

WX

HEALTH SERVICES

- 11 General histories of health care. History of the NHS. Include all reorganisations of the NHS pre 1997
See WX105 for NHS policy and changes 1997- (The New NHS - Modern, Dependable)
- 12 Histories of hospitals
Include comprehensive accounts and histories of individual institutions
Classify histories of specific types of hospital at the appropriate history number, e.g. history of psychiatric hospitals at WM11
- 13 Dictionaries. Encyclopaedias. Bibliographies
Use for general works only. Classify with specific subjects where possible, e.g. general dictionaries of nursing WY13, dictionaries of nursing research WY20.
Add the suffix Z for bibliography, e.g. bibliography of nursing research at WY20Z
- 15 Terminology
- 16 Statistics dealing with the health services
See WX222 & WX350-375 for quality and hospital activity data.
See W150-245 for health and medical statistics
- 17 Atlases. Maps.
- 20 Research. Research design
Include research to support evidence-based practice
Include general works covering health services research but classify with specific subject where possible
Include Health Technology Assessment (HTA)
See WB20 for evidence based practice in relation to clinical practice
- 22 Directories
Classify directories of specific health services at the appropriate number, e.g. a directory of child health services at WS22
- 32 Laws. Liability. Jurisprudence
Include general works on health legislation
Classify legislation with the specific subject where possible, e.g. Mental Health Act at WM32; the aw of medical practice at WA218 and malpractice at WA229
- 33 Discussion of legislation

PLANNING, ORGANISATION AND DELIVERY OF CARE

- 80 International agencies concerned with health care, e.g. World Health Organisation
Classify agencies concerned with a specialty, e.g. International Union Against Cancer (IUCC) with the specialty
- 90 International and comparative health services
Include comparative medical economics and economic studies and comparative studies which mention the UK. Theoretical and policy studies not linked to a geographical area are preferred at WX100
Include state medicine in other countries excluding Europe
- 93 Health care in the European Union
- 95 Studies of health services of single countries
- 97 Health care in Wales. Health care in Scotland. Health care in Northern Ireland.
Health care in the Channel Islands
- 100 Health care in the United Kingdom. National Health Service. Development of health services. General works
Include national agencies, e.g. NHS Confederation, Modernisation Agency etc
Include annual reports
See WX11 for an historical perspective; WX16 for statistics
- 105 National plans and national policy statements e.g. 'The NHS Plan' (2000).
Government regulation of services
Classify statements specific to a specialty with the specialty
See WX145 for commissioning
- 107 National finance
Include national expenditure plans
Include groups such as the Advisory Committee on Resource Allocation and earlier organisations
- 110 Department of Health and predecessors
Include Directorates of Health and Social Care
See WX97 for health services in the individual UK countries; WX145 for commissioning of NHS services
See HV104 for social services departments
- 112 Strategic Health Authorities. Special Health Authorities
Include NHS Boards in Scotland and Health Boards in Wales and N. Ireland
Include regional plans and policies from earlier organisations
See WX145 for Commissioning of services; WX162 for Workforce planning and Education and training

- 116 Primary Care Trusts. Include Primary Care Groups
See WA111-180 for primary care practice; WX145 for commissioning of services
- 117 PCT and predecessors' strategy plans and profiles
See W208 for public health reports
- 120 Hospitals and units
Include strategic plans
See WX122 for hospital Trusts; WX 850 for private hospitals; WA105 for community hospitals
- 122 NHS Trusts
Include NHS Trusts, NHS Foundation Trusts, Mental Health Trusts and Community Trusts
Include strategic plans, annual reports etc
See WX116 for Primary Care Trusts; WX550 for Ambulance Trusts;
See WX145 for commissioning; WX865 for NHS/private contracts
- 125 Consumer champions for health (and social) care; Healthwatch and predecessors:
Commission for Patient and Public Involvement in Health (CPPIH), Community Health Councils (CHC)
Include reports and discussion
- 128 Advisory and other bodies financed by central government
Include the King's Fund
- 130 Inter-institutional relationships
Include joint funding. Special Increment for Teaching (SIFT). Special Increment for Teaching and Research (SIFTR)

MANAGEMENT OF HEALTH SERVICES

Classify here only management techniques specific to health services. Classify works on general techniques applied to health service management in the general management section WX200-480, e.g. Leadership in the NHS at WX224.2

- 135 Management. General works on NHS and health service management only
Use for hospital management as a specialty
Include senior managers and executive teams; care group management and clinical directorates
- 138 Medical economics. Health economics
See WX260 for financial management
- 140 Planning of services. Strategic planning. Health & Wellbeing Boards
Include assessment of need and surveys; Joint Strategic Needs Assessment;
Classify with specialty where possible, usually at 27 of the relevant section
See WX212.3 for project management; WX145 for commissioning of services

- 145 Commissioning of services. Internal markets. Identification of core and non-core services. Contracts for health care
Include NHS England, Clinical Commissioning Groups; Commissioning Support Services
See WX865 for NHS/private sector contracts
- 150 Resource management. General works
Include Resource Management Initiatives (RMI)
- 155 Management of financial resources. Income generation. Clinical budgeting
Diagnosis Related Groups (DRGs)
- 158 Management of capital resources
Include capital assets and charges
Include hospital closure, decommissioning and change of use
- 162 Management of human resources. Workforce planning. General works
Include Health Education England (HEE) and Local Education & Training Boards (LETBs)
See WX400-480 for personnel management; WA205 for medical workforce planning and WY64 for nursing workforce planning
- 164 Contracting out. Privatisation of staff and services. Use of consultancy firms
- 170 Delivery of health care. Use of resources. General works
Include evaluation, e.g. cost-effectiveness, efficiency
See WX175 for evaluation of quality of care; WX179 for quality accreditation e.g. by CQC

CLINICAL GOVERNANCE. QUALITY OF CARE

- 175 Clinical governance. Quality of health care. General works
Include work of the Care Quality Commission here or WX178
See WY205 for clinical governance in nursing and WA131 for clinical governance in primary health care, WX178 for standards
- 176 Specific aspects of clinical governance, e.g. performance management, clinical risk management, clinical effectiveness. Include clinical incident reporting, clinical audit., etc
See WX375 for performance indicators and collection of data etc
See WX223 for general works on risk management
See WA217 for medical audit
- 178 Standards of care. Clinical guidelines
Include role of NICE
Include general works on the development of National Service Frameworks
Classify individual standards and guidelines with the subject where possible

179 Accreditation by non-governmental bodies

180 Whistle blowing

MANAGEMENT SKILLS AND TECHNIQUES NOT SPECIFIC TO HEALTH SERVICES

See WX135-179 for management techniques specific to the NHS and health services. See sections in WLM for general (non-employment related) works on self development and self improvement

200 Management. Skills and techniques. General works
Include subjects not indexed elsewhere

201 Organisational theory in relation to management
Include Corporate governance
See WLM820 for psychology of organisations in general

202 Management organisations and societies e.g. Chartered Management Institute
Include directories

204 Education and training
Include management development, MBA. National Vocational Qualifications (NVQs), competencies, training, examinations

212 Specific management techniques not included below e.g. action learning
See WX162 for workforce planning in health services; WX224.5 for change management

212.2 Time management

212.3 Project management

212 .5 Strategic management
Include organisational objectives; business planning; Lean thinking, Six sigma etc
See WX140 for strategic planning in the health services

213 Knowledge management

214 Marketing. Commerce. General works
Include market research
See WX145 for health service commissioning etc

218 Control systems. Systems analysis. Operations research

- 220 O and M. Operations management. Work study
- 222 Quality assurance. Professional audit of managers. Management audit. Total quality management (TQM). Bench marking. Performance indicators. Root cause analysis
See WX175 for quality assurance in health services; WX375 for use of data in evaluation of quality in health services
- 223 Risk management
See W370 for health and safety aspects of risk management; WX176 for clinical risk management
- 224 Behavioural science in management. General works
See WLM814 for assertiveness training; WX405 for the use of behavioural science in human resource management
- 224.2 Leadership
- 224.4 Teams. Team building. Team-working. Delegation
- 224.5 Change management
- 225 Meetings and committees, their organisation, running and control
- 226 Report writing
See Q50 for scientific writing
- 228 Press and public relations (PR). Disclosure of information. Communication
Include presentation skills and public speaking and telephone techniques
- 229 Customer relations and customer care

ADMINISTRATIVE AND CLERICAL STAFF

- 230 Administrative and clerical staff. General works
Include pay and conditions (see also WX 451)
- 232 Organisations. Professional bodies, e.g. AMSPAR
- 234 Education and training. Qualifications, e.g. NVQs
Include educational materials for both teaching and study

- 240 Office practices. Clerical procedures. General works
Include switchboards and telephone systems
See WX228 for telephoning techniques
- 242 Automation in the office
- 250 Medical secretaries. Secretarial duties. Medical receptionists and their duties.
Shorthand. Correspondence.
See WX226 for report writing

FINANCE

- 260 Financial management. General works
Include finance department
- 265 Management accounting. Budgets
- 267 Inflation accounting
- 268 Cost-benefit analysis
- 270 Accounting. General works
- 274 Examinations. Questions and answers
- 275 Automation in accounts
- 277 Mathematics in accountancy
- 279 Book-keeping
- 280 Financial accounting. Cash limits. Balance sheets. Financial statements
Include published accounts
- 88 Cost accounting
Include published accounts
- 290 Auditing
Include sampling
- 295 Taxation accounting

SALARIES AND WAGES

Use for the administration of salaries and wages. See also for specific groups of staff, e.g. WA241-242 for medical staff, WY72 for nursing staff, WX230 for admin and clerical

- 300 Salary administration. General works
See WX451 for pay scales
- 305 Incentive and bonus schemes
- 310 Taxation. PAYE
- 315 Superannuation. Pensions
- 320 Additional payments. Overtime, travel expenses, unsocial hours, etc
- 325 Security aspects of financial procedures

INFORMATION SERVICES

- 350 Information systems. Information management, Medical informatics. General works including specific to health
See WX380 for use of computers in health care
- 360 Medical records. Patient administration systems (PAS)
Include electronic patient records
- 362 Organisations. Professional bodies for health informatics
- 364 Education and training. Qualifications.
- 365 Legal aspects. Patient access to their records. Confidentiality. Retention and disposal of records
See QA250 for data protection in general
- 370 Clinical data, e.g. In-patient enquiry. General works
See WX175-179 for clinical governance, i.e. how and why the data is used;
W150-245 for health and medical statistics
- 375 Hospital Activity Analysis (HAA). Clinical coding. Data collection and retention
Include performance and health service indicator data
Include waiting lists, bed usage etc

- 380 Use of computers in health care. Information Management and Technology (IM&T)
See QA100-350 for general works on computing
Classify with specific subject or specialty where possible, usually at 26.5 of the relevant section
See WX755 for communication systems in hospitals and other health facilities
- 395 Automation of health information systems
See QA100-350 for general works on computing

HUMAN RESOURCE MANAGEMENT. PERSONNEL MANAGEMENT. INDUSTRIAL RELATIONS

Use for management of staff in work settings in general as well as for the work of the personnel department. See also management of specific groups of staff, e.g. WA130-155 for primary care/general practice staff; WA200-242 for hospital medical staff; WY59-80 for nursing staff

- 400 Personnel management. General works
See WX162 for workforce planning in the NHS
- 402 Personnel management as a profession
Include professional organisations, e.g. Chartered Institute of Personnel and Development
- 404 Education and training for personnel work
- 405 Behavioural science in personnel management, e.g. psychometric testing, psychological profiling, transactional analysis (TA)
See WLM812 for TA in general and WM490 for TA in psychiatry
See WX224 for behavioural science in management. in general; WLM900-910 for the psychology of work
- 410 Administration of the personnel department
- 415 Use of IT, computers and telecommunications technology in the personnel department
- 420 Recruitment. Job selection. Careers advice. Interviewing (interviewer and interviewee). Application forms and their design. Job descriptions
See WA241 for recruitment and selection of medical staff, WY68 for nurse recruitment
See WA201 for interviewing technique for medical staff candidates
- 422 Equal opportunities
Include all discrimination on grounds of race, sex, religion or disability
Use for equal employment opportunities in all professions
- 424 Problems at work, e.g. harassment. Absenteeism. Workplace violence
See WY75 for nursing staff

- 426 Incentive and motivation. Job satisfaction. Assessment and appraisal. Personal Development Plans. Job evaluation. Grading and re-grading
- 428 Employee participation and control
- 430 Conditions of service. Contracts of employment
Include redundancy, retirement., job sharing, job losses and downsizing
Include employment rights, but see WQ55 for general works on maternity benefits
Include See WY70 for nursing staff
- 432 Staff training and development. In-service training. Mentoring. Coaching, Continuing Professional Development. General works
Classify education for a specialty at 18 within that specialty. See also specific groups in, e.g. WX234 clerical staff, WX204 management staff; WY49 for nursing staff. See L for education in general
- 440 Staff counselling
See WY78 for counselling of nursing staff
- 442 Employment law
- 444 Disciplinary procedures
Include dismissal
See WY26 for nursing staff
- 446 Grievance procedures
- 450 Industrial relations. Collective bargaining. Local pay bargaining
- 451 Salaries and wages
Include pay scales (see also specific staff group)
Include Agenda for Change
See WX300-325 for administrative aspects
- 452 Trades unions. Industrial action
- 456 Whitley Councils
- 457 Allied Health Professionals (AHPs)
Include only works covering AHPs as a whole.
Classify with the particular specialty where possible
- 458 Technical and scientific staff. General works
Include only works covering the staff group as a whole. Classify with the particular specialty where possible

- 460 Staff attitudes and opinions. Organisational culture
- 470 Staff accommodation. General works
See also WY71 for nurses' accommodation
- 480 Other facilities for health care staff, e.g. creches

ADMINISTRATION AND MANAGEMENT OF PARTICULAR UNITS AND DEPARTMENTS AND SERVICES

- 500 Administration of hospitals facilities. General works
Include general works on hospital cleanliness here
- 514 Day hospitals and units. Treatment Centres. Assessment Units.
See also with the specialty
- 518 Wards
See WY232 for nursing management of the ward
- 520 Outpatient departments
Include administration of clinic waiting times
- 527 Medical illustration and photography
- 530 Ancillary services. Soft facilities management
Include works on the staff group as a whole
- 532 Portering services
- 534 Domestic services department
- 536 Catering department
- 538 Laundry and linen department
- 540 Central sterile supply department (CSSD)
- 542 Equipment. Supplies and stores. NHS Supplies
- 543 Purchasing. Group purchasing
- 545 Stock control

- 547 Distribution
- 548 Transport services for personnel and equipment
See WX550 for patient transport by ambulance and WX585 for other patient transport services
- 549 Education centres. Clinical Services Departments
Include design and administration
See WA216 for Postgraduate Medical Centres

AMBULANCE SERVICES

- 550 Organisation of ambulance services. General works
Include NHS Ambulance Trusts, private and charitable ambulance services
- 555 Organisation of paramedical emergency services. General works
Classify clinically focused works with emergency and traumatic medicine at WD411-458. Classify works on emergency services in a specialty where possible, e.g. midwifery, coronary care. See WB400-430 for intensive care
- 560 Ambulance personnel
- 565 Education and training
- 570 Ambulance training school
- 575 Ambulance station
- 580 Vehicles and equipment
- 582 Specialist roles, e.g. air ambulance
- 585 Hospital car services. Taxis. Transportation of patients excluding that by ambulance
See WX548 for non-patient transport services

VOLUNTARY SERVICES

See also HV160 for general works on voluntary organisations and charities

- 590 Organisation of voluntary services. General works

592 Voluntary workers. Voluntary service co-ordinator

596 League of Friends

HOSPITAL AND HEALTH SERVICES BUILDINGS

600 Hospital planning. Construction. Building. Hard facilities management. General works
Include Capital Investment Manual (CIM) procedures and PFI procedures

605 Works division. Works department

610 Architects

615 Design of health buildings
See WA129 for health centres in primary care

620 Specific designs of hospitals, e.g. Nucleus, Best buy

625 Designs of individual hospitals

630 Day hospitals

635 Wards

640 Outpatient departments

645 Staff accommodation

650 Quantity surveyors. Surveying

652 Estimating

655 Building materials

660 Interior design. Furnishings and fittings

670 Commissioning of health buildings

675 Evaluation

680 Maintenance. Upgrading. Renovation. Decoration

685 Estate management. Estmancode

690 Landscape gardening

695 Hospital farms

ENGINEERING

700 Engineering services. General works
Include material not specific to the NHS

705 Civil engineering, roads etc.

710 Power engineering

712 Energy management

715 Electrical engineering. Lighting. Emergency generators

720 Electronics
See WN400 for medical physics

735 Mechanical engineering. Transport and handling systems
Include lifts

740 Heating. Ventilation. Refrigeration. Insulation. Air conditioning

745 Sanitary installations. Plumbing

747 Waste disposal systems. Incinerators
See W70 for clinical waste

750 Medical gases. Storage and piping
See WO570 for anaesthetic gases

755 Communication systems, e.g. telephones, bleeps, paging, intranets, extranets
See WX350-395 for health informatics; QA100-350 for computing in general

- 760 Security systems, e.g. closed circuit television (CCT), key card entry systems
Include security personnel and crime in hospitals

MILITARY HEALTH SERVICES

Include Navy, Army and Air Force. See also WA284 for military doctors and WY260 for military nursing

- 800 Military health services. General works
- 810 Military hospitals
- 820 Health services in war
See W410-415 for disaster planning
- 825 Nuclear war
See WN670 for medical aspects

PRIVATE HEALTH CARE

- 850 Private health care. General works. Include all aspects of the private health economic sector. Include charitable and Social Enterprise health care provision
See WX550 for private ambulance services
- 855 Attitudes to private health care
- 860 Private health insurance
- 865 NHS/private sector contracts and arrangements
- 870 Private hospitals
- 875 Private nursing homes
- 880 Other private health facilities