</b>	ISO is the international organization dedicated to the standardisation of products, services and management systems.
<b>Intervention</b>	In prevention and health promotion, interventions are well thought-out, justified and systematic measures targeting people's environments in order to induce lasting changes in behaviour and/or social conditions.
<b>Intervision</b>	Exchange of experiences between professionals from different organizations, programmes and projects, but fulfilling a similar role or function.



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<b>M</b>	
<b>Management</b>	The totality of activities for the systematic planning and managing of a project, a programme or an organization.
<b>Measure</b>	An activity derived from a strategy with the aim of achieving certain (intermediate) objectives and goals within a framework of clearly defined deadlines and responsibilities.
<b>Method</b>	A system of rules and instructions used to carry out a task.
<b>Milestone</b>	Pre-determined point during the implementation phase of a project. A milestone divides a project into various phases and is a useful project management tool.
<b>Monitoring</b>	Continuous or periodic systematic data collection used for checking processes and results.
<b>N</b>	
<b>Need</b>	Need defined by experts or professionals, usually on the grounds of a scientifically substantiated deficiency in certain population groups (the experts' perspective).
<b>Need (felt/expressed)</b>	Contrary to a normative need, a felt need is the subjective need that members of a certain population group feel and sometimes express (the users' perspective).
<b>Networking</b>	Collaboration across the boundaries of sectors, disciplines, hierarchies, institutions and projects.
<b>O</b>	
<b>Operationalisation</b>	Criteria and procedures established in order to measure a theoretical concept by empirical methods.
<b>Organization development</b>	Systematic changes in the structures and processes of an organization with the aim of improving it continuously and securing its long term existence.
<b>Ottawa Charta (WHO)</b>	The Ottawa Charter was adopted by the First International Conference on Health Promotion held in Ottawa in October 1986 and is based on the WHO programme 'Health for All'.
<b>Outcome</b>	Totality of effects achieved by a project.
<b>Output</b>	Totality of services provided and products generated by a project.

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<b>P</b>	
<b>Participation</b> (Health promotion / prevention)	Active involvement of individuals and groups in the planning, implementation and evaluation of interventions (projects) concerning their life circumstances and their lifestyles.
<b>Pathogenese</b>	Personal and contextual conditions contributing to the development of a particular disease or illness.
<b>Policy</b> (Health promotion / prevention)	A policy is a concerted strategy with common goals adopted by important key-players in health promotion and prevention.
<b>Potential for improvement</b>	The possibility of improving the structures and processes of a project identified by means of systematic reflection and assessment. The definition of quality objectives is based on the potential for improvement.
<b>Prävention</b>	Measures intended to prevent the initial occurrence of a disorder (primary prevention) e.g. risk factor prevention, to arrest or retard existing disease (secondary prevention) or to reduce the occurrence of relapses and the establishment of chronic conditions (tertiary prevention).
<b>Program(me)</b>	A goal-oriented and time-limited initiative inspired by a policy or comprehensive strategy, usually comprising various coordinated sub-projects.
<b>Project</b>	A unique structured and planned task proposing to achieve a definite objective (product/outcome) within a given time-scale.
<b>Project management (PM)</b>	The totality of all activities that will direct and guide a project during its planning, implementation and evaluation phase.
<b>Process quality</b>	The quality of methods and procedures.
<b>Project objective</b>	The state of a particular system desired by the end of a project.
<b>Project organization</b>	The totality of all participants in a project, i.e. individuals, groups and organizations, and their roles, duties and responsibilities specific to the project in question.
<b>Project structure</b>	The description of all involved with or concerned by a project, their function within the project and the interaction between all concerned.
<b>Public Health Action Cycle (PHAC)</b>	A cyclic model of four phases used as a basis for the strategic planning, implementation and evaluation of health-related interventions.
<b>Q</b>	
<b>Quality</b>	An attribute of a fact or a situation that has been positively evaluated on the basis of specific expectations.

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**Q (cont.)**

<b>Quality circle</b>	A method of quality improvement involving a group of people from a particular setting who meet regularly to work towards the improvement of structures, processes and quality of results. This approach is based on the philosophy that problems need to be solved where they occur.
<b>Quality criterion</b>	A distinctive feature regarding the quality of an object or a circumstance (e.g. a project, a process, a product)
<b>Quality development</b>	The periodic and systematic reflection and improvement of structures, processes and results of an organization, a programme or a project.
<b>Quality management (QM)</b>	The totality of all management activities related to quality.
<b>Quality management system (QMS)</b>	The structures and processes of an organization, programme or project necessary for systematic quality development.
<b>Quality objective</b>	As opposed to project objectives, which aim at desired effects in an external system (e.g. a setting or a target-group), quality objectives aim at the structures and the processes of the project itself.
<b>Quality of results</b>	The quality of products and efforts (output) and results (outcome).
<b>Quality promotion</b>	Support of the quality development of an organization, a programme or a project by providing appropriate external assistance (training, advice) and resources.
<b>Quality standard</b>	Pre-defined element, preferably based on factual criteria, which describes a specific minimal level of quality.

**R**

<b>Reflexion (systematic)</b>	To reflect critically and comparatively on a fact or a situation on the basis of specific criteria.
<b>Reporting</b>	Periodic information.
<b>Resources (Health promotion/prevention)</b>	Individual know-how and social support mobilized in order to deal with challenging or stressful day-to-day situations or life events.
<b>Resources (Project management)</b>	The requirements for the planning, implementation and evaluation of a project in terms of material, finances, infrastructure and personnel.
<b>Results (outcome) model</b>	The description of the systematic interaction of various internal and external factors leading to a particular condition (e.g. the absence of an illness in a social system). The correlation should be theoretically or empirically substantiated or at least plausibly explained.



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<b>S</b>	
<b>Salutogenesis</b>	In contrast to pathogenesis, salutogenesis refers to the conditions which are conducive to health. It asks the question why and how people remain healthy even under adverse conditions.
<b>Self-evaluation</b>	The systematic assessment of a situation from the perspective of the person concerned.
<b>Self-reflection</b>	To reflect critically and comparatively about one's own personality, behaviour and experiences.
<b>Sense of coherence (SOC)</b>	Antonovsky's 'sense of coherence' is an important health resource. It exists if an individual can comprehend and manage the world in which he lives and if the demands of life are seen as challenges that are worthy of investment and engagement. The three dimensions of Antonovsky's 'sense of coherence' are therefore: comprehensibility, manageability, and meaningfulness.
<b>Setting</b>	A clearly defined place or social context (e.g. work-place, school, hospital, youth centre, family, etc.).
<b>SMART objectives</b>	Objectives meeting the criteria of 'specific', 'measurable', 'achievable', 'realistic' and 'time-limited'.
<b>Sponsoring</b>	Financial backing of projects by institutions and private funding (third party funds). The sponsors do not make conceptual demands on the project but are usually given the opportunity of using the project's channels for advertising.
<b>Stake holder</b>	Stakeholders in a setting or in an organization are groups whose members have certain expectations (of the setting or the organization) or who may make demands. They include individuals: <ul style="list-style-type: none"> <li>▪ who are involved in providing a service (e.g. collaborators),</li> <li>▪ who influence the service provision (e.g. partners, authorities), or</li> <li>▪ who are touched by the service provision (e.g. clients).</li> </ul>
<b>Strategy</b>	Approaches and procedures adopted in order to reach specific (project) goals.
<b>Strength</b>	A higher than expected positive quality (of a project) identified by means of systematic reflection and assessment.
<b>Structural quality</b>	The quality of the conceptual and strategic bases, of the resources in terms of personnel and finances and of the infrastructure.

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**S (cont.)**

<b>Supervision</b>	Usually refers to a process of professional support based on a personal relationship between individual practitioners and encouraging reflection on professional practice.
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<b>Sustainability</b>	Intended impacts of a project which last longer than the project itself.
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**T**

<b>Target group</b> (Health promotion/Prevention)	A group in a specific setting at which the interventions' objectives and measures are aimed.
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<b>Tool</b>	A tool is a practical aid for the implementation of measures (e.g. checklists, manuals).
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<b>Total Quality Management (TQM)</b>	A comprehensive management philosophy based on the participation of all members with quality as the central concern.
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**V**

<b>Valorisierung</b>	The act of putting together, distributing and rendering usable and functional the results of the evaluation of a project.
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<b>Vision</b>	A long term concept of a desirable future state of a specific system.
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