
Healthcare organization management — Vocabulary

Gestion de l'organisation des soins de santé — Vocabulaire

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Foreword

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The procedures used to develop this document and those intended for its further maintenance are described in the ISO/IEC Directives, Part 1. In particular, the different approval criteria needed for the different types of ISO documents should be noted. This document was drafted in accordance with the editorial rules of the ISO/IEC Directives, Part 2 (see www.iso.org/directives).

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This document was prepared by Technical Committee ISO/TC 304, *Healthcare organization management*.

Any feedback or questions on this document should be directed to the user's national standards body. A complete listing of these bodies can be found at www.iso.org/members.html.

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Introduction

This document has been developed to help facilitate a common understanding of and maintain consistency in fundamental vocabulary in healthcare organization management standards.

This document is intended to be used by:

- healthcare management practitioners;
- academic professionals and students;
- developers of related standards;
- stakeholders in organizations, regardless of organizational size and type;
- others interested in the management of healthcare organizations.

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