

GLOSSARY

Access	Ability of clients or potential clients to obtain required or available services when needed within an appropriate time.
Accreditation	Recognition by a healthcare accreditation body of the achievement of accreditation standards by a healthcare organisation, demonstrated through an independent external peer assessment of that Facility's level of performance in relation to the standards.
Accreditation body	A recognised independent body that assesses and recognises through the award of accreditation status that a Healthcare Facility meets applicable pre-determined and published standards.
Accountability	Responsibility and requirement to answer for tasks or activities. This responsibility may not be delegated and should be transparent.
Adverse events	Events that have an unplanned negative effect on clients, groups, staff, or the facility.
Allied Health Professional	The Allied Health Professional Services include Physiotherapists, Occupational Therapist, Speech Therapists, Dietitian, Medical Social Officer, Audiologists, Optometrist, etc as defined by the Allied Health Professions Act 2016.
Ambulatory Care	Types of health services provided to individuals on an outpatient basis. Ambulatory care services are provided in many settings ranging from freestanding surgical facilities to cardiac catheterisation centres. See also 'Outpatient'.
Anaesthesia and sedation	<p>The administration to an individual, in any setting, for any purpose, by any route, medication to induce a partial or total loss of sensation for the purpose of conducting an operative or other procedure. Definitions of four levels of sedation and anaesthesia include the following:</p> <p>Minimal sedation: a drug-induced state during which patients respond normally to verbal commands. Although cognitive function and coordination may be impaired, ventilatory and cardiovascular functions are unaffected.</p> <p>Procedural sedation: a drug-induced depression of consciousness during which patients respond purposefully to verbal commands either alone or accompanied by light tactile stimulation. Reflex withdrawal from a pain stimulus is not considered a purposeful response. No interventions are required to maintain a patent airway, and spontaneous ventilation is adequate. Cardiovascular function is usually maintained.</p> <p>Deep sedation/analgesia: a drug-induced depression of consciousness during which patients cannot be easily aroused, but respond purposefully following repeated or painful stimulation. The ability to independently maintain ventilatory function may be impaired. Patients may require assistance in maintaining a patent airway and spontaneous ventilation may be inadequate. Cardiovascular function is usually maintained.</p> <p>Anaesthesia: consists of general anaesthesia and spinal or major regional anaesthesia. It does not include local anaesthesia. General anaesthesia is a drug-induced loss of consciousness during which patients are not arousable,</p>

even by painful stimulation. The ability to independently maintain ventilatory function is often impaired. Patients often require assistance in maintaining a patent airway, and positive pressure ventilation may be required because of depressed spontaneous ventilation or drug-induced depression of neuromuscular function. Cardiovascular function may be impaired.

Appointment	Initial job recruitment.
Appropriateness	The degree to which service is consistent with a client's expressed requirements and is provided in accordance with current best practice.
Assessment	Process by which the characteristics and needs of clients, groups or situations are evaluated or determined so that they can be addressed. The assessment forms the basis of a plan for services or action.
Assessor	External reviewer, assessor of achievement of or compliance with agreed standards, principles and/or criteria. <i>See also surveyor, auditor.</i>
Assignment	Job placement
Audit	A systematic independent examination and review to determine whether actual activities and results comply with planned arrangements.
Benchmarking	Comparing the results of organisations' evaluations to the results of other interventions, programs, or organisations, and examining processes against those of others recognised as excellent, as a means of making improvements.
Best practice	An approach that has been shown to produce superior results, selected by a systematic process, and judged as exemplary, or demonstrated as successful. It is then adapted to fit a particular Facility.
Blood Transfusion Services	The Blood Transfusion Services shall be organised to transfuse/administer and to provide safe and adequate blood and blood products appropriate to the clinical services.
Business objectives	The steps needing to be taken to achieve the goals of the organization, including action plans indicating who, what, why, when, and how goals will be achieved.
Business plan	The current action plan for achieving organisation goals.
Capacities	Abilities, resources, assets, and strengths of groups or individuals to deal with situations and meet their needs.
Certification	Formal recognition of compliance with set standards validated by external evaluation.
Chief Executive Office	The officer (however named) appointed by the Governing Body to act in accordance with the policies, delegated

	authority, and instructions of the Governing Body; and he/she is responsible for the management of the Healthcare Facility.
Choice Clients	The right, power or opportunity to choose a preferred option. Individuals or organizations being served by the organization.
Clinical Practice Guidelines	Statements that help practitioners and patients choose appropriate health care for specific clinical condition conditions (for example, recommendations on the case management of diarrhoea in children under the age of five years). The practitioner is guided through all steps of consultation (questions to ask, physical signs to look for, laboratory exams to prescribe, assessment of the situation and treatment to prescribe).
Clinical Record	See patient record/medical record/clinical record.
Clinical Staff	Those who provide direct patient care (Doctors, Dental Officers, Allied Health Staff and Nursing).
Community	Collectivity of individuals, families, groups and organizations that interact with one another, cooperate in common activities, solve mutual concerns, usually in a geographic locality or environment.
Competence	A determination of an individual's skills, knowledge, and capability to meet defined expectations, as frequently describe in a job description.
Complaint	Expression of a problem, an issue, or dissatisfaction with services that may be verbal or in writing.
Complementary	Services or components that fit with each other, or supplement one another, to form more complete services.
Confidentially	Guaranteed limits on the use and distribution of information collected from individuals or Facilities.
Contamination	The presence of an infection agent on an animate or inanimate surface.
Continuity	The provision of coordinated services within and across programs and Facilities, and over time.
Continuity of care	The degree to which the care of individuals is coordinated among practitioners, among organisation and over time.
Contingency plan	See ' <i>Environmental management plan</i> '.
Contract	Formal agreement that stipulates the terms and conditions for services that are obtained from, or provided to, another organisation. The contract and the contracted services are monitored and coordinated by the Facility and comply with the standards of the government and the Facility.
Contracted service	Services provided through a written agreement with another organisation, agency or individual. The agreement specifies the services or personnel to be provide these services or personnel.

Consent	Voluntary agreement or approval given by a client.
Coordination	The process of working together effectively with collaboration among providers, Facilities and services in and outside the Facility to avoid duplication, gaps, or breaks.
Credentialing	The process of obtaining, verifying and assessing the qualifications of health care practitioner to provide patient care services in or for health care Facility. The process of periodically checking staff qualification is called re-credentialing.
Credentials	Evidence of competence, current and relevant licensure, education, training, experience and certification. Other criteria may be added by a health care Facility.
Criteria	Specific steps to be taken, or activities to be done, to reach a decision or a standard.
Culture	A shared system of values, beliefs and behaviours
Cultural appropriateness	The design and delivery of services consistent with the cultural values of clients who use them.
Customer	The patients/clients of a client Facility. Internal customers/staff of the Facility.
Data	Facts, clinical observations, or measurements collected during an assessment activity. Data before they are analysed are called 'raw data'.
Delivery (of care or service)	Provision of care or service, usually in line with a care or service plan
Disaster	See 'Emergency'.
Discharge	The point at which an individual's active involvement with an organisation or program is terminated and the organisation or program no longer maintains active responsibility for the care of the individual.
Document control System	A planned system for controlling the release, change, and use of important documents within the organization, particularly policies and procedures. The system requires each document to have a unique identification, to show dates of issue and updates and authorisation. Issue of documents in the Facility is controlled and all copies of all documents are readily traceable and obtainable.
Education	Systematic instruction and learning activities to develop or bring about change in knowledge, attitudes, values or skills.
Effectiveness	The degree to which services, interventions or actions are provided in accordance with current best practice in order to meet goals and achieve optimal results.
Efficiency	The degree to which resources are brought together to achieve desired results most cost effectively, with minimal waste, re-work and effort.

Emergency	<p>1. An anticipated or sudden occasion, as in emergency surgery needed to prevent death or serious disability.</p> <p>2. A natural or man-made event that significantly disrupts the environment of care (e.g. damage to the Facility's building(s) and grounds due to severe winds, storms); that significantly disrupts care and treatment (e.g. loss of utilities i.e. power supply, water or telephone due to floods, civil disturbances, accidents or emergencies in the Facility or its community); or that results in sudden, significantly changed or increased demands for the Facility's services (e.g. building collapse, plane crash in the Facility's community). Some emergencies are called 'disasters'.</p>
Engineering Services	The Engineering Services cover the maintenance and repair work of the building and structure, M&E facilities, medical and related equipments. There are special requirements in the Standard covering facility maintenance, ventilation and air-conditioning, water supply, and medical gases.
Environmental Management Plan	The Facility's written document describing the process it has in place for the following areas of its operations: safety and security, hazardous materials, emergencies, fire safety, medical equipment and utility systems. The plan identifies specific procedures that describe mitigation, preparedness, response and recovery strategies, action and responsibilities.
Environmental and Safety Services	These services may be organised under a department or distributed among other departments. The standards are applicable to a range of environmental programmes, services, and covers safety and health programme, disaster plans, fire safety, waste disposal, etc.
Ethics	Standards of conduct that are morally correct.
Evaluation	Assessment of the degree of success in meeting the goals and expected results (outcomes) of the Facilities, services, programs or clients.
Evidence	Data and information used to made decisions. Evidence can be derived from research, experiential learning, indicator data, and evaluations. Evidence is used in a systematic way to evaluate options and make decisions.
Evidence based guidelines	Making medical decisions based on empirical evidence or in the absence of empirical evidence, expert consensus (e.g. consensus statements promoted by professional societies). The approach requires understanding conflicting results and assessing the quality and strength of evidence. Finally, physicians must know how this applies to patients and health care policies.
External evaluation body	A recognised healthcare body that evaluates through independent peer assessment the performance of healthcare Facilities in relation to quality standards for organizational functions.
Facility	Healthcare facility, organisation, institution or hospital. See also 'Organisation'.
Family	The person(s) with a significant role in the patient's life. This may include a person(s) not legally related to the patient. This person(s) is often referred to as a surrogate decision maker if authorised to make care decisions for a patient loses decision-making ability.

Follow up	Processes and actions taken after a service has been completed.
Functional status	The ability of individuals to take care of themselves physically and emotionally as appropriate to their age group. Functional status may be divided into 'social', 'physical' and 'psychological' functions. Functional status may be assessed by asking questions during periodic health examinations or using formal screening instruments.
Goals and Objectives	The goal is where we want to be and the objectives are the steps needed to get there. Goals are broad, general intentions, intangible abstract and can't be validated. However, objectives are narrow, precise, tangible, concrete and can be validated.
Governance	The function of determining the Facility's direction, setting objectives and developing policy to guide the Facility in achieving its mission, and monitoring the achievement of those objectives and the implementation of policy.
Governing Body:	A person or body (e.g. Board of Directors) ultimately responsible for all aspects of the Facility's operations.
Guide	"The Accreditation Guide" or "The Guide for Malaysian Hospital Accreditation Standards" service (s) services provided by a department, function, or unit.
Guidelines	Principles guiding or directing action.
Hazard	Anything that can cause harm, injury, ill-health or damage.
Hazardous materials and waste	Materials whose handling, use and storage are guided or defined by local or national regulation, hazardous vapours, infectious waste and hazardous energy sources.
Health care-associated infection	Any infection(s) acquired by an individual while receiving care or services in a health care Facility. Common infection are urinary infections, surgery wound infections, pneumonia and blood stream infections.
Healthcare Facility	A generic term used to describe many types of facilities that provide health care services. This includes ambulatory care centres, behavioural/mental institution, home care facilities, hospitals, laboratories and long term care facilities. Also known as 'health care institution/organisation'.
Health professional	Medical, nursing or allied health professional staff who provide clinical treatment and care to clients, having membership of the appropriate professional body and, where required, having completed and maintained registration or certification from a statutory authority.
Hygiene	The practice that serves to keep people and environments clean and prevent infection.
Human resources	The personnel requirements of the Facility.
Incidents	Events that are unusual, unexpected, may have an element of risk, or that may have a negative effect on clients,

groups, staff, or the Facility.

Indicator	Performance measurement tool, screen or flag that is used as a guide to monitor, evaluate, and improve the quality of services. Indicators relate to structure, process, and outcomes and are usually expressed as ratios with a numerator and denominator.
Individual with disabilities	People with disability (visual, physical, visual, hearing, speech, intellectual)
Infectious waste	<i>See 'Hazardous materials and waste'.</i>
Information	Data that is organised, interpreted and used. Information may be in written, audio, video or photograph form.
Information management	the creation, use, sharing and disposal of data or information across a Facility. This practice is critical to effective and efficient operation of organisational activities. It includes the role of management to produce and control the use of data and information in work activities, information resources management, information technology and information services.
Information systems	Systems for planning, organising, analysing and controlling data and information, including both computer-based and manual systems.
Informed consent	Agreement or permission accompanied by full information on the nature, risks and alternatives of a medical procedure or treatment before the physician or other health care professional begin the procedure or treatment. After receiving this information, the patient then either consents to or refuses such a procedure or treatment.
Inpatient	Generally, persons who are admitted to and housed in a health care Facility at least overnight.
Invasive procedure	A procedure involving puncture or incision of the skin, or insertion of an instrument or foreign material into the body.
Job description	Explanation of an employment position including duties, responsibilities and conditions required to perform the job.
Leadership	Ability to provide direction and cope with change. It involves establishing a vision, developing strategies for producing the changes needed to implement the vision; aligning people; and motivating and inspiring people to overcome obstacles.
Licensure	Process by which a government authority grants permission to an individual practitioner or healthcare Facility to operate or to engage in an occupation or profession.
Linkage	Connections, contacts and working relationships established with others.
Management	Setting targets or goals for the future through planning and budgeting, establishing processes for achieving those targets and allocating resources to accomplish those plans. Ensuring that plans are achieved by organising, staffing, controlling and problem-solving.

Measure	1. To collect quantifiable data about a function, system or process. 2. A quantitative tool. <i>Also see 'indicator'.</i>
Medical equipment	Fixed and portable equipment used for the diagnosis, treatment, monitoring and direct care of individuals.
Medication	Any prescription medications; sample medication; herbal remedies; vitamins; nutraceuticals; over the- counter drugs; vaccines; diagnostic and contrast agents used on or administered to persons to diagnose, treat or prevent disease or other abnormal conditions, radioactive medications; respiratory therapy treatments; parenteral nutrition; blood derivatives; and intravenous solutions (plain, with electrolytes and/or drugs).
Mission	A broad written statement in which the organization states what it does and why it exists. The mission sets apart one organization from another.
Mission statement	A written expression that sets forth the purpose, or 'mission', of a Facility or one of its components. The generation of a mission statement usually precedes the formation of goals and objectives.
Monitoring	The review of information on a regular basis. The purpose of monitoring is to identify the changes in a situation.
Multidisciplinary	including representatives of a range of professions, disciplines or service areas.
Non-clinical staff	Those who provide indirect patient care (admissions, food service, etc).
Nosocomial infection(s)	See ' <i>Health care-associated infection(s)</i> '.
Nutritional care	Interventions and counselling to promote appropriate nutrition intake. This activity is based on nutrition assessment and information about food, other sources of nutrients and meal preparation. It considers the patient's cultural background and socioeconomic status.
Nutrition therapy	Medical treatment that includes enteral and parenteral nutrition.
Observation	The time during which a patient is watched closely by a caregiver(s).
Organisation	Comprises all sites/locations under the governance of, and accountable to, the governing body/owner(s). <i>See also 'Facility'.</i>
Organisational chart	A graphic representation of titles and reporting relationships in a Facility.
Operational plan	The design of strategies, which includes the processes, actions and resources to achieve the goals and objectives of the Facility.
Orientation	The process by which staff become familiar with all aspects of the work environment and their responsibilities.

Outcome	The effect(s) that an intervention has on a specific health problem. It reflects the purpose of the intervention.
Outpatient	Generally, persons who do not need the level of care associated with the more structured environment of an inpatient or a residential program. In many countries, outpatient care is also known as 'ambulatory care'. <i>See also 'Ambulatory care'.</i>
Palliative services	treatments and support services intended to alleviate pain and suffering rather than to cure illness. Palliative therapy may include surgery or radiotherapy undertaken to reduce or shrink tumors compressing vital structures and thereby improve the quality of life. Palliative services include attending to the patient's psychological and spiritual needs and supporting the dying patient and his/her family.
Partners	The organisations that the Facility works and collaborates with to provide complementary services.
Partnerships	Formal or informal working relationships between organizations where services may be developed and provided jointly, or shared.
Patient	An individual who receives care, treatment and services.
Patient care process	the act of providing accommodation, comfort and treatment to an individual. This implies responsibility for safety, including treatment, services, habilitation, rehabilitation or other programs requested by the Facility or network for the individual.
Patient-centered standards	For purposes of accreditation, standards that are organised according to what is done directly or indirectly for or to patients (e.g. patient education, creation of patient records, patient assessment)
Patient record/medical record/clinical record	A written account of a variety of patient health information, such as assessment findings, treatment details, progress notes and discharge summary. This record is created by physicians and other health care professionals.
Peer assessment	A process whereby the performance of a Facility is evaluated by members of similar Facilities.
Performance appraisal	The continuous process by which a manager and a staff member review the staff member's performance, set performance goals, and evaluate progress towards these goals.
Personal record	Collection of information about a staff member covering personnel issues such as leave, references, performance appraisals, qualifications, registration, and employment terms.
Philosophy	A statement of principles and beliefs made by the Facility by which it is managed and delivers services.
Plan	a detailed method, formulated beforehand, that identifies needs, lists strategies to meet those needs and sets goals and objectives. The format of the plan may include narratives, policies and procedures, protocols, practice guidelines, clinical paths, care maps or combination of these.

Plan of care	A plan that identifies the patients the patient's care needs, list the strategies to meet those needs, documents treatment goals and objectives, outlines the criteria for ending interventions, and documents the individual's progress in meeting specified goals and objectives. It is based on data gathered during patient assessment. The format of the plan in some Facility may be guided by specific policies and procedures, protocols, practice guidelines, clinical paths or a combination of these. The plan of care may include prevention, care, treatment, habilitation and rehabilitation. <i>See also 'Plan'.</i>
Point-of-care testing	analytical testing performed at sites outside the traditional laboratory environment, usually at or near where care is delivered to individuals.
Policies	Written statements which act as guidelines and reflect the position and values of the Facility on a given subject.
Practice guidelines	tools that describe processes found by clinical trials or by consensus opinion of experts to be the most effective in evaluating and/or treating a patient who has a specific symptom, condition or diagnosis or describe a specific procedure. Synonyms include practice parameter, protocol, practice pattern and guideline. <i>See also 'Evidence-based guidelines'.</i>
Preventive services	Interventions to promote health and prevent disease. This includes identification of and counselling on risk factors (e.g. smoking, lack of physical activity), screening to detect disease (e.g. breast cancer, sexually transmitted disease), immunisations and chemoprophylaxis (e.g. hormone replacement therapy).
Privileging	The process whereby a specific scope and content of patient care services (that is, clinical privileges) are authorized for a healthcare practitioner by a healthcare Facility, based on evaluation of the individual's credentials and performance.
Procedures	Written sets of instructions conveying the approved and recommended steps for a particular act or series of acts.
Process	Series of interrelated activities and communications which accomplish services.
Protocol	Scientific treatment plan or study outline-including types of trial participants, schedule, procedures, medications and dosages, etc. - for using an experimental procedure or a new treatment with the intent of measuring human applications.
Public recognition	External, independent recognition or acknowledgement.
Qualified	Having the credentials for, being professionally and legally prepared and authorised to perform specific acts.
Qualified individuals	An individual or staff member who can participate in one or all of the Facility's care activities or services. Qualification is determined by the following: education, training, experience, competence, applicable licensure, law or regulation, registration or certification.
Qualitative	Data and information expressed with descriptions and narratives, a method that investigates the experience of users

through observation, interviews.

Quality	The degree of excellence, extent to which a Facility meets clients' needs and exceeds their expectations.
Quality assessment	Planned and systematic collection and analysis of data about a service, usually focused on service content and delivery specifications and client outcomes.
Quality control	The monitoring of output to check if it conforms to specifications or requirements and action taken to rectify the output. It ensures safety, transfer of accurate information, accuracy of procedures and reproducibility.
Quality improvement	Ongoing response to quality assessment data about a service in ways that improve the processes by which services are provided to clients.
Quality improvement activities (QIA)	Activities which measure performance, identify opportunities for improvement in the delivery of services, and include action and follow-up.
Quality of care	The degree to which health services for individuals and populations increase the likelihood of desired health outcomes and are consistent with current professional knowledge. Dimension of performance include the following: patient perspective issues; safety of the care environment; and accessibility, appropriateness, continuity, effectiveness, efficacy, efficiency and timelines of care.
Quality plan	The current action plan for meeting service quality requirements.
Recruiting	Seeking; normally new employees or other members of a Facility.
Referral	<p>The sending of an individual :</p> <ol style="list-style-type: none">1. From one doctor to other doctor or specialist;2. From one setting or service to another or other resource, either for consultation or care that the referring source is not prepared or qualified to provide.
Registered medical practitioner	Any person who is registered as such under the medical Act 1971 and who holds a valid practising certificate.
Rehabilitation services	The use of medical, social, educational and vocational measures together for training or retraining individuals disabled by disease or injury. The goal is to enable patients to achieve their highest possible level of functional ability.
Reliability	Extent to which results are consistent through repeated measures by different measurers, or at different times by the same measurer, when what is measured has not changed in the interval between measurements.
Research	Contribution to an existing body of knowledge through investigation, aimed at the discovery and interpretation of facts
Responsiveness	The characteristics of respect for persons, client focus, encouraging client participation and client acceptability.

Results (outcomes)	The consequences of a service.
Rights	Something that can be claimed as justly, fairly, legally, or morally one's own. A formal description of the services that clients can expect and demand from a Facility.
Risk	Chance or possibility of danger, loss or injury. This can relate to the health and well-being of staff and the public, property, reputation, environment, organizational functioning, financial stability, market share and other things of value.
Risk management programme	clinical and administrative activities that Facilities undertake to identify, evaluate and reduce the risk of injury to patients, staff and visitors and the risk of loss to the Facility itself.
Root cause analysis	A process for identifying the basic or causal factor(s) that underlies variation in performance, including the occurrence or possible occurrence of a sentinel event.
Safety	The degree that the Facility's buildings, grounds and equipment do not pose a hazard or risk to patients, staff or visitors.
Scope of services	The range of activities performed by governance, managerial, clinical and support personnel.
Services	Products of the organization delivered to clients, or units of the Facility that deliver products to clients.
Staff	Employees of the Facility who provide care, treatment and services, including those receiving pay (e.g. permanent, temporary, part time personnel, as well as contract employees), volunteers and health profession students.
Stakeholder	Individuals, organizations or groups that have an interest of share in services.
Standards of Accreditation	Malaysian Hospital Accreditation Standards, or standards contained in The Accreditation Guide.
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Strategic plan	A formalised plan that establishes the organization's overall goals, and that seeks to position the organization in terms of its environment.
Survey	External peer review which measures the performance of the Facility against an agreed set of standards.
Surveyor	External peer reviewer, assessor of organizational performance against agreed standards. Also assessor, auditor.
Sustainability	The provision by a health system of infrastructure such as workforce, facilities and equipment, innovation and responsiveness to emerging needs, e.g. research, monitoring.

Transfer	The formal shifting of responsibility for the care of a patient from 1. One care unit to another, 2. One clinical service to another 3. One qualified practitioner to another 4. One Facility to another Facility.
Utility system	Facilitywide system and equipment that support the following: electrical distribution; emergency power; water; electrical; transport; ventilating, air-conditioning; plumbing, boiler, and steam; piped gases; vacuum system; or communication system, including data-exchange systems. May also include systems for life support; surveillance, prevention and control of infection; and environmental support.
Utilization	the use, patterns of use, or rates of use of a specified health care service. 'Overuse' occurs when a health care service is provided under circumstances in which its potential for harm exceeds the possible benefits. 'Underuse' is the failure to use a necessary health care service when it would have produced a favourable outcome for a patient. 'Misuse' occurs when an appropriate service has been selected but preventable complication occurs. All three reflect a problem in quality of health care. They can increase mortality risk and diminish quality of life.
Utilisation management	The planning, organisation, direction and control of resources. How this relates to patient care by a health care Facility is significant.
Validity	Extent to which a measure truly measures only what it is intended to measure.
Values	Principles, beliefs or statements of philosophy that guide behaviour and that may involve social or ethical issues.
Variation	The differences in results obtaining in measuring the same event more than once. The sources of variations can be grouped into two major classes: common causes and special causes. Too much variation often leads to waste and loss, such as the occurrence of undesirable patient health outcomes and increased cost of health services.
Vision and Mission Statements	Vision – a statement of what your organisation wants to become and it gives shape and direction to the organisation's future. Mission – a precise description of what an organisation does.
Vulnerable groups	Infants, children, the elderly, pregnant mothers, psycho-social disabled.
Values	Principles, beliefs or statements of philosophy that guide behaviour and that may involve social or ethical issues.