

DIMENSIONS OF QUALITY

RESPECT

Honouring a person's choices, needs and values

SAFETY

Avoiding harm and fostering security

ACCESSIBILITY

Ease with which health and wellness services are reached

APPROPRIATENESS

Care that is specific to a person's or community's context

EFFECTIVENESS

Care that is known to achieve intended outcomes

EQUITY

Fair distribution of services and benefits according to population need

EFFICIENCY

Optimal and sustainable use of resources to yield maximum value

INDIVIDUAL PERSPECTIVE

SYSTEM PERSPECTIVE

OPTIMIZING THE EARLY YEARS

Advancing early development and maternal health and wellness

STRENGTHENING HEALTH & WELLNESS

Promoting well-being and preventing injury, illness and disability

RETURNING TO HEALTH & WELLNESS

Getting better when faced with acute illness or injury

LIVING WITH ILLNESS OR DISABILITY

Care and support for living with chronic illness and/or disability

COPING WITH TRANSITION FROM LIFE

Planning, care and support for life-limiting illness and bereavement

AREAS OF CARE

	RESPECT	SAFETY	ACCESSIBILITY	APPROPRIATENESS	EFFECTIVENESS	EQUITY	EFFICIENCY
INDIVIDUAL PERSPECTIVE							
SYSTEM PERSPECTIVE							
OPTIMIZING THE EARLY YEARS							
STRENGTHENING HEALTH & WELLNESS							
RETURNING TO HEALTH & WELLNESS							
LIVING WITH ILLNESS OR DISABILITY							
COPING WITH TRANSITION FROM LIFE							